



2022 Public TSC Work Plan

Item 2E

February 9, 2022

Tenant Services Committee

Report: TSC:2022-03

To: Tenant Services Committee (“TSC”)

From: General Counsel & Corporate Secretary

Date: January 19, 2022

PURPOSE:

The purpose of this report is to establish a 2022 Public Work Plan for the Tenant Services Committee (“TSC”).

RECOMMENDATION:

It is recommended that TSC approve the 2022 Public Work Plan provided as Attachment 1 to this report.

REASON FOR RECOMMENDATION:

The proposed 2022 Public TSC Work Plan includes the meeting dates to be approved by the Board at its meeting of February 25, 2022 and reflects those matters that have been identified, at this time, as requiring TSC’s approval during the 2022 calendar year, while not restricting TSC from identifying additional matters that it wishes to consider.

SIGNATURE:

“Darragh Meagher”

Darragh Meagher
General Counsel & Corporate Secretary

ATTACHMENT:

1. Proposed 2022 Public TSC Work Plan

STAFF CONTACTS:

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2022 Public TSC Work Plan

Q1 February 9, 2022	Q1 March 29, 2022
REGULAR ITEMS	REGULAR ITEMS
2022 Public TSC Work Plan	Operational Performance Measures
Q4 2021 Tenants First Update	Tenant Engagement Refresh Update
Community Safety Advisory Sub-Committee Chair's Report	Violence Reduction Program Update – Q4 2021 ¹
OCHE 2021 Work Plan Performance Appraisal	Management Response to OCHE Bi-Annual Report
OCHE Bi-Annual Update – July to December 2021	Community Safety Advisory Sub-Committee Chair's Report
Tenant Engagement Refresh Update	Tenant Complaints Process Update
	CSU Annual Report
SPECIAL ITEMS	SPECIAL ITEMS
	Annual Pest Control Report
	Annual Unit Inspections Report

Q2 June 9, 2022	Q3 July 6, 2022
REGULAR ITEMS	REGULAR ITEMS
Operational Performance Measures	Operational Performance Measures
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Tenant Complaints Process Update	Tenant Complaints Process Update
Q1 2022 Tenants First Update	Community Safety Advisory Sub-Committee Chair's Report
Violence Reduction Program Update – Q1 2022	
Review of TSC Charter	
Community Safety Advisory Sub-Committee Chair's Report	
SPECIAL ITEMS	SPECIAL ITEMS
Contract Management Update	
Tenant Volunteer Policy	

¹ This report will be reviewed on the March 24, 2022 CSAC meeting before being forwarded to the TSC.

Q3	Q4
September 20, 2022	November 10, 2022
REGULAR ITEMS	REGULAR ITEMS
Operational Performance Measures	Operational Performance Measures
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q2 2022 Tenants First Update	Q3 2022 Tenants First Update
Tenant Complaints Process Update	Tenant Complaints Process Update
Community Safety Advisory Sub-Committee Chair’s Report	Community Safety Advisory Sub-Committee Chair’s Report
Violence Reduction Program Update – Q2 2022	Violence Reduction Program Update – Q3 2022
OCHE Bi-Annual Update – January to June 2022	OCHE – 2023 Work Plan
Management Response to OCHE Bi-Annual Report	Community Safety Advisory Sub-Committee Chair’s Report
SPECIAL ITEMS	SPECIAL ITEMS
2022 Tenant Survey	