



**Report on Business Arising from Public Meeting Minutes**  
**BIFAC Action Item List**

<b>Report No. and Meeting Date</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>	<b>Assigned To</b>
<b>1. BIFAC:2019-100</b> November 20, 2019	<b>HoMES Project Update</b> Management to provide report outlining impact of new IT software on TCHC's business, on staff and tenants, and anticipated efficiencies to be created.	In progress	Q1, 2022	Vice President, Information Technology Services
<b>2. BIFAC:2019-102</b> November 20 2019	<b>Seniors Housing Unit</b> Management to provide a presentation, in conjunction with City staff, at a future BIFAC meeting as to the manner in which the implementation of the Seniors Housing Corporation ("SHC") will impact TCHC's staffing model and the services that are provided to impacted senior tenants.	In progress	To be reported after City completes review of services and staffing requirements for transfer of SHC to the City	Director, Strategic Planning & Stakeholder Relations

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<b>3. TCHC:2021-51D</b> October 7, 2021 Board Meeting	<b>Strategic Priorities – Progress Report</b>  Management to provide more details to BIFAC on what business processes are under review, what changes are being made, and how progress is being measured.	In progress  The information will be provided as part of the Committee's In-Camera session.	March 8, 2022	Chief Operating Officer
<b>4. BIFAC:2021-112</b> November 3, 2021	<b>Contract Award: Demand Services Replacement Of Residential Furnaces And Domestic Hot Water Heaters (DHW) On Demand At All TCHC Townhouses (RFP 21094)</b>  Management to provide updates on the quarterly reconciliation process and elaborate how processes have been/will be improved to monitor service level and the value for money.	In progress	March 8, 2022	VP, Facilities Management