



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

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
1. TCHC:2020-87 December 15, 2020 Board meeting	TCHC Provision of Internet Access to All TCHC Households As part of the feasibility study, Management look at the feasibility of providing internet to all units (e.g. RGI, Affordable and Market units), the associated costs, and the potential for cost recovery from tenants paying varied amounts for access.	Complete	November 18, 2021 (TSC:2021-70)	Chief Operating Officer
2. TSC:2021-34 May 4, 2021	Participatory Budgeting Program Prior to its reimplementation, Management to bring the plan for the participatory budgeting program to the TSC for discussion.	In progress	To be brought back in advance of Participatory Budgeting being reintroduced	Chief Operating Officer
3. TSC:2021-46 July 5, 2021	Community Impact Programs The next iteration of the Community Impact Programs report to include	Complete	November 18, 2021	Chief Operating Officer

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	an inventory of programming across the three Regions and the SHU, and the source of funding (e.g. internal or external).		(TSC:2021-72)	
4. TSC:2021-53 July 5, 2021	Crisis Priority Transfers Management to report back to the TSC, bi-annually, with information on the number of crisis priority transfers administered and feedback received from tenants regarding their experiences with the crisis priority transfer process.	Complete	November 18, 2021 (TSC:2021-71)	Chief Operating Officer
5. GCHRC:2021-34 September 10, 2021 GCHRC Meeting	Board and Committee Meeting Rules of Procedures <ol style="list-style-type: none"> 1. Management to consult with former deputants who have deputed at Board/Committee meetings on the proposed deputation procedure. 2. GCHRC direct staff to amend the proposed Rules in accordance with comments from members, and bring forward the draft document to the next TSC meeting and 	In progress	Update provided in the November 18, 2021 meeting (TSC:2021-75)	General Counsel and Corporate Secretary

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	thereafter return to GCHRC for its further consideration.			
6. TSC:2021-56 September 14, 2021	Q2 2021 Tenants First Update Management to report back or conduct a second round of communication to ensure tenants in the scattered houses understand the changes associated with the transfer including staffing changes.	Complete	November 18, 2021 (Update included as part of the Q3 2021 Tenants First Update TSC:2021-67)	Vice President, Strategic Planning and Communications
7. September 14, 2021	City of Toronto's Centralized Waiting List for Social Housing Management to provide more information regarding the City of Toronto's Centralized Waiting List for Social Housing, offline through an email.	In progress	Q1, 2022	Chief Operating Officer
8. September 14, 2021	Operations Organization Chart Management to provide an updated Operational Organizational Chart of the restructured Operations division with names.	Complete	A briefing note and the updated Organizational Chart are provided in the November 18, 2021 meeting.	Chief Operating Officer

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<p>9. TSC:2021-57 September 14, 2021</p>	<p>Revitalization Long-Term – Economic and Employment Benefits</p> <p>Staff to amplify the report and report back to provide more details including:</p> <ul style="list-style-type: none"> ○ The total construction hours and project hours, broken down by revitalization communities; ○ The total value of all constructions of all the revitalization projects, and value broken down by revitalization communities; ○ More details on section 1.2 Contracts for Social Enterprises, which include the list of social enterprises that have been awarded the social contracts, the number of tenants employed, and how the social enterprises were procured, broken down by revitalization communities; ○ Revision of tables under section 2.1 Employment, converting job duration to employment hours, broken down by revitalization communities; and 	In progress	Q1, 2022	Acting Chief Development Officer & Director, Program Delivery

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	<ul style="list-style-type: none"> ○ More information on wages dispensed to tenants, through construction and non-construction jobs. ○ A draft revised report will be sent to Councillor Fletcher for review prior to finalization and submission to the TSC. 			
10. TSC:2021-60 September 14, 2021	Tenant Complaints Update Management to provide a list of buildings engaged in the TCHC after-hours maintenance team pilot program in the West Region.	Complete	A Briefing Note is provided in the November 18, 2021 meeting.	Chief Operating Officer
11. TSC:2021-64 September 14, 2021	2021 Tenant Survey Seniors Housing Unit to bring forward a report on the results of the South East Region Tenant Experience Survey in the next TSC meeting on November 18, 2021.	Complete	November 18, 2021 (TSC:2021-80)	General Manager, Seniors Housing Unit

Briefing Note:

To: Tenant Services Committee

From: Sheila Penny, Chief Operating Officer

Date: November 1, 2021

Re: TSC Meeting of November 18, 2021 – Public Action Item #8 – Operations Division - Organization Chart

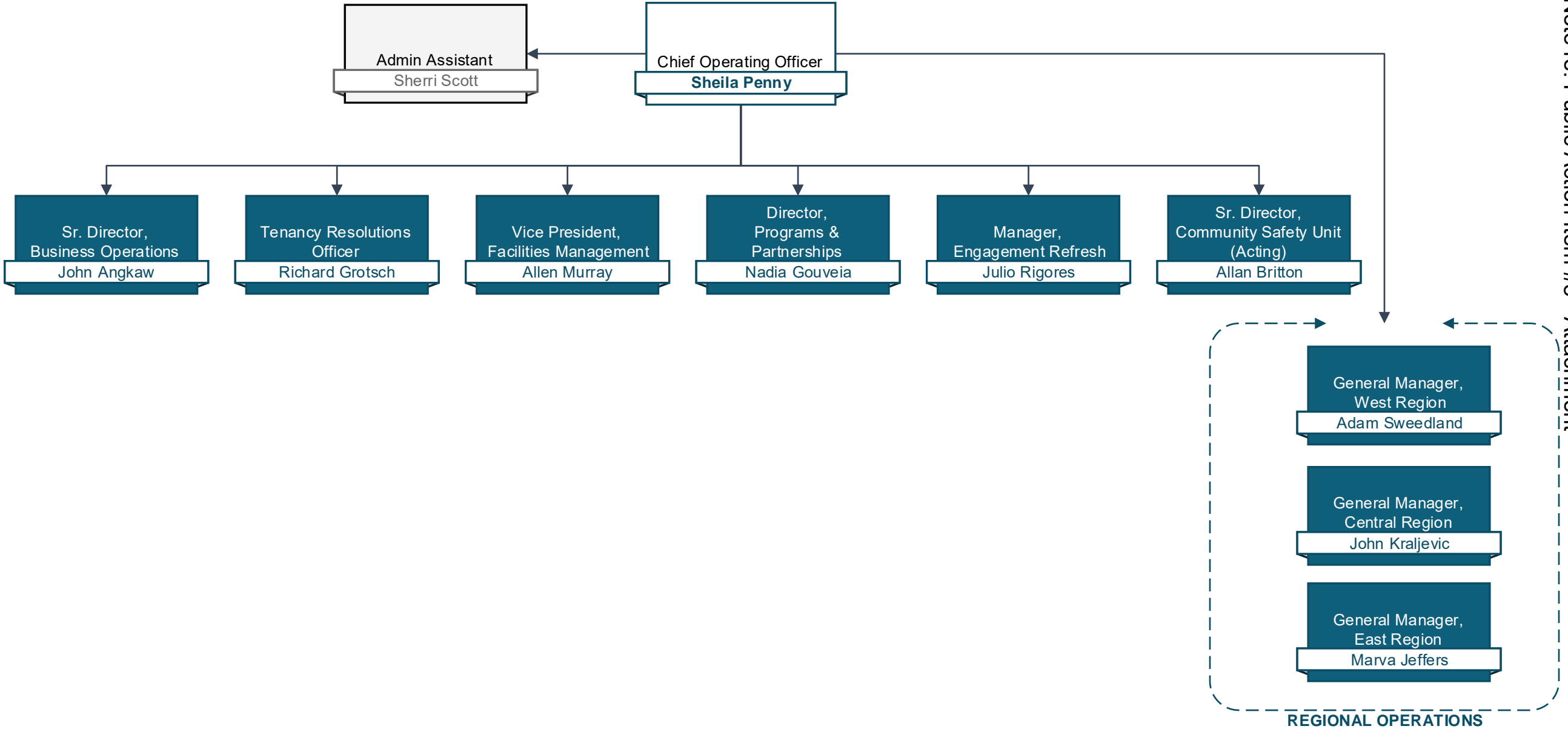
At the July 5, 2021 Tenant Services Committee (“TSC”) meeting, the TSC requested the Operations division to provide an updated organization chart of the restructured Operations division, including roles and reporting structure for the various teams and overall division.

At the September 14, 2021 TSC meeting, TCHC Management provided the updated organization chart of the restructured Operations division in response to the request; the organization chart outlined the various roles within:

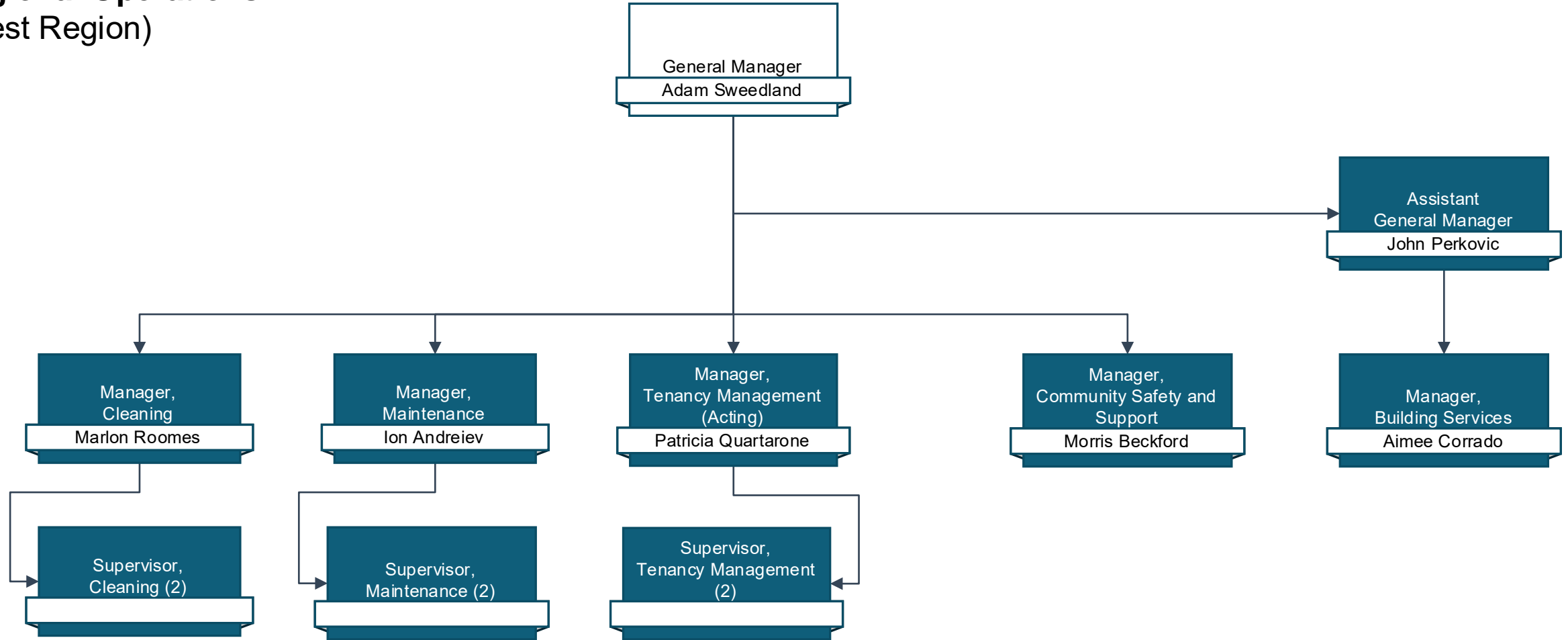
- Regional Operations
- Business Operations;
- Program and Partnerships;
- Tenancy Resolutions Office;
- Facilities Management;
- Tenant Engagement; and
- Community Safety Unit.

As a follow-up, the TSC requested that staff names be included in the organization chart. This report responds to the TSC request.

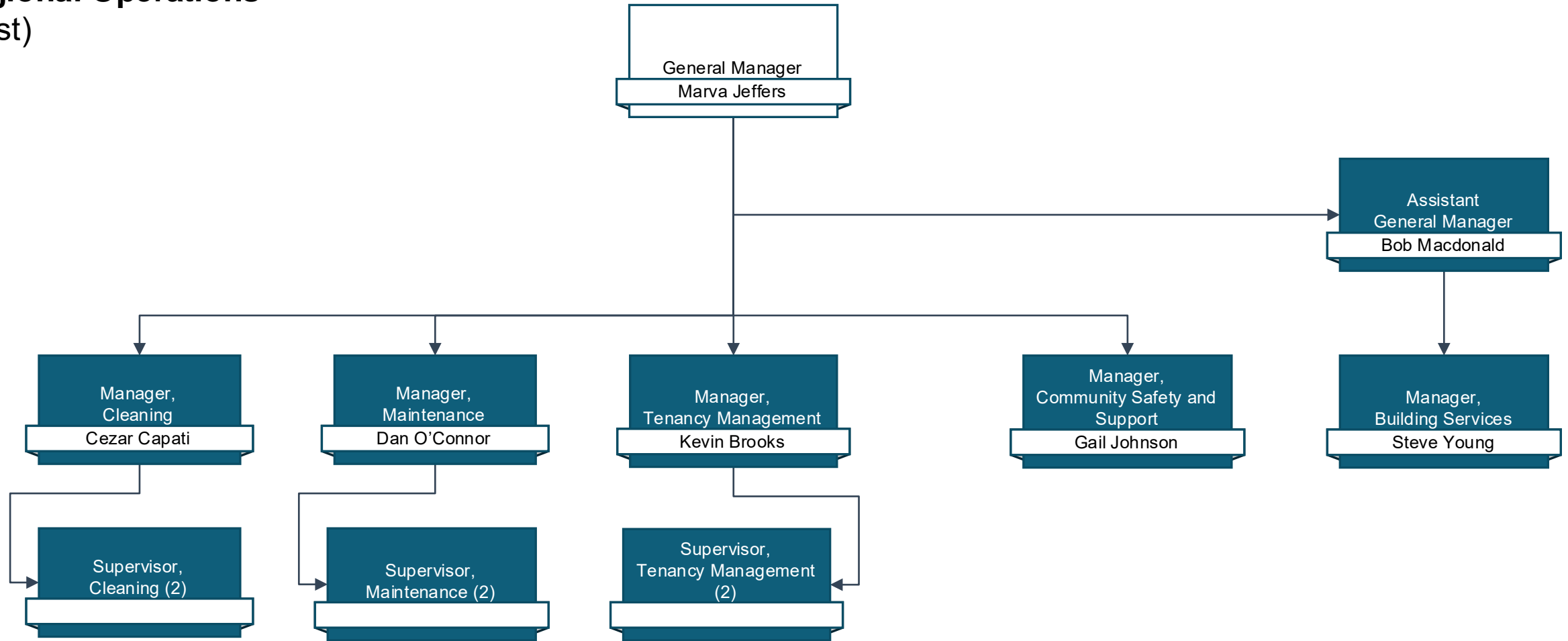
APPENDIX A Operations Leadership Team



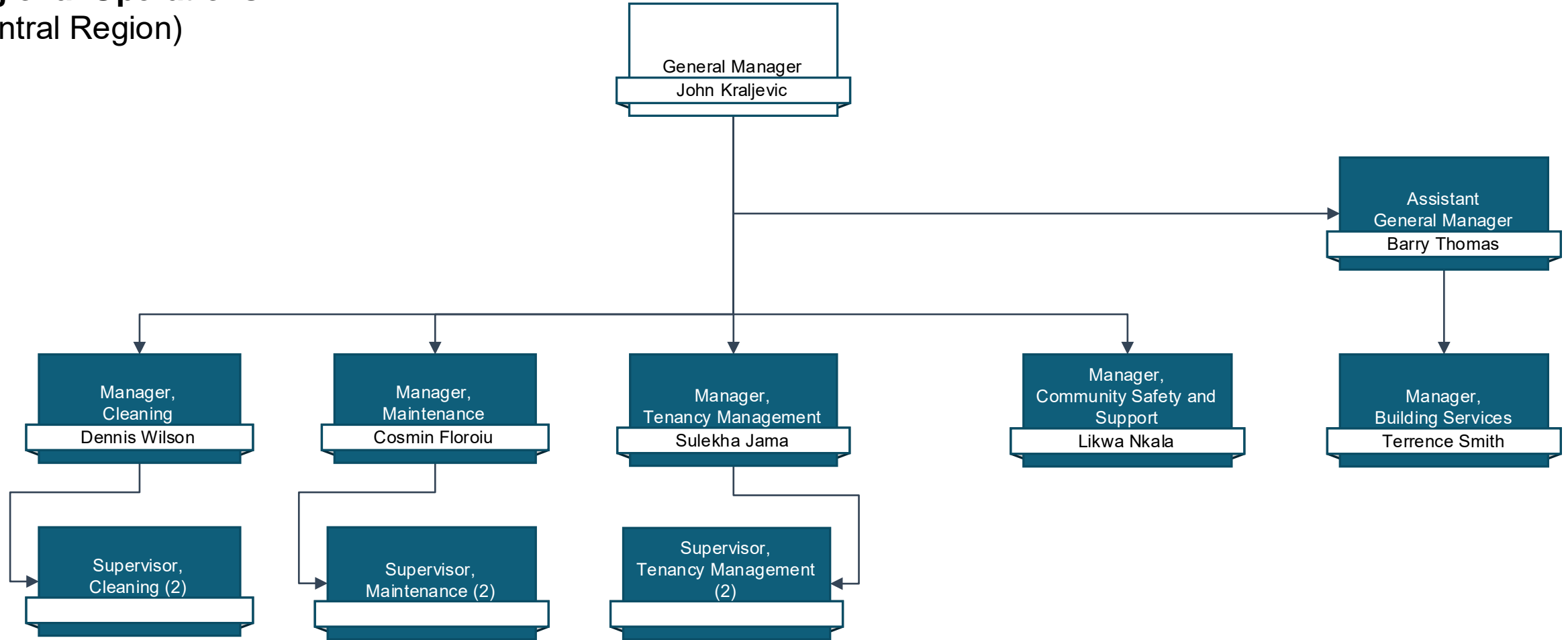
Regional Operations (West Region)



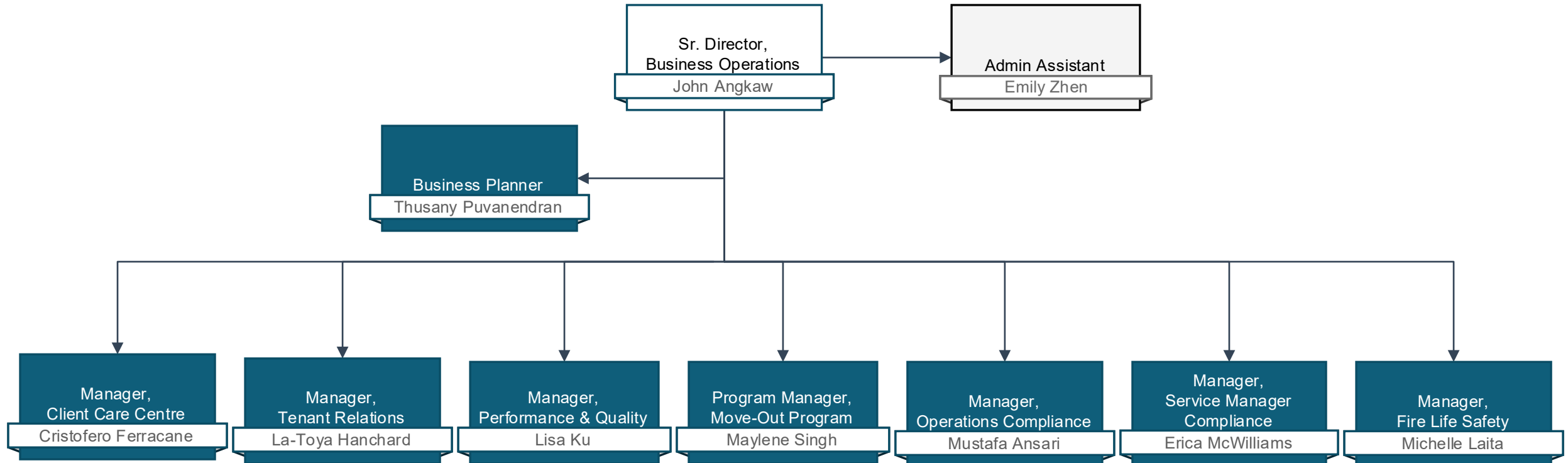
Regional Operations (East)



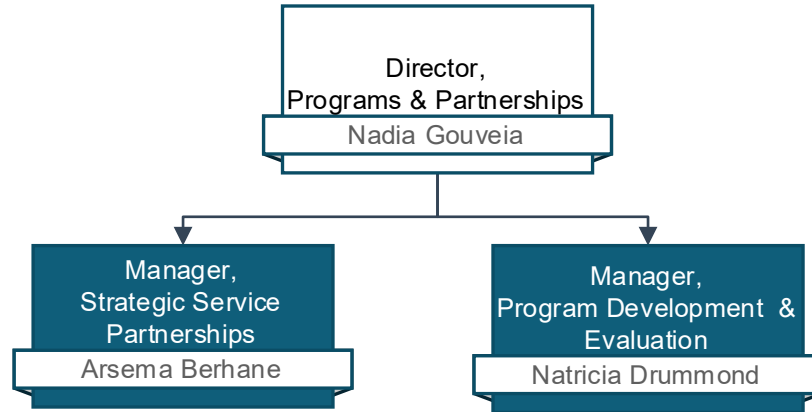
Regional Operations (Central Region)



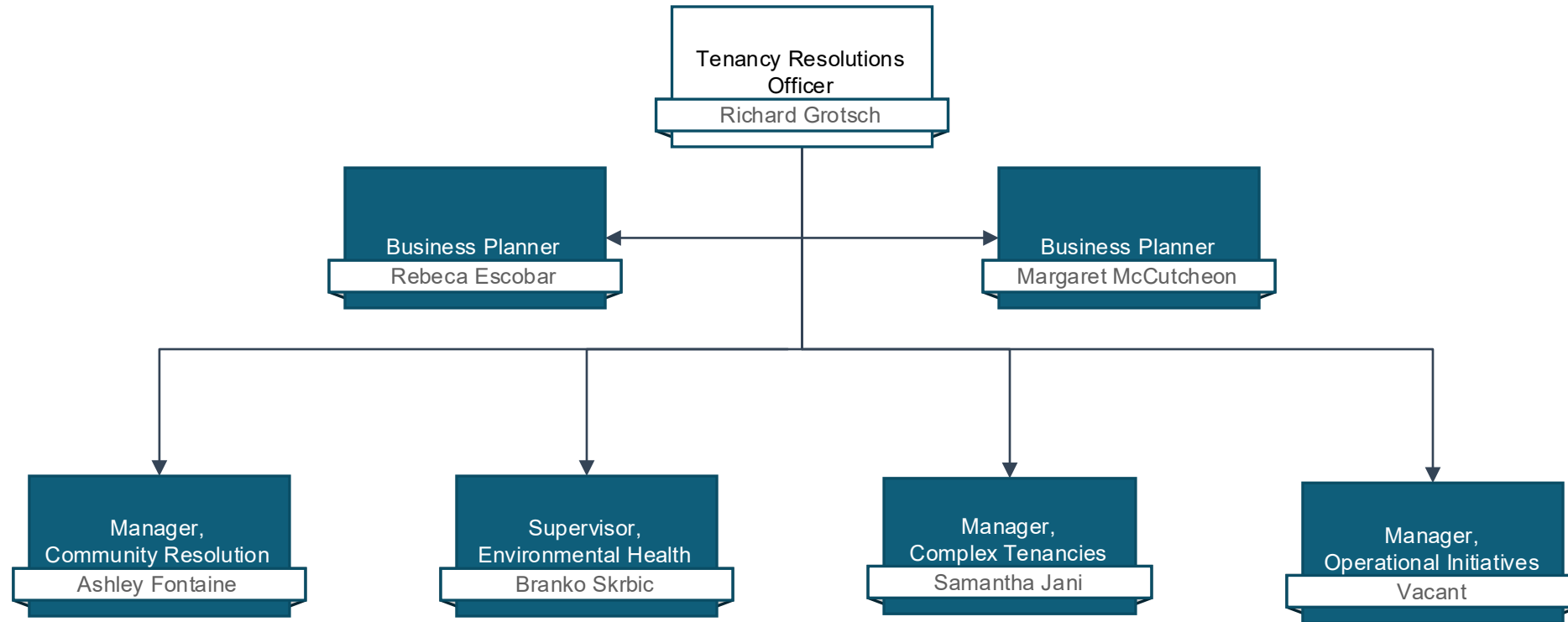
Business Operations



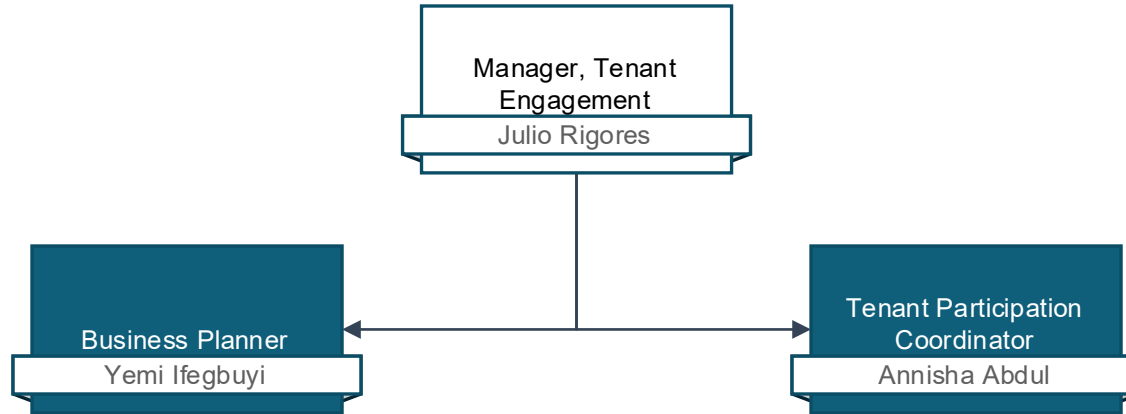
Programs & Partnerships



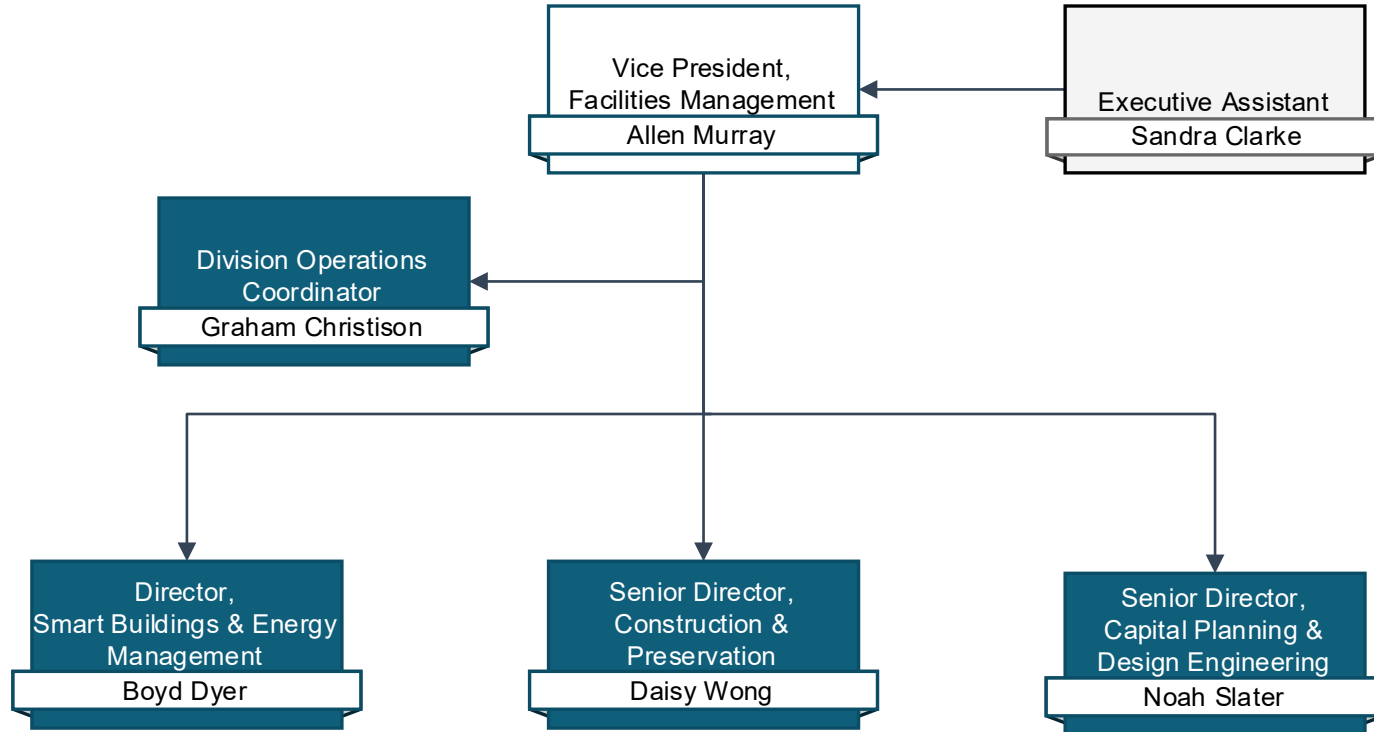
Tenancy Resolutions Office



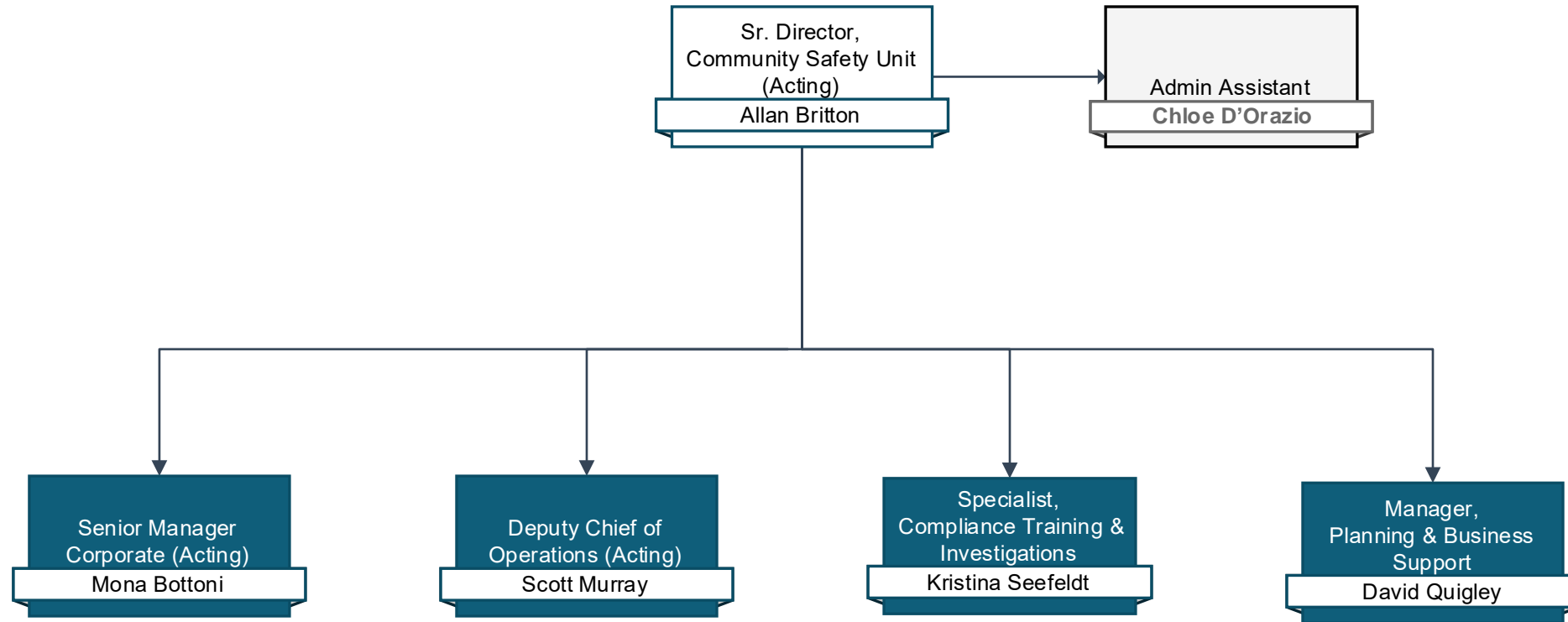
Tenant Engagement System



Facilities Management



Community Safety Unit



Briefing Note:

To: Tenant Services Committee

From: Sheila Penny, Chief Operating Officer

Date: November 4, 2021

Re: TSC Meeting of November 18, 2021 – Public Action Item #10 – TCHC After-hours Maintenance Program

At the September 14, 2021, TSC meeting, the TSC committee requested the Operations Division to provide additional information on the buildings engaged in TCHC's after-hours maintenance pilot program in West Region.

Background:

At TCHC, the after-hours emergency maintenance program has been delivered by a third-party vendor, Universal Cleaning & Painting Ltd. ("Universal"), across the portfolio.

The scope of service includes the provision of maintenance services seven days a week through dedicated teams assigned to each region. To ensure the program was tenant-centric, TCHC launched an after-hours maintenance services pilot program comprised of TCHC staff.

In March 2021, TCHC launched a pilot program to provide after-hours emergency maintenance services by Local 416 staff in the West Region. This 16-week pilot aimed to provide the following benefits:

- Service Efficiency (staff will be able to fix issues through a single-call model);
- Service Responsiveness (staff will respond to tenants issues in a timelier manner);
- Minimal Disturbance (less disturbance to tenants via single-call resolution; and
- Portfolio Familiarity: staff aware of tenants' needs and service standards.

The pilot program was launched for **all** of the West Region (54 buildings).