



2021 Public TSC Work Plan

Item 8

January 25, 2021

Tenant Services Committee

Report: TSC:2021-14

To: Tenant Services Committee (“TSC”)

From: General Counsel & Corporate Secretary

Date: January 5, 2021

PURPOSE:

The purpose of this report is to establish a 2021 Public Work Plan for TSC.

RECOMMENDATION:

It is recommended that TSC review and consider the draft 2021 Public Work Plan provided as Attachment 1 to this report.

The draft 2021 Public TSC Work Plan includes the meeting dates approved by the Board at its meeting of December 15, 2020.

SIGNATURE:

“Darragh Meagher”

Darragh Meagher
General Counsel & Corporate Secretary

ATTACHMENT:

1. Draft 2021 Public TSC Work Plan

STAFF CONTACTS:

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2021 Public TSC Work Plan

Q1	Q1
January 25, 2021	March 24, 2021
REGULAR ITEMS	REGULAR ITEMS
Chief Operating Officer’s Report on Tenant Services and Initiatives <i>[deferred from November 16, 2020 meeting]</i>	OCHE 2020 Annual Report
2021 Public TSC Work Plan	OCHE 2020 Work Plan Performance Appraisal
Operational Performance Measures	Operational Performance Measures
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q4 2020 Tenants First Update	Tenant Complaints Process Update
Tenant Complaints Process Update	Q4 2020 – Violence Reduction Program Update
SPECIAL ITEMS	SPECIAL ITEMS
Harm Reduction Policy	CCTV Cameras and Crime Prevention
Employment Opportunities for Tenants	CSU Annual Report
Violence Reduction Plan: Service Delivery Alignment	Joint Presentation with SDFa re: Violence Reduction Program
Contract Management Update	Lawrence Heights Community Benefits Agreement
	Corporate Goals for Redevelopment
	Annual Pest Control Report
	Annual Unit Inspections Report
	Smoke-Free Policy Update
	Update: Provision of Internet Access to All TCHC Households

Q2	Q3
May 4, 2021	July 5, 2021
REGULAR ITEMS	REGULAR ITEMS
Q1 2021 – OCHE Quarterly Update	Operational Performance Measures
Operational Performance Measures	Tenant Engagement Refresh Update
Tenant Engagement Refresh Update	Tenant Complaints Process Update
Q1 2021 Tenants First Update	
Tenant Complaints Process Update	
Q1 2021 – Violence Reduction Program Update	
SPECIAL ITEMS	SPECIAL ITEMS
Review of TSC Charter	

Q3	Q4
September 14, 2021	November 18, 2021
REGULAR ITEMS	REGULAR ITEMS
Q2 2021 – OCHE Quarterly Update	Q3 2021 – OCHE Quarterly Update
Operational Performance Measures	Operational Performance Measures
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q2 2021 Tenants First Update	Q3 2021 Tenants First Update
Tenant Complaints Process Update	Tenant Complaints Process Update
Q2 2021 – Violence Reduction Program Update	Q3 2021 – Violence Reduction Program Update
SPECIAL ITEMS	SPECIAL ITEMS
Tenant Volunteer Policy	OCHE – 2022 Work Plan
	TCHC Provision of Internet Access to All TCHC Households