



Toronto Community Housing Corporation
931 Yonge Street
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Briefing Note: For Information

To: Tenant Services Committee (“TSC”)

From: Acting Chief Operating Officer

Date: September 1, 2023

Re: TCHC’s Operational Performance Measures

Background

At the TSC meeting held on July 13, 2023, Management committed to restructuring the Operational Performance Report, which serves to provide the TSC with information regarding operational performance metrics. In Q3 2023, TCHC collaborated with internal stakeholders to create a report that highlights key aspects of TCHC's efforts to enhance efficiency, reduce vacancies, manage arrears, and improve Client Care, community safety, and pest management.

Summary of Changes

The updated Operational Performance report will continue to report key data, while incorporating additional data and analysis in an accessible format. As a result of the efforts made by staff, a restructured report is undergoing review with the TSC Chair and executive leads to ensure that the final version aligns with the requirements of the Committee. The new report format will now be presented on a quarterly basis (current format was monthly). This will offer more effective data comparators and increased consistency in reporting.

Next Steps

As the review process is ongoing, the Operational Performance Measures Report has not been included on the October 5, 2023 TSC agenda. The

next Operational Performance Measures report will be presented at the November 27, 2023 TSC meeting, reporting on TCHC's Q3 performance. It should be noted that the Operational Performance Report for November 27, 2023 will include a comparison to Q2 2023, ensuring the Committee is equipped with comprehensive information.

SIGNATURE

"Nadia Gouveia"

Nadia Gouveia
Acting Chief Operating Officer

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