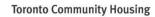
## Toronto Community Housing Corporation **Tenant Services Committee**931 Yonge Street, Ground Floor Conference Room





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

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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.	In progress	November 18, 2021	Chief Operating Officer
2. TSC:2021- 24D May 4, 2021	Long-Term Employment Opportunities in Revitalization Sites  Management to provide, where possible, the long- term economic benefits and long-term stable employment opportunities that have been generated across TCHC's revitalization sites.	Complete	September 14, 2021 (TSC:2021- 57) <sup>1</sup>	Interim Chief Development Officer & Director, Program Delivery

<sup>&</sup>lt;sup>1</sup> This report will also address the June 15, 2021 motion at the Board of Directors meeting to refer the Goal and Objective regarding 'Secure Opportunities for Tenants' of the Corporate Goals for Revitalization report (TCHC:2021:40) back to TSC for further discussion.

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Report No. and Meeting Date	Description	Status	Target Date	ယ
3. TSC:2021- 33 May 4, 2021	Non-Rentable Units  With regard to non-rentable units, Management to provide the TSC with the	Complete	September 14, 2021 (TSC:2021-	Chief
	length of time these units have been vacant where repairs are required.		58) <sup>2</sup>	List
4. 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	Acting Chief Operating Officer
5. July 5, 2021	City of Toronto's Centralized Waiting List for Social Housing			
	At the request of the Chair, TSC, Management to provide an overview of the City of Toronto's centralized waiting list for social housing, including the overall number of households waiting for residency and by how many the waitlist is reduced each month or annually.	Complete	Briefing note included in September 14, 2021 materials	Chief Operating Officer

 $<sup>^{\</sup>rm 2}$  Included as part of the TCHC's Operational Performance Measures report.

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Report No. and Meeting Date	Description	Status	Target Date	ယ
6. TSC:2021- 46 July 5, 2021	Community Impact Programs  The next iteration of the Community Impact Programs report to include an inventory of programming across the three Regions and the SHU, and the source of funding (e.g. internal or external).	In progress	November 18, 2021	C Action Item Chief Operating Officer  Officer
7. TSC:2021- 47 July 5, 2021	In future reports, performance metrics in the Operational Performance Report to be reported by Operating Region. The next iteration of the report to also include the following:  • more information regarding what the category of units that have been demolished or have undergone construction and are pending replacement refers to;  • for the 1,610 revitalization units that are vacant, the communities where they are located and the length of time they have been vacant for both the 671 units that are pending demolition and the 548	Complete	September 14, 2021 (TSC:2021- 58)	Chief Operating Officer

Report No. and Meeting Date	Description	Status	Target Date	Resigned To  Assigned To
	units that have been demolished or have undergone construction and are pending replacement;  of the \$2M in arrears that result from the transition from contract to direct management in the west, the breakdown of whether these arrears fall into the West or Central Regions; and inclusion of arrears data from the contract managed portfolio.			c Action Item List
8. TSC:2021- 47 July 5, 2021	Commercial Rent Arrears  Management to provide an update on the status of and plan to address commercial rent arrears resulting from COVID-19 across the TCHC portfolio.	Complete	September 14, 2021 (TSC:2021- 59)	Vice President, Facilities Management
9. TSC:2021- 49 July 5, 2021	Tenant Engagement Refresh Update  Of the communities that have not yet elected tenant representation, Management to identify the number of communities that had a tenant rep in place from the old engagement model prior to the implementation of the tenant engagement refresh.	Complete	September 14, 2021 (TSC:2021- 61)	Chief Operating Officer

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
10. TSC:202 1-50(R) & TSC:2021- 51	Annual Pest Control and Annual Unit Inspection Reports			Action Item Chief
July 5, 2021	Management to provide the Board with updated tables from the Annual Pest Control Report (TSC:2021-50(R)) and the Annual Unit Inspections Report (TSC:2021-51), that include year-over-year data and the data broken out by regions, including the Seniors Housing Unit at the July 22, 2021 Board meeting.	Complete	Briefing note included in July 22, 2021 Board of Directors materials	Chief Operating Officer
11. TSC:202 1-53 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.	In progress	Q1 2022	Chief Operating Officer
12. TSC:202 1-54 July 5, 2021	CSU Organization Chart  Management to provide the CSU organization chart, highlighting the positions of individuals who have a policing background.	In progress	To be provided at the November 15, 2021 Community Safety	Senior Director, Community Safety Unit

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
			Advisory Sub-	
			Committee meeting	
<b>13. TSC:202 1-54</b> July 5, 2021	Operations Organization Chart			
July 3, 2021	Management to provide an organizational chart of the restructured Operations division, including roles and reporting structure for the various teams and the overall division.	Complete	Briefing note included in September 14, 2021 materials	Chief Operating Officer