Toronto Community Housing Corporation **Tenant Services Committee**Webex / City Hall, 100 Queen Street West



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

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
1. TSC:2021-34	Tenant Funds for Common Area Projects ¹			
May 4, 2021	Prior to its reimplementation, Management to bring the plan for the program formerly known as participatory budgeting to the TSC for discussion, as well as information regarding the difference between traditional participatory budgeting and TCHC's program wherein tenants purchase community items from a catalogue.	In progress	Q1 2024 Q2 2024	Acting Chief Operating Officer
2. Not applicable July 13, 2023	Business Arising from the Public Meeting Minutes and Action Items Update Management to report back regarding the possibility of providing site staff with access to CCTV viewing access and footage.	Complete	Briefing note included in November 27, 2023 materials	Acting Chief Operating Officer

¹ This matter relates to action item #6 below.

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
3. TSC:2023-32 July 13, 2023	TCHC's Operational Performance Measures			
July 13, 2023	Management to work with the Chair of TSC to revise the report template of the Operational Performance Measures report.	Complete	November 27, 2023 (Agenda item #7A; TSC:2023-46)	Acting Chief Operating Officer
	The next iteration of the Operational Performance Measures report to include			
	 the costs associated with maintaining non-rentable vacant units; and 	In progress	Q1 2024 Q2 2024 ²	Acting Chief Operating Officer
	 the breakdown of arrears by RGI, parking, market and commercial, including the number of households/ tenants in arrears within each category and the number within those categories in repayment agreements. 	Complete	November 27, 2023 (Agenda item #7A; TSC:2023-46)	Acting Chief Operating Officer
	3. Management to host a workshop with members of the TSC regarding TCHC's Arrears Collection Process and arrears trends.	In progress	TBD	Acting Chief Operating Officer

² Due to timing, the next iteration of the Operational Performance Measures report is scheduled to come to the April 11, 2024 TSC meeting.

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
4. TCHC:2023-47	Vendor Award: Move-Out Unit Turnover Program			
July 26, 2023 Board of Directors meeting	Management to engage the Service Manager in order to confirm the manner in which the unit turnaround standard operates in relation to TCHC units.	Complete	Briefing note included in November 27, 2023 materials	Acting Chief Operating Officer
	2. Management to report back to the Board, through the Tenant Services Committee, on the dashboard utilized to identify the status of units that are the subject of unit turnover.	Complete	Briefing note included in November 27, 2023 materials	Acting Chief Operating Officer
	3. Management to report back to the Board, outside of the Board meeting process, on the relationship between the units that are reported as vacant to the Tenant Services Committee, and the status of units that are identified as the subject of the unit turnover report.	Complete	Briefing note included in November 27, 2023 materials	Acting Chief Operating Officer

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
5. Not applicableOctober 5, 2023	Business Arising from the Public Meeting Minutes and Action Items Update ³			
	Management to report back at the November 27, 2023 meeting with the plan for the program formerly known as Participatory Budgeting, including: • the name for the new program; • details of how the new program will work; and • details of how the program will be funded.	Complete	Briefing note included in November 27, 2023 materials	Acting Chief Operating Officer

³ This matter relates to action item #1 above.