

Toronto Community Housing Corporation

TENANT SERVICES COMMITTEE

PUBLIC SESSION

9:00 a.m. – 11:20 a.m.



**Date:** February 5, 2024

**Location:** Webex / 931 Yonge Street, Main Floor Conference Room

| Time          | Description  | Action               | Pre-read                               | Presenter                              |
|---------------|--|----------------------|--|--|
| Public Agenda |  |                      |  |  |
| 9:00          | 1. Chair's Remarks   | Information          | Verbal Report                          | Chair                                  |
|               | 2. Approval of Public Meeting Agenda   | Approval             | Agenda                                 | Chair                                  |
|               | 3. Chair's Poll re: Conflict of Interest   | Declaration          | Agenda and Conflict of Interest Policy | Chair                                  |
|               | 4. Confirmation of the Public Meeting Minutes of November 27, 2023                     | Information          | Minutes<br><i>5 minutes</i>            | Chair                                  |
|               | 5. Business Arising from the Public Meeting Minutes and Action Items Update            | Information          | Action Item List<br><i>5 minutes</i>   | Chair                                  |
|               | 6. 2024 Public TSC Work Plan   | TSC & Board Approval | TSC:2024-02<br><i>5 minutes</i>        | General Counsel & Corporate Secretary  |
|               | 7. Office of the Commissioner of Housing Equity's 2023 Work Plan Performance Appraisal | TSC & Board Approval | TSC:2024-03<br><i>15 minutes</i>       | Interim Commissioner of Housing Equity |

| Time | Description  | Action                   | Pre-read                         | Presenter                      |
|------|--|--------------------------|----------------------------------|--------------------------------|
|      | <b>8. Chief Operating Officer's Reports</b>                    |                          |                                  |                                |
|      | a) Process Update – Overhoused Households                      | TSC & Board Presentation | TSC:2024-04<br><i>40 minutes</i> | Acting Chief Operating Officer |
|      | b) Tenancy Management Protocols for Community Safety Incidents | Presentation             | TSC:2024-05<br><i>40 minutes</i> | Acting Chief Operating Officer |
|      | c) Tenant Complaints Update                                    | Information              | TSC:2024-06<br><i>15 minutes</i> | Acting Chief Operating Officer |
|      | d) Tenant Engagement Refresh Update                            | Information              | TSC:2024-07<br><i>15 minutes</i> | Acting Chief Operating Officer |

**TERMINATION**