Item 10B - TCHC's Operational Performance Measures (Supplemental)
TCHC Public Board Meeting – July 28, 2022
Report#: TCHC:2022-51 Supplemental **Attachment 1**

Attachment 1: TCHC Short-Term Vacancy Action Plan

TASK	Jul 22	Aug 22	Sep 22	Oct 22	Nov 22	Dec 22
1 Increase price lists on unit turnover contracts	Complete					
2 Streamline process to transmit all unit data photos & floorplans to RentCafe	In Progress					
3 Conduct inspections on units requiring maintenance that have ben vacant for a significant timeframe to confirm any action and outstanding turnover needs	In Progress					
4 Ensure staff are making an offer to applicants within 2 business days of the end of a choice-based cycle (achieve a service level of 90%)	In Progress	In Progress				
5 Conduct an exhaustive review of vacancy data in HoMES and address all reporting and data across	In Progress	In Progress				
6 Secure additional vendor(s) to provide all outstanding photos and floorplans for the choice-based model	In Progress	In Progress	In Progress			
7 Work with Yardi and City of Toronto on integrated HoMES and RentCafe	In Progress	In Progress	In Progress	In Progress		
8 Provide 100% of outstanding photos and data to the City for all vacant units	In Progress	In Progress	In Progress	In Progress	In Progress	

🟩	Complete
🟧	In Progress
🟥	Not Started