



TENANT SERVICES COMMITTEE MEETING

AGENDA

PUBLIC SESSION

Date: December 1, 2022
Time: 9:30 am. – 11:30 a.m.
Location: Virtual (NOT in person)

Agenda

Time	Description	Action	Pre-read	Presenter
Public Agenda				
9:30	1. Chair's Remarks	Information	Verbal Report	Chair
	2. Approval of Public Meeting Agenda	TSC 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 September 20, 2022	Information	Minutes <i>5 minutes</i>	Chair
	5. Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>5 minutes</i>	Chair
	6. Office of the Commissioner of Housing Equity – 2023 Work Plan	TSC & Board Approval	TSC:2022-53 <i>10 minutes</i>	Interim Commissioner of Housing Equity
	7. Terms of Reference of the Office of the Commissioner of Housing Equity	TSC & Board Approval	TSC:2022-39 <i>10 minutes</i>	General Counsel & Corporate Secretary

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Time	Description	Action	Pre-read	Presenter
	8. Chief Operating Officer’s Reports			
	a) TCHC Response to OCHE Bi-Annual Update	Information	TSC:2022-54 <i>10 minutes</i>	Acting Chief Operating Officer
	b) TCHC’s Operational Performance Measures	Information	TSC:2022-55 <i>10 minutes</i>	Acting Chief Operating Officer
	c) Tenant Complaints Update	Information	TSC:2022-56 <i>10 minutes</i>	Acting Chief Operating Officer
	d) Tenant Engagement Refresh Update	Information	TSC:2022-57 <i>10 minutes</i>	Acting Chief Operating Officer
	e) Violence Reduction Program Update – Q3 2022	Information	TSC:2022-58 <i>10 minutes</i>	Acting Chief Operating Officer
	f) TCHC Internal Tenant Transfer Program	Discussion	Briefing Note <i>10 minutes</i>	Acting Chief Operating Officer
	9. Update on Tenant Survey	TSC & Board Information	TSC:2022-59 <i>10 minutes</i>	Vice President, Strategic Planning and Communications
	10. Q3 2022 Tenants First Update	Information	TSC:2022-60 <i>10 minutes</i>	Vice President, Strategic Planning and Communications

TERMINATION