



TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

Date: March 29, 2022
Time: 9:10 am. – 11:35 p.m.
Location: Virtual (NOT in person)

Agenda

| Time | Description | Action | Pre-read | Presenter | Page # |
|---------------|--|--------------|--|-------------------------|--------|
| Public Agenda | | | | | |
| 9:10 | 1. Chair's Remarks | Information | Verbal Report <i>5 minutes</i> | Chair | - |
| 9:15 | 2. Consent agenda | | <i>15 minutes</i> | | |
| | a) Approval of Public Meeting Agenda | TSC Approval | Agenda | Chair | 1 |
| | b) Chair's Poll re: Conflict of Interest | Declaration | Agenda and Conflict of Interest Policy | Chair | - |
| | c) Confirmation of the Public Meeting Minutes of February 9, 2022 | TSC Approval | Minutes | Chair | 3 |
| | d) Violence Reduction Program Update – Q4 2021 | Information | TSC:2022-10 | Chief Operating Officer | 13 |
| 9:30 | 3. Business Arising from the Public Meeting Minutes and Action Items Update | Information | Action Item List <i>10 minutes</i> | Chair | 33 |

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| Time | Description | Action | Pre-read | Presenter | Page # |
|--------------|---|----------------------------|------------------------------------|---|---------------|
| 9:40 | 4. Community Safety Advisory Sub-Committee Chair's Report | Information | Verbal Report <i>15 minutes</i> | Chair, Community Safety Advisory Sub-Committee | - |
| 9:55 | 5. Integrated Service Model Annual Program Report | Information | TSC:2022-11 <i>15 minutes</i> | General Manager, Seniors Housing Unit | 53 |
| 10:10 | 6. 2021 TCHC Tenant Survey Results | Information (Presentation) | TSC:2022-20 <i>10 minutes</i> | Vice President, Strategic Planning & Communications | 175 |
| | 7. Chief Operating Officer's Reports | | | | |
| 10:20 | a) TCHC's Operational Performance Measures | Information | TSC:2022-13 <i>10 minutes</i> | Chief Operating Officer | 236 |
| 10:30 | b) Tenant Complaints Process Update | Information | TSC:2022-14 <i>10 minutes</i> | Chief Operating Officer | 249 |
| 10:40 | c) Tenant Engagement Refresh Update | Information | TSC:2022-15 <i>10 minutes</i> | Chief Operating Officer | 254 |
| 10:50 | d) Tenant Led Improvements in Basement Spaces | Information | TSC:2022-22 <i>15 minutes</i> | Chief Operating Officer | 269 |
| 11:05 | 8. Community Safety Unit 2021 Annual Report to Toronto Police Services Board | Information | TSC:2022-17 <i>10 minutes</i> | Acting Chief Special Constable and Senior Director, Community Safety Unit | 272 |
| 11:15 | 9. Annual Pest Control Report | Information | TSC:2022-18 <i>10 minutes</i> | Chief Operating Officer | 295 |
| 11:25 | 10. Annual Unit Inspection Results | Information | TSC:2022-19 <i>10 minutes</i> | Chief Operation Officer | 302 |

TERMINATION