



TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

Date: May 4, 2021
Time: 8:45 am. – 12:20 p.m.
Location: Virtual (NOT in person)

Agenda

| Time | Description | Action | Pre-read | Presenter | Page # |
|---------------|--|----------------------|--|---------------------------------------|--------|
| Public Agenda | | | | | |
| 8:45 | 1. Chair's Remarks | Information | Verbal Report <i>5 minutes</i> | Chair | - |
| 8:50 | 2. Consent agenda | | <i>5 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 March 24, 2021 | TSC Approval | Minutes | Chair | 4 |
| | d) Annual Review of Tenant Services Committee Charter | TSC & Board Approval | TSC:2021-31 | General Counsel & Corporate Secretary | 18 |
| 8:55 | 3. Business Arising from the Public Meeting Minutes and Action Items Update | Information | Action Item List <i>5 minutes</i> | Chair | 24 |

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|--------------|---|-------------------------|----------------------------|--|---------------|
| 9:00 | 4. Violence Reduction Program – MOU and Funding Arrangement with Social Development, Finance & Administration | Presentation | TSC:2021-32 30 minutes | SDFA Staff & Acting Chief Operating Officer | 42 |
| 9:30 | 5. Corporate Goals for Revitalization <i>[Deferred from March 24, 2021 TSC meeting]</i> | Information | TSC:2021-23D 20 minutes | Acting Chief Executive Officer | 67 |
| 9:50 | 6. Lawrence Heights: Phase 2 & 3 Tenant Benefit Agreement <i>[Deputations will not be heard on this item; deputations were presented at March 24, 2021 TSC meeting]</i> | TSC & Board Approval | TSC:2021-24D 20 minutes | Chief Development Officer and Director, Program Delivery | 72 |
| 10:10 | 7. OCHE Reports a) OCHE – 2020 Annual Report <i>[Deferred from March 24, 2021 TSC meeting]</i> | TSC & Board Information | TSC:2021-25D 10 minutes | Commissioner of Housing Equity | 93 |
| 10:20 | b) OCHE – 2020 Work Plan Performance Report <i>[Deferred from March 24, 2021 TSC meeting]</i> | TSC & Board Approval | TSC:2021-26D 10 minutes | Commissioner of Housing Equity | 127 |
| 10:30 | 8. Seniors Health and Wellness Hub at 145 Strathmore Blvd/ Greenwood Towers | Information | TSC:2021-27D 10 minutes | General Manager, Seniors Housing Unit | 141 |

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|--------------|---|---------------|----------------------------------|--|---------------|
| | <i>[Deferred from March 24, 2021 TSC meeting]</i> | | | | |
| 10:40 | 9. Chief Operating Officer's Reports | | <i>90 minutes</i> | | |
| | a) TCHC Community Safety Advisory Sub-Committee – Update | Information | TSC:2021-41 | Acting Chief Operating Officer | 149 |
| | b) TCHC's Operational Performance Measures | Information | TSC:2021-33 | Acting Chief Operating Officer | 151 |
| | c) Tenant Complaints Update | Information | TSC:2021-34 | Acting Chief Operating Officer | 163 |
| | d) Tenant Engagement Refresh Update | Information | TSC:2021-35 | Acting Chief Operating Officer | 167 |
| | e) Update: Use of Shipping Containers at Lawrence Heights | Information | TSC:2021-39 | Acting Chief Operating Officer | 205 |
| | f) Legacy Arrears Collection Performance Measures | Information | TSC:2021-44 | Acting Chief Operating Officer | 211 |
| | g) Q1 2021 Violence Reduction Program Update | Information | TSC:2021-40 | Acting Chief Operating Officer | 221 |
| 12:10 | 10. Q1 2021 Tenants First Update | Information | TSC:2021-43 <i>10 minutes</i> | Director, Strategic Planning & Stakeholder Relations and General Manager, Seniors Housing Unit | 233 |

TERMINATION