



TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

Date: September 20, 2022
Time: 9:55 am. – 11:55 p.m.
Location: Virtual (NOT in person)

Agenda

Time	Description	Action	Pre-read	Presenter
Public Agenda				
9:55	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 July 6, 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. Update on ModernTO	Information	TSC:2022-50 <i>30 minutes</i>	Vice President, Facilities Management
	7. Community Safety Advisory Sub-Committee Chair's Report	Information	Verbal Report <i>10 minutes</i>	Chair, Community Safety Advisory Sub-Committee

PUBLIC AGENDA -TSC MEETING – September 20, 2022

Page 2 of 2

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	8. Update on Tenant Led Improvements in Basement Spaces	Information	TSC:2022-48 <i>10 minutes</i>	Vice President, Facilities Management
	9. OCHE Bi-Annual Update – January to June 2022	TSC & Board Information	TSC:2022-43 <i>15 minutes</i>	Acting Commissioner of Housing Equity
	10. Chief Operating Officer’s Reports			
	a) TCHC’s Operational Performance Measures	Information	TSC:2022-44 <i>10 minutes</i>	Acting Chief Operating Officer
	b) Tenant Complaints Process Update	Information	TSC:2022-45 <i>10 minutes</i>	Acting Chief Operating Officer
	c) Tenant Engagement Refresh Update	Information	TSC:2022-46 <i>10 minutes</i>	Acting Chief Operating Officer
	d) Violence Reduction Program Update – Q2 2022	Information	TSC:2022-47 <i>10 minutes</i>	Acting Chief Operating Officer
	11. Q2 2022 Tenants First Update	Information	TSC:2022-49 <i>5 minutes</i>	Vice President, Strategic Planning and Communications

TERMINATION