

Report on Business Arising from Public Meeting Minutes
TSC Action Item List

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
<p>1. TSC:2021-34 May 4, 2021</p>	<p>Tenant Funds for Common Area Projects¹ Prior to its reimplementation, Management to bring the plan for the program formerly known as participatory budgeting to the TSC for discussion, as well as information regarding the difference between traditional participatory budgeting and TCHC's program wherein tenants purchase community items from a catalogue.</p>	<p>In progress</p>	<p>Q1 2024 Q2 2024</p>	<p>Acting Chief Operating Officer</p>
<p>2. Not applicable July 13, 2023</p>	<p>Business Arising from the Public Meeting Minutes and Action Items Update Management to report back regarding the possibility of providing site staff with access to CCTV viewing access and footage.</p>	<p>Complete</p>	<p>Briefing note included in November 27, 2023 materials</p>	<p>Acting Chief Operating Officer</p>

¹ This matter relates to action item #6 below.

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
3. TSC:2023-32 July 13, 2023	TCHC's Operational Performance Measures	Complete	November 27, 2023 (Agenda item #7A; TSC:2023-46)	Acting Chief Operating Officer
	1. Management to work with the Chair of TSC to revise the report template of the Operational Performance Measures report.			
	2. The next iteration of the Operational Performance Measures report to include <ul style="list-style-type: none"> • the costs associated with maintaining non-rentable vacant units; and • the breakdown of arrears by RGI, parking, market and commercial, including the number of households/tenants in arrears within each category and the number within those categories in repayment agreements. 	In progress	Q1 2024 Q2 2024 ²	Acting Chief Operating Officer
	3. Management to host a workshop with members of the TSC regarding TCHC's Arrears Collection Process and arrears trends.	In progress	TBD	Acting Chief Operating Officer

² Due to timing, the next iteration of the Operational Performance Measures report is scheduled to come to the April 11, 2024 TSC meeting.

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
<p>4. TCHC:2023-47</p> <p>July 26, 2023 Board of Directors meeting</p>	<p>Vendor Award: Move-Out Unit Turnover Program</p> <ol style="list-style-type: none"> 1. Management to engage the Service Manager in order to confirm the manner in which the unit turnaround standard operates in relation to TCHC units. 2. Management to report back to the Board, through the Tenant Services Committee, on the dashboard utilized to identify the status of units that are the subject of unit turnover. 3. Management to report back to the Board, outside of the Board meeting process, on the relationship between the units that are reported as vacant to the Tenant Services Committee, and the status of units that are identified as the subject of the unit turnover report. 	<p>Complete</p> <p>Complete</p> <p>Complete</p>	<p>Briefing note included in November 27, 2023 materials</p> <p>Briefing note included in November 27, 2023 materials</p> <p>Briefing note included in November 27, 2023 materials</p>	<p>Acting Chief Operating Officer</p> <p>Acting Chief Operating Officer</p> <p>Acting Chief Operating Officer</p>

Report No. and Meeting Date	Description	Status	Target Date	Assigned To
<p>5. Not applicable</p> <p>October 5, 2023</p>	<p>Business Arising from the Public Meeting Minutes and Action Items Update³</p> <p>Management to report back at the November 27, 2023 meeting with the plan for the program formerly known as Participatory Budgeting, including:</p> <ul style="list-style-type: none"> • the name for the new program; • details of how the new program will work; and • details of how the program will be funded. 	<p>Complete</p>	<p>Briefing note included in November 27, 2023 materials</p>	<p>Acting Chief Operating Officer</p>

³ This matter relates to action item #1 above.