



## **Annual Review of Community Safety Advisory Sub-Committee (“CSAC”) and Tenant Services Committee (“TSC”) Charters**

Item 10

June 10, 2024

Tenant Services Committee

**Report:** TSC:2024-28

**To:** Tenant Services Committee (“TSC”)

**From:** Acting General Counsel and Corporate Secretary

**Date:** April 29, 2024

### **PURPOSE:**

The purpose of this report is to seek the TSC’s, the Governance, Communications and Human Resources Committee’s (“GCHRC”), and the Board of Director’s (the “Board”) approval of the Community Safety Advisory Sub-Committee (“CSAC”) and TSC Charters.

### **RECOMMENDATIONS:**

It is recommended that TSC approve the Tenant Services Committee Charter (Attachment 1) and the Community Safety Advisory Sub-Committee Charter (Attachment 2), forward them to the Governance, Communications and Human Resources Committee for its approval, and following such approval, to the Board of Directors for its approval.

### **REASONS FOR RECOMMENDATIONS:**

At its June 3, 2024 meeting, the CSAC approved its Charter and forwarded it to the TSC for its approval.

Following approval by the TSC, the Charters will be forwarded to the GCHRC and the Board for their approval.

Under their Charters, TSC and CSAC are tasked with reviewing their respective Charters on an annual basis. There are no recommended changes to the TSC or CSAC Charters.

**IMPLICATIONS AND RISKS:**

It is good governance practice and in compliance with the TSC and CSAC Charters to review and recommend changes, if any, to the charters annually.

**SIGNATURE:**

*“Dean Horner”*

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Dean Horner  
Acting General Counsel and Corporate Secretary

**ATTACHMENTS:**

1. Tenant Services Committee Charter
2. Community Safety Advisory Sub-Committee Charter

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## **THE TENANT SERVICES COMMITTEE CHARTER**

### **Mandate**

The Tenant Services Committee (the “TSC” or "Committee") is established as a committee of the Board of Directors (the "Board") of Toronto Community Housing Corporation ("TCHC") to assist the Board in fulfilling its responsibilities in respect of:

- Community relations, tenant engagement and quality customer service;
- Healthy Communities;
- Day-to-day Maintenance;
- Community Safety and Security;
- Social Investment; and
- Oversight of the Commissioner of Housing Equity.

### **Responsibilities**

The Committee fulfills its purpose by carrying out the following responsibilities:

- In conjunction with the Board, the Committee receives quarterly performance or progress reports on the implementation of the Corporation’s Strategic Plan.
- Overseeing and ensuring the design, implementation, and reporting of policies, strategies and initiatives by Management on community relations, tenant communications and engagement, residential tenancies, and quality customer service including issues related to internal transfers, the call centre, and eviction prevention, and reporting and making recommendations to the Board on these matters;
- Overseeing and ensuring the design, implementation, and reporting of policies, strategies and initiatives by Management on healthy communities and day-to-day maintenance, and making recommendations to the Board on these matters;
- Overseeing and ensuring the design, implementation, and reporting of policies, strategies and initiatives by Management on security, CCTV

cameras, and crime and reporting and making recommendations to the Board on these matters;

- Overseeing and ensuring the design, implementation, and reporting of policies, strategies and initiatives by Management on community safety, including property standards and fire and life safety and reporting and making recommendations to the Board on these matters;
- Overseeing and ensuring the design, implementation, and reporting of social investment policies, strategies and initiatives by Management that address tenant demographics and reporting and making recommendations to the Board on these matters;
- Overseeing and ensuring the design, implementation, and reporting of TCHC programs governing the distribution of Tenant Funds, including the Participatory Budget Program, and reporting and making recommendations to the Board on these matters; and
- Receiving and reviewing with Management reports from and about the Ombudsman, the Ontario Human Rights Tribunal, *Residential Tenancies Act* hearings and other related investigations involving tenants, including complaints and reporting and making recommendations to the Board on these matters.

#### Oversight of the Commissioner of Housing Equity

- Recommending to the Board, for approval the appointment or dismissal of the Commissioner of Housing Equity (CHE), including the terms and conditions of such for execution by the Chair of the Board;
- Annually reviewing and, as appropriate, recommending to the Board for approval the CHE's position description, succession plans, performance reviews, and compensation structure; and
- Annually reviewing with the CHE and recommending to the Board for approval a work plan and staffing complement, and an annual report on results and benefits to the Corporation for the Office of the CHE ("OCHE").

#### **Authority**

The Committee has full delegated authority from the Board in respect of the matters that fall within its Charter.

The Committee may establish ad-hoc or advisory committees to provide input on specific issues identified by the Committee.

The Committee is accountable to the Board and shall not be entitled to sub-delegate all or any of the powers and authority delegated to it.

The Committee will have full, free and unrestricted access to management and its employees, including the Commissioner of Housing Equity.

The Committee may retain the services of external advisors at the expense of the Corporation as may be deemed necessary to ensure its due diligence and in accordance with TCHC's procurement policy and procedures.

### **Composition**

- Appointment of the Committee Chair, and members shall be by the Board upon recommendation of the Board Chair.
- Appointment of the Committee Vice-Chair shall be by the Board upon recommendation by the Committee.
- The Chair of the Board shall be a voting *ex officio* member of the Committee.
- The President and Chief Executive Officer will appoint an Executive staff liaison to support the Chair.
- The President and Chief Executive Officer will appoint a staff person to reside as Corporate Secretary for the Committee.
- The Committee shall be composed of a minimum of four Directors.

### **Terms of Membership**

- Two-year term. The term is renewable for an additional two-year term.

### **Quorum**

- Quorum shall be a minimum of fifty percent of the Directors of TSC.
- Where a quorum is present, decisions shall be taken by motion, with passage by simple majority (fifty percent plus one) of the total Committee members present at a meeting of the Committee, in person or by teleconference.
- Written resolution in lieu of meeting signed by all members of the Committee is permitted.

### **Meetings**

- The Committee will meet as frequently as it determines necessary but not less than once each quarter. Meetings may be called by the Chair of the Board or the Chair of the Committee. The Chair of the Committee must call a meeting when requested to do so by any member of the Committee, the Chairman of the Board, the President and Chief Executive Officer, or the General Counsel and Corporate Secretary.

- Time-limited sub-committees or advisory committees may be formed to address specific issues and perform clear tasks.
- The procedure at meetings shall be determined by the Committee Chair adhering to the by-laws of the Corporation or any resolution of the Board.
- Meetings will be held in public other than matters to be dealt with in closed session, such as:
  - (a) the security of the property of the Corporation;
  - (b) personal matters about an identifiable individual, including an employee;
  - (c) a proposed or pending acquisition or disposition of land by the Corporation;
  - (d) labour relations or employee negotiations;
  - (e) litigation or potential litigation, including matters before administrative tribunals, affecting the Corporation;
  - (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
  - (g) any other matter City Council would be permitted to discuss at a meeting or part of a meeting that is closed to the public under *City of Toronto Act, 2006* or any other Act; or
  - (h) a request under the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA).

## Review

- The Committee shall review its Charter on an annual basis and recommend any changes to such terms to the Governance, Communications and Human Resources Committee.

## Reporting

The Committee will report the proceedings of each meeting and all recommendations made by the Committee at such meeting to the Board at the Board's next meeting. The Committee will make such recommendations to the Board as it may deem appropriate.

**Approved:** December 16, 2014

**Amended:** April 27, 2016

**Amended:** December 11, 2017

**Amended:** June 12, 2018

**Amended:** February 27, 2019

**Amended:** February 20, 2020

**Amended:** June 15, 2021

**Amended:** June 28, 2022

Item 10 - Annual Review of Community Safety Advisory Sub-Committee (“CSAC”) and Tenant Services Committee (“TSC”) Charters  
Public TSC Meeting – June 10, 2024  
Report #: TSC:2024-28  
**Attachment 2**

## **Community Safety Advisory Sub-Committee Charter**

### **MANDATE:**

The Community Safety Advisory Committee (“CSAC”) is established as a sub-committee of the Tenants Services Committee (the “TSC”), itself a committee of Toronto Community Housing’s (“TCHC”) Board of Directors (the “Board”), to assist the Board and TSC in fulfilling its responsibilities in respect of Community Safety and Security at TCHC.

### **RESPONSIBILITIES:**

The CSAC fulfills its mandate by carrying out the following responsibilities:

- Advice and recommendations to the TSC on the design, implementation, and reporting of policies, strategies and initiatives by Management on security, CCTV cameras, and crime and reporting; and
- Advice and recommendations to the TSC on the design, implementation, and reporting of policies, strategies and initiatives by Management on community safety and the Community Safety Unit.

### **AUTHORITY:**

The CSAC is an advisory committee of the TSC and as such is able to make recommendations to the TSC with respect to the matters that fall within its Charter for review and approval of the TSC, and for forwarding on to the Board a deemed necessary by the TSC.

The CSAC will have full, free and unrestricted access to Management and its employees.

The CSAC may retain the services of external advisors at the expense of the Corporation, as deemed necessary, to ensure its due diligence and in accordance with TCHC’s Procurement Policy and Procedures.

### **TERM AND DELIVERABLES:**

The CSAC’s term is time-limited and is not intended to be a permanent sub-committee of the TSC. The CSAC will undertake research, review, and tenant consultation on the matters outlined in the Charter, and will deliver a

set of recommendations to the TSC for their consideration and forwarding to the Board, as deemed appropriate by the TSC.

**COMPOSITION:**

The composition of CSAC will be informed by the following:

- The appointment of the CSAC Chair, and members shall be made by the TSC, upon recommendation of the Committee Chair;
- The Chair of the Board of Directors shall be a voting *ex officio* member of the Committee;
- The President and Chief Executive Officer will appoint a staff liaison to support the Chair;
- The President and Chief Executive Officer will appoint a staff person to reside as Corporate Secretary for the Committee;
- The Committee shall be composed of a minimum of three (3) Directors; and
- The CSAC shall be supported by staff from TCHC and City of Toronto, with expertise and accountability for community safety, security, community development, partnership development, and stakeholder relations, as designated by the President and Chief Executive Officer

**TERM:**

The Committee's term will be informed by the completion of specific tasks falling within its responsibilities and deliverables. The following key tasks that must be concluded within the Committee's Term are:

- The Community Safety Unit Review as part of the City of Toronto Policing Reform Review;
- The Neptune 4 Review; and
- Development of Violence Reduction Program Resources.

**QUORUM:**

The following will inform quorum at the CSAC:

- Quorum shall be a minimum of fifty percent of the Directors of the CSAC;
- Where Quorum is present, decisions shall be taken by motion with passage by simple majority (fifty percent plus one) of the total CSAC members present at a meeting of the CSAC, in person, or by teleconference; and
- Written resolution in lieu of meeting signed by all members of the CSAC is permitted.



**MEETINGS:**

The CSAC will meet as frequently as it determines necessary but not less than once each quarter. Meetings may be called by the Chair of the TSC or the Chair of CSAC. The Chair of CSAC must call a meeting when requested to do so by any member of the CSAC, the TSC, the President and Chief Executive Officer, or the General Counsel and Corporate Secretary.

The procedure at meetings shall be determined by the CSAC Chair adhering to the by-laws of the Corporation or any resolution of the Board.

Meetings will be held in public other than matters to be dealt with in closed session, such as:

- a. the security of the property of the Corporation;
- b. personal matters about an identifiable individual, including an employee;
- c. a proposed or pending acquisition or disposition of land by the Corporation;
- d. Labour relations or employee negotiations;
- e. Litigation or potential litigation, including matters before administrative tribunals, affecting the Corporation;
- f. advice that is subject to solicitor-client privilege, including communications necessary for that purpose;
- g. any other matter City Council would be permitted to discuss at a meeting or part of a meeting that is closed to the public under City of Toronto Act, 2006 or any other Act; or
- h. a request under the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA).

**REVIEW:**

The CSAC shall review its Charter on an annual basis and recommend any changes to such terms to the TSC.

**REPORTING:**

The CSAC will report the proceedings of each meeting and all recommendations made by the CSAC at such meeting to the TSC at the TSC's next meeting. The CSAC will make such recommendations to the TSC, as it may deem appropriate.

**ACCOUNTABILITY AND REPORTING:**

The CSAC is accountable to the TCHC Board, through the TSC, and reporting on the ongoing work will be undertaken at each TSC meeting.

**Approved:** October 7, 2021

**Amended:** July 28, 2022