



## Tenant Services Committee

931 Yonge Street,  
Toronto, M4W 2H2

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The Tenant Services Committee (“TSC”) of the Toronto Community Housing Corporation (“TCHC”) held a hybrid Public meeting on April 11, 2024 via Webex and in-person at City Hall, Committee Room 1, 100 Queen Street West, commencing at 9:03 a.m.

**TSC Directors Present:** John Campbell (Chair) (in-person)  
Marcel Charlebois (via Webex)  
Debbie Douglas (via Webex)  
Ubah Farah (via Webex) (9:03 a.m. – 11:41 a.m.)  
Ziva Ferreira (via Webex)

**TSC Directors Absent:** Councillor Paula Fletcher

**Management Present:** Sean Baird, President & Chief Executive Officer (“CEO”)  
Nadia Gouveia, Acting Chief Operating Officer (“COO”)  
Darragh Meagher, General Counsel & Corporate Secretary  
Lily Chen, Chief Financial Officer & Treasurer (“CFO”)  
Barbara Shulman, Chief People & Culture Officer  
Jessica Hawes, Acting Chief Development Officer  
Luisa Andrews, Vice President, Information Technology Services  
Allen Murray, Vice President, Facilities Management  
Ada Wong, Acting Vice President, Strategic Planning & Communications

Melanie Martin, Interim Commissioner of  
Housing Equity  
John Angkaw, Senior Director, Business  
Operations  
Karim Kanji, Manager, Environmental Health  
Unit, Business Operations  
Arsema Berhane, Acting Director, Programs &  
Partnerships  
Allan Britton, Acting Senior Director,  
Community Safety Unit ("CSU")  
Julio Rigores, Manager, Engagement Refresh  
Ceilidh Wilson, Assistant Corporate Secretary

**Guests Present:** Winsome Stec, Forum Research Inc.  
Tasmia Sher, Forum Research Inc.

A quorum being present, Mr. Campbell, serving as Chair, called the meeting to order, and Ms. Wilson served as recording secretary.

## **ITEM 1 CHAIR'S REMARKS**

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The Chair welcomed everyone to the meeting.

## **DEPUTATIONS**

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The Chair polled for any depositions to be heard at the meeting. The following verbal depositions were presented:

- Item 4 – Public Minutes of February 5, 2024 TSC Meeting (*Catherine Wilkinson*)
- Item 5 – Business Arising from the Public Meeting Minutes and Action Items Update (*Ann-Marie Tomlinson*)
- Item 6A – 2024 Public CSAC Work Plan (*Catherine Wilkinson*)
- Item 9A – TCHC's Q4 2023 Operational Performance Measures (*Catherine Wilkinson and Cathy Birch*)
- Item 9B – Tenant Engagement System Review (*Ann-Marie Tomlinson and Miguel Avila-Velarde*)
- Item 9C – Tenant Engagement Refresh Update (*Ann-Marie Tomlinson*)

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- Item 9D – Update on Reinstatement of Site Staff Access to CCTV Footage (*Catherine Wilkinson*)
- Item 9E – Community Safety Unit 2023 Annual Report to Toronto Police Services Board (*Catherine Wilkinson and Miguel Avila-Velarde*)
- Item 9F – 2023 Annual Pest Management Report (*Catherine Wilkinson*)
- Item 9G – 2023 Annual Unit Inspection Report (*Ann-Marie Tomlinson*)
- Item 9H – Tenant Complaints Update (*Ann-Marie Tomlinson and Miguel Avila-Velarde*)

The following written deputations were presented:

- Item 4 – Public Minutes of February 5, 2024 TSC Meeting (*Catherine Wilkinson*)
- Item 5 – Business Arising from the Public Meeting Minutes and Action Items Update (*Ann-Marie Tomlinson*)
- Item 6A – 2024 Public CSAC Work Plan (*Catherine Wilkinson*)
- Item 9A – TCHC's Q4 2023 Operational Performance Measures (*Catherine Wilkinson*)
- Item 9B – Tenant Engagement System Review (*Ann-Marie Tomlinson*)
- Item 9C – Tenant Engagement Refresh Update (*Ann-Marie Tomlinson*)
- Item 9D – Update on Reinstatement of Site Staff Access to CCTV Footage (*Catherine Wilkinson*)
- Item 9E – Community Safety Unit 2023 Annual Report to Toronto Police Services Board (*Alejandro Gonzalez-Rendon and Catherine Wilkinson*)
- Item 9F – 2023 Annual Pest Management Report (*Catherine Wilkinson*)
- Item 9G – 2023 Annual Unit Inspection Report (*Ann-Marie Tomlinson*)
- Item 9H – Tenant Complaints Update (*Ann-Marie Tomlinson*)

The following video deputations were presented:

- Item 9B – Tenant Engagement System Review (*Miguel Avila-Velarde*)

- Item 9E – Community Safety Unit 2023 Annual Report to Toronto Police Services Board (*Miguel Avila-Velarde*)

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**ITEM 2      APPROVAL OF PUBLIC MEETING AGENDA**

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*Motion carried*      **ON MOTION DULY MADE** by Ms. Douglas, seconded Ms. Ferreira and carried, the TSC unanimously approved the Agenda for its Public Meeting of April 11, 2024.

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**ITEM 3      CHAIR’S POLL RE: CONFLICT OF INTEREST**

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The Chair requested members of the TSC to indicate any agenda item in which they had a conflict of interest, together with the nature of the interest.  
**No conflicts were declared.**

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**ITEM 4      CONFIRMATION OF TSC PUBLIC MEETING MINUTES OF FEBRUARY 5, 2024**

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A verbal deputation was received from Catherine Wilkinson with respect to this item.

*Motion carried*      **ON MOTION DULY MADE** by Ms. Douglas, seconded by Mr. Charlebois and carried, the TSC confirmed the above-captioned minutes without amendments.

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**ITEM 5      BUSINESS ARISING FROM THE PUBLIC MEETING MINUTES AND ACTION ITEMS UPDATE**

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A written deputation was received from Ann-Marie Tomlinson with respect to this item and was circulated to the TSC.

A verbal deputation was received from Ann-Marie Tomlinson with respect to this item.

Ms. Gouveia was available to answer questions of the TSC. Highlights of the discussion include:

- All tenants over the age of 16 must disclose their income as part of the rent-geared-to-income (“RGI”) calculation process. If a tenant is in school and works concurrently, their income does not impact their

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RGI rent calculation as long as they can provide evidence of their enrolment in school. All RGI rent calculation rules are governed by the *Housing Services Act* (“HSA”) and cannot be changed unilaterally by TCHC.

- Any proposed changes to the legislation would need to be led by the province.
- The impact of income and employment on rent calculations is dependent on a tenant’s rate of income.
- The Committee suggested that management consider reaching out to the province to see if the opportunity exists to amend the HSA for possible RGI rent calculation exemptions related to youth who are employed.
- TCHC implemented a simplified RGI calculation process as directed by the City of Toronto (the “City”).

*Motion carried*      **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Ferreira and carried, the TSC received the matters reported as Business Arising from the Public Meeting Minutes and Action Items Update as of February 5, 2024.

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**ITEM 6A      2024 PUBLIC CSAC WORK PLAN**

TSC:2024-11

The above-captioned report was circulated to TSC members prior to the meeting.

A written deputation was received from Catherine Wilkinson with respect to this item and was circulated to the TSC.

A verbal deputation was received from Catherine Wilkinson with respect to this item.

Mr. Meagher was available to answer questions of the TSC. Highlights of the discussion include:

- The public work plan outlines the issues expected to be discussed publicly at TSC in 2024. It does not restrict the TSC’s ability to add items throughout the year.
- The Committee flagged that the work plan should reflect the City’s work in relation to the review of the Community Safety Unit (“CSU”).

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- Action item: Management to confirm the timing of the public report related to the review of the Community Safety Unit with Social Development, Finance & Administration, and add the matter to the Community Safety Advisory Sub-Committee's public work plan.

*Motion carried* **ON MOTION DULY MADE** by Ms. Douglas, seconded by Mr. Charlebois and carried, the TSC approved the 2024 Public CSAC Work Plan provided as Attachment 1 to Report TSC:2024-11 and forwarded it to the Board of Directors for its approval.

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**ITEM 6B VIOLENCE REDUCTION PROGRAM UPDATE - Q3 & Q4 2023** TSC:2024-12

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The above-captioned report was circulated to TSC members prior to the meeting.

Ms. Gouveia, Ms. Berhane and Mr. Britton were available to answer questions of the TSC. Highlights of the discussion include:

- For many of the programs tailored to youth, there are approximately 20-30 youth who attend on a weekly basis.
- The participants' demographics vary across the programs offered.
- The intention with the youth programming discussed in the report is to support youth throughout their high school career, assisting them in understanding community development, engaging in outreach, and becoming consultants as they continue to receive training throughout their high school years.
- Participants have diverse cultural backgrounds that reflect the demographics of the community. In both the West and East regions, many participants are of African descent.
- When targeting young people, the focus is on supporting their economic development.
- Particularly in outreach programs, parents are highly engaged. They attend programs, volunteer on field trips, and check in with staff to monitor their child's progress.
- Historically, the costs saved with Special Constable vacancies are used to offset costs associated with third party security services.
- Anti-social behaviour is a moving issue; where TCHC deploys

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additional security resources and efforts, anti-social behaviour is often displaced to other buildings and communities.

- The preference is to deploy Special Constables rather than third party security for a higher level of service.
- The CSU review is anticipated to be complete in October 2024. This work is being led by the City's Social Development, Finance and Administration ("SDFA").
- There are 154 approved Special Constable positions, with approximately 128 positions currently filled. There is a high level of attrition annually, but a new Special Constable class will begin on April 22, 2024 with 15-16 recruits participating.
- Several deployment models have been used for CSU staff resources, including deploying Special Constables based on calls for service, based on the Violence Reduction Program, based on directed patrols, and based on the high needs of the day.

*Motion carried* **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Douglas and carried, the TSC received Report TSC:2024-12, being the Violence Reduction Program Update for the third and fourth quarters of 2023, for its information.

**OFFICE OF THE COMMISSIONER OF  
 HOUSING EQUITY (OCHE) BI-ANNUAL  
 ITEM 7 UPDATE – JULY TO DECEMBER 2023**

TSC:2024-13

The above-captioned report was circulated to TSC members prior to the meeting.

Ms. Martin and Ms. Gouveia were available to answer questions of the TSC. Highlights of the discussion include:

- TCHC, OCHE and the City are exploring the possibility of an arrears write-off pilot for arrears accrued during the COVID-19 pandemic, aiming to present an update to the Board by Q3 2024. The proposal will outline parameters for managing these large balances in the future.
- There are 23 households with arrears greater than \$20K, for which there is a high likelihood of breached repayment agreements. Local repayment agreements are reviewed as a part of the annual rent

review process, with OCHE recommending that staff serve reminders and help tenants stay on track.

- OCHE recommends whether TCHC should proceed to the Landlord and Tenant Board ("LTB") with arrears files. There were 49 files that OCHE recommended be sent to the LTB from July to December 2023. Not all arrears sent to the LTB are of a high value; there is variation in the amount owed for each file.
- Files are often referred to the LTB where tenants are unwilling to address rent arrears with OCHE, while other tenants prefer the formal nature of the LTB process.
- The arrears checklist was instituted in February of 2023. Previously, OCHE accepted referrals even if the process wasn't followed; now OCHE will return the file to TCHC staff to request adherence to the process. This approach ensures staff are aware of the necessary steps to be taken before a case reaches OCHE, in turn leading to better arrears resolutions in the regions.
- The checklist is currently a manual process where documents are printed, filled out, and sent via email to OCHE, but the checklist is planned to be added to HoMES to streamline communication between OCHE and TCHC, and enhance efficiency for both parties.
- All tenants are offered the same assistance from OCHE, regardless of their income source. However, tenants receiving Ontario Works or Ontario Disability Support Program ("ODSP") have access to additional funding to address arrears, such as the Housing Stabilization Fund or additional housing allowance, which employed individuals do not.
- In instances where tenants vacate their units or are evicted, their arrears are categorized differently from TCHC's perspective. There are a few dedicated TCHC staff members responsible for collecting past arrears from former tenants. However, TCHC cannot enforce lease obligations to ensure repayment of arrears.
- TCHC maintains documentation on arrears payment status as it affects a tenant's ability to navigate the social housing system in Ontario. This information is recorded and tracked accordingly.
- Through the arrears write-off pilot, TCHC is exploring ways to prevent situations where tenants intentionally accumulate arrears to be written off.



*Motion carried*      **ON MOTION DULY MADE** by Ms. Ferreira, seconded by Mr. Charlebois and carried, the TSC received Report TSC:2024-13, being the Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update for the period of July 1 to December 31, 2023, for its information and forwarded it to the Board of Directors for its information.

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**ITEM 8      2023 TENANT SURVEY**

TSC:2024-14

The above-captioned report was circulated to TSC members prior to the meeting.

Ms. Stec and Ms. Sher provided the TSC with a presentation in relation to this matter, highlights of which include:

- Executive summary; and
- Significant trends.

Ms. Stec, Ms. Sher, Ms. Wong, and Mr. Baird were available to answer questions of the TSC. Highlights of the discussion include:

- A detailed analysis from the survey, including all demographic groups, will be presented to TSC and the Board in June 2024. This analysis will delve into demographic representation and explore how these results align with the focus areas identified in 2021.
- Action item: When the final results of the 2023 Tenant Survey are reported to the Tenant Services Committee, results to be parsed out and presented across demographic data points.
- Respondents had the option to complete the survey online, via telephone, or via paper copy. On average, telephone surveys lasted approximately 25 minutes, while online surveys took about 20 minutes to complete.
- The survey consisted of a total of 17 questions, with many presented in a matrix style format with multiple sub-questions.
- Longer surveys tend to deter participation, but the availability of a paper version allowed tenants to complete the survey at their convenience.

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- TCHC had a very strong response rate of approximately 20%. A response rate between 13% to 15% is typically considered strong for a survey of this length and format.
- This survey is issued annually and while efforts are made to limit the survey length, the level of detail included is necessary to generate meaningful results for the organization.
- This report provides a high-level overview of responses, but the report in June will provide a more detailed analysis across the various demographic groups.
- The feedback appears overwhelmingly positive, especially when compared to past survey results. Some areas of concern that were raised by tenants are community safety and one-on-one service provided to tenants.
- Unlike other government services where clients seek assistance and move on, TCHC's tenants reside in the units daily, leading to understandably higher service expectations.
- The Committee noted that they would support efforts to bring the survey response up higher than 20% in future years.
- Members of the Committee have noticed improvements from TCHC and feel that the organization is headed in a good direction.

*Motion carried* **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Ferreira and carried, the TSC received Report TSC:2024-14, being the report regarding the 2023 Tenant Survey, for its information.

	<b>TCHC's Q4 2023 OPERATIONAL</b>	
<b>ITEM 9A</b>	<b>PERFORMANCE MEASURES</b>	<b>TSC:2024-15</b>

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The above-captioned report was circulated to TSC members prior to the meeting.

A written deputation was received from Catherine Wilkinson with respect to this item and was circulated to the TSC.

Verbal deputations were received from Catherine Wilkinson and Cathy Birch with respect to this item.

Ms. Gouveia, Mr. Angkaw and Mr. Baird were available to answer questions from the TSC. Highlights of the discussion include:

- The Client Care Centre (“the Call Centre”) operates 24 hours per day. The Call Centre and maintenance departments operate jointly, with a complement of 75 staff, 40 of which are Call Centre agents. The Call Centre is currently operating with 33 agents due to challenges with recruiting and onboarding in a timely manner.
- The Call Centre operates with a staggered shift model to allocate staff effectively. 84% of calls are received between 6:00 a.m. and 6:00 p.m., with typically up to 15 staff members assigned per shift. There are typically two to four agents scheduled during off-peak hours from 12:00 a.m. to 6:00 a.m. when approximately 20-25 calls are received, primarily related to maintenance requests.
- TCHC's primary staffing challenges stem from absenteeism and turnover.
- TCHC does not work with 311 to manage Call Centre operations.
- In 2023, the average time to answer all calls was 129 seconds. While there may be instances where individuals experience longer wait times, the overall average remains satisfactory.
- Compared to 2022, there has been a decrease of 83 seconds in wait times. TCHC receives half a million calls per year, for which an average wait time of 129 seconds is reasonable both commercially and from a governmental perspective.
- In the most recent employee engagement survey, Call Centre identified a need to establish messaging regarding the expectation for tenants to not engage in abusive behaviour towards the Call Centre staff. The Client Care Centre recording was updated in June 2023 to reflect this messaging, with the hope of setting a standard of mutual respect between staff and tenants.
- 393 units were filled through Rapid Rehousing Program with individuals transitioning from the shelter system and prioritized tenants who are housed with support.
- TCHC collaborates with the Housing Secretariat to identify eligible tenants for the Rapid Rehousing Program who are provided with one year of supports.
- The highest turnover rates are consistently amongst bachelor units, however there continues to be high interest for these units. Interest remains high across all unit sizes.

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*Motion carried*      **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Ferreira and carried, the TSC received Report TSC:2024-15, being TCHC's Operational Performance Measures report for the fourth quarter of 2023, for its information.

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**ITEM 9B      TENANT ENGAGEMENT SYSTEM REVIEW**      TSC:2024-16

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The above-captioned report was circulated to TSC members prior to the meeting.

A written deputation was received from Ann-Marie Tomlinson and a video deputation was received from Miguel Avila-Velarde with respect to this item and were circulated to the TSC.

Verbal deputations were received from Ann-Marie Tomlinson and Miguel Avila-Velarde with respect to this item.

Ms. Gouveia provided the TSC with a presentation in relation to this matter, highlights of which include:

- Background of the review;
- Timeline of activities;
- 14 recommendations in order of votes;
- Final recommendations; and
- Next steps.

Ms. Gouveia and Mr. Rigores were available to answer questions of the TSC. Highlights of the discussion include:

- Staff received feedback from tenants indicating challenges with communications, customer service, and understanding the roles of their Community Services Coordinators ("CSC") due to high staff turnover or changes. At the Tenant Advisory Committee ("TAC") meeting, there was a suggestion to increase the number of CSCs, however there are no plans to expand staff resources at this time. Instead, efforts will focus on improving support for existing CSCs and exploring ways to improve their connection with tenants.
- There are eight CSCs each in the East and West regions, and six CSCs in the Central region. Each CSC is responsible for supporting

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eight to 12 communities, often prioritizing higher-needs communities, however efforts are underway to identify ways to better support all communities with tenant engagement.

- High staff turnover is not a result of staff leaving the organization, but rather more often a result of staff transitioning to other portfolios or position assignments within TCHC.
- The initial recruitment for TAC was aimed at securing 24 members, but there are currently 18 active members in addition to the three Tenant Directors from the Board. Quorum has been adjusted to reflect the updated number of members. The TAC has representation from the East, West and Central regions.

*Motion carried*     **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Douglas and carried, the TSC:

1. Approved the Final Recommendations to improve the Tenant Engagement System as described in Attachment 3 to Report TSC:2024-16;
2. Directed staff to provide periodic updates to the Committee regarding the implementation of those actions; and
3. Forwarded this report to the Board of Directors for its approval.

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**ITEM 9C     TENANT ENGAGEMENT REFRESH UPDATE     TSC:2024-17**

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The above-captioned report was circulated to TSC members prior to the meeting.

A written deputation was received from Ann-Marie Tomlinson with respect to this item and was circulated to the TSC.

A verbal deputation was received from Ann-Marie Tomlinson with respect to this item.

Ms. Gouveia and Mr. Rigores were available to answer questions of the TSC. Highlights of the discussion include:

- There was extensive outreach to recruit for the TAC, which involved three rounds of outreach through multiple channels such as online communications, direct email, and the Tenant Loop newsletter.

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- There was a substantial number of tenant applicants from all regions.
- A robust screening and interview process was conducted to select the 24 members in 2023 as well as create a waitlist of pre-approved applicants to fill vacancies that may arise.
- The current TAC membership expires in April 2024 after a one-and-a-half-year term and plans are underway for the next round of outreach. The next TAC term will be a one-year term.
- There are currently no vacancies on the TAC.
- There is a small stipend of under \$500 per year paid to TAC members for their service.
- TAC meetings typically occur monthly and are conducted in a hybrid format, with the physical location being City Hall where all staff attend in-person.
- The meetings are co-chaired by TCHC's CEO and the Deputy City Manager, with support from both TCHC and City staff. The Acting COO also attends these meetings.

*Motion carried*      **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Ferreira and carried, the TSC received Report TSC:2024-17, being the Tenant Engagement Refresh Update report, for its information.

	<b>UPDATE ON REINSTATEMENT OF SITE</b>	
<b>ITEM 9D</b>	<b>STAFF ACCESS TO CCTV FOOTAGE</b>	<b>TSC:2024-18</b>

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The above-captioned report was circulated to TSC members prior to the meeting.

A written deputation was received from Catherine Wilkinson with respect to this item and was circulated to the TSC.

A verbal deputation was received from Catherine Wilkinson with respect to this item.

*Motion carried*      **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Douglas and carried, the TSC received Report TSC:2024-18, being the Update on the Reinstatement of Site Staff Access to CCTV Footage report, for its information.

**COMMUNITY SAFETY UNIT 2023 ANNUAL  
REPORT TO TORONTO POLICE SERVICES**

**ITEM 9E**

**BOARD**

TSC:2024-19

The above-captioned report was circulated to TSC members prior to the meeting.

Written deputations were received from Alejandro Gonzalez-Rendon and Catherine Wilkinson, and a video deputation was received from Miguel Avila-Velarde with respect to this item and were circulated to the TSC.

Verbal deputations were received from Catherine Wilkinson and Miguel Avila-Velarde with respect to this item.

Ms. Gouveia and Mr. Britton were available to answer questions of the TSC. Highlights of the discussion include:

- A report will be presented to the TSC at its June meeting regarding broader CSU statistics outside of the Violence Reduction Program.
- TCHC has a total of 171 Special Constables, which includes management and staff who are sworn Special Constables both on the frontline and within other areas within CSU such as parking enforcement and investigations.
- The original Memorandum of Understanding between the TCHC Board and the Toronto Police Services Board ("TPSB") allowed for 160 TCHC Special Constables. The number increased to 300 to prevent the need to go back to the TPSB for additional approval. The highest number of Special Constables in recent years was around 140.
- It takes approximately four-to-five months of training before Special Constables become productive in the field.
- Management are working in collaboration with the City to determine the appropriate number of Special Constables to serve the needs of TCHC communities.

*Motion  
carried*

**ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Douglas and carried, the TSC received Report TSC:2024-19, being the Community Safety Unit's 2023 Annual Report to Toronto Police Services Board, for its information and forwarded it to the Board of Directors for its information.

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**ITEM 9F     2023 ANNUAL PEST MANAGEMENT REPORT     TSC:2024-20**

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The above-captioned report was circulated to TSC members prior to the meeting.

A written deputation was received from Catherine Wilkinson with respect to this item and was circulated to the TSC.

A verbal deputation was received from Catherine Wilkinson with respect to this item.

*Motion carried*     **ON MOTION DULY MADE** by Ms. Ferreira, seconded by Ms. Douglas, and carried, the TSC received Report TSC:2024-20, being the 2023 Annual Pest Management Report, for its information.

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**ITEM 9G     2023 ANNUAL UNIT INSPECTION REPORT     TSC:2024-21**

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The above-captioned report was circulated to TSC members prior to the meeting.

A verbal deputation was received from Ann-Marie Tomlinson with respect to this item.

A written deputation was received from Ann-Marie Tomlinson with respect to this item and was circulated to the TSC.

Mr. Angkaw and Mr. Kanji were available to answer questions of the TSC. Highlights of the discussion include:

- The typical Annual Unit Inspection ("AUI") lasts from 10 to 20 minutes.
- AUIs do not directly lead to eviction. When clutter issues are identified during inspections, they are forwarded to the local Tenant Services Coordinator to follow-up with the tenant to address.
- In AUIs, photographs play a crucial role in the documentation process by capturing any issues in the unit and providing documentation to assist a vendor who may be involved in rectifying any issues.



*Motion carried*      **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Ferreira and carried, the TSC received Report TSC:2024-21, being the 2023 Annual Unit Inspections Report, for its information.

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**ITEM 9H      TENANT COMPLAINTS UPDATE**

TSC:2024-22

The above-captioned report was circulated to TSC members prior to the meeting.

A written deputation was received from Ann-Marie Tomlinson with respect to this item and was circulated to the TSC.

Verbal deputations were received from Ann-Marie Tomlinson and Miguel Avila-Velarde with respect to this item.

*Motion carried*      **ON MOTION DULY MADE** by Mr. Charlebois, seconded by Ms. Douglas and carried, the TSC received Report TSC:2024-22, being the Tenant Complaints Update report, for its information.

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**TERMINATION**

A motion to adjourn the meeting was moved by Ms. Douglas and seconded by Mr. Charlebois. The TSC resolved to terminate the public meeting at 11:41 a.m.

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Secretary

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Chair, Tenant Services Committee