

Toronto Community Housing Corporation

TENANT SERVICES COMMITTEE

PUBLIC SESSION

9:00 a.m. – 11:20 a.m.



Date: February 5, 2024

Location: Webex / 931 Yonge Street, Main Floor Conference Room

Time	Description	Action	Pre-read	Presenter
Public Agenda				
9:00	1. Chair's Remarks	Information	Verbal Report	Chair
	2. Approval of Public Meeting Agenda	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 November 27, 2023	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. 2024 Public TSC Work Plan	TSC & Board Approval	TSC:2024-02 <i>5 minutes</i>	General Counsel & Corporate Secretary
	7. Office of the Commissioner of Housing Equity's 2023 Work Plan Performance Appraisal	TSC & Board Approval	TSC:2024-03 <i>15 minutes</i>	Interim Commissioner of Housing Equity

Time	Description	Action	Pre-read	Presenter
	8. Chief Operating Officer's Reports			
	a) Process Update – Overhoused Households	TSC & Board Presentation	TSC:2024-04 <i>40 minutes</i>	Acting Chief Operating Officer
	b) Tenancy Management Protocols for Community Safety Incidents	Presentation	TSC:2024-05 <i>40 minutes</i>	Acting Chief Operating Officer
	c) Tenant Complaints Update	Information	TSC:2024-06 <i>15 minutes</i>	Acting Chief Operating Officer
	d) Tenant Engagement Refresh Update	Information	TSC:2024-07 <i>15 minutes</i>	Acting Chief Operating Officer

TERMINATION