

Toronto Community Housing



## 2024 Public TSC Work Plan

Item 6

February 5, 2024

Tenant Services Committee

**Report:** TSC:2024-02

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

**From:** General Counsel & Corporate Secretary

**Date:** January 19, 2024

### **PURPOSE:**

The purpose of this report is to establish a 2024 Public Work Plan for the Tenant Services Committee (“TSC”).

### **RECOMMENDATION:**

It is recommended that the TSC approve, and recommend that the Board of Directors approve, the 2024 Public Work Plan provided as Attachment 1 to this report.

### **REASON FOR RECOMMENDATION:**

The proposed 2024 Public TSC Work Plan reflects those matters that have been identified, at this time, as requiring TSC’s approval during the 2024 calendar year, while not restricting the TSC from identifying additional matters that it wishes to consider.

**SIGNATURE:**

*“Darragh Meagher”*

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Darragh Meagher  
General Counsel & Corporate Secretary

**ATTACHMENT:**

1. Proposed 2024 Public TSC Work Plan

**STAFF CONTACTS:**

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## 2024 Public TSC Work Plan

Q1 February 5, 2024	Q2 April 11, 2024
<b>REGULAR ITEMS</b>	
2024 Public TSC Work Plan	Office of the Commissioner of Housing Equity (“OCHE”) Bi-Annual Update – July to December 2023
Office of the Commissioner of Housing Equity (“OCHE”) 2023 Work Plan Performance Appraisal	TCHC’s Q4 2023 Operational Performance Measures
Tenant Complaints Update	Tenant Complaints Update
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
	Q4 2023 Violence Reduction Program Update
<b>SPECIAL ITEMS</b>	
	Annual Pest Control Report
	Annual Unit Inspections Report
	Community Safety Unit Annual Report to Toronto Police Services Board
	Tenant Funds for Common Area Projects Report

## 2024 Public TSC Work Plan

<b>Q2</b>	<b>Q3</b>
<b>June 10, 2024</b>	<b>July 23, 2024</b>
<b>REGULAR ITEMS</b>	<b>REGULAR ITEMS</b>
TCHC's Q1 2024 Operational Performance Measures	Tenant Complaints Update
Annual Review of CSAC and TSC Charters	Tenant Engagement Refresh Update
Q1 2024 Violence Reduction Program Update	
<b>SPECIAL ITEMS</b>	<b>SPECIAL ITEMS</b>
Engagement Process for Community Economic Development related to Revitalization	

<b>Q3</b>	<b>Q4</b>
<b>September 27, 2024</b>	<b>November 25, 2024</b>
<b>REGULAR ITEMS</b>	<b>REGULAR ITEMS</b>
Office of the Commissioner of Housing Equity ("OCHE") Bi-Annual Update – January to June 2024	Office of the Commissioner of Housing Equity ("OCHE") 2025 Work Plan
TCHC's Q2 2024 Operational Performance Measures	TCHC's Q3 2024 Operational Performance Measures
Tenant Complaints Update	Tenant Complaints Update
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q2 2024 Violence Reduction Program Update	Q3 2024 Violence Reduction Program Update
<b>SPECIAL ITEMS</b>	<b>SPECIAL ITEMS</b>
Administration and Preliminary Evaluation of Tenant Advisory Committee ("TAC") Report	