



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 majority 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

Reviewed: December 6, 2023

Reviewed: October 18, 2024

Amended: December 12, 2024