



THE TENANT SERVICES COMMITTEE CHARTER

Mandate

The Tenant Services Committee (“TSC”) 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 with respect to:

- 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 and reporting and making recommendations to the Board regarding matters that exceed the Committee’s delegated authority or that require a Board decision or direction:

- 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.
- Overseeing and ensuring the design, implementation, and reporting of policies, strategies, and initiatives by Management on healthy communities and day-to-day maintenance.
- Overseeing and ensuring the design, implementation, and reporting of policies, strategies, and initiatives by Management on security, including but not limited to, CCTV cameras, the Community Safety Unit and TCHC’s initiatives to respond to criminal conduct affecting tenants.
- 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.

- Overseeing and ensuring the appropriate design, implementation, and reporting of social investment policies, strategies and initiatives by Management, such as Social Procurement, specific to the impact on and social and economic outcomes for TCHC tenants.
- Overseeing and ensuring the design, implementation, and reporting of TCHC programs governing the distribution of Tenant Funds, including the Local Initiative Funding for Tenants (“LIFT”) program.
- Receiving and reviewing with Management reports from and about 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 and receiving regular updates from Management in relation to the implementation of recommendations arising from those 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.
- 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

With respect to TSC’s authority, the TSC:

- Has full delegated authority from the Board in respect of the matters that fall within its Charter;
- May establish ad-hoc or advisory committees to provide input on specific issues identified by 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;
- Will have full, free, and unrestricted access to management and its employees, including the Commissioner of Housing Equity; and

- 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 Committee upon recommendation by the Committee Chair.
- 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

- Committee members are appointed for a term that aligns with the duration of their appointment to the Board of Directors.

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 a 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, adhering to the by-laws of the Corporation.

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 TSC retains oversight of matters within its delegated authority. It reports to the Board in relation to:

- matters that exceed its delegated authority;
- matters that legislation or the City's Shareholder Direction require the Board to consider and/or approve; and
- matters that the Committee identifies as having financial, legal or strategic implications or risks that warrant the Board's involvement.

Such matters will be reported to the Board by the Committee Chair at the next Board meeting, highlighting:

- matters addressed by the TSC that fall within its delegated authority in order to ensure that the Board is made aware of those matters; and
- the consideration, by TSC, that informed its recommendations to the Board regarding matters that fall outside the scope of its delegated authority.

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