



# TENANT SERVICES COMMITTEE MEETING AGENDA PUBLIC SESSION

**Date:** July 5, 2021  
**Time:** 8:45 am. – 11:40 p.m.  
**Location:** Virtual (NOT in person)

## Agenda

Time	Description	Action	Pre-read	Presenter	Page #
Public Agenda					
<b>8:45</b>	<b>1.</b> Chair's Remarks	Information	Verbal Report <i>5 minutes</i>	Chair	-
<b>8:50</b>	<b>2.</b> Consent agenda		<i>5 minutes</i>		
	a) Approval of Public Meeting Agenda	TSC Approval	Agenda	Chair	1
	b) Chair's Poll re: Conflict of Interest	Declaration	Agenda and Conflict of Interest Policy	Chair	-
	c) Confirmation of the Public Meeting Minutes of May 4, 2021	TSC Approval	Minutes	Chair	3
<b>8:55</b>	<b>3.</b> Business Arising from the Public Meeting Minutes and Action Items Update	Information	Action Item List <i>5 minutes</i>	Chair	20
<b>9:00</b>	<b>4.</b> Appointment of TSC Vice-Chair	TSC & Board Approval	TSC:2021-45 <i>5 minutes</i>	Chair	32

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<b>Time</b>	<b>Description</b>	<b>Action</b>	<b>Pre-read</b>	<b>Presenter</b>	<b>Page #</b>
<b>9:05</b>	<b>5.</b> Community Impact Programs	Information	TSC:2021-46 <i>15 minutes</i>	Acting Chief Operating Officer	34
<b>9:20</b>	<b>6.</b> Chief Operating Officer's Reports		<i>120 minutes</i>		
	a) TCHC's Operational Performance Measures	Information	TSC:2021-47	Acting Chief Operating Officer	50
	b) Tenant Complaints Update	Information	TSC:2021-48	Acting Chief Operating Officer	62
	c) Tenant Engagement Refresh Update	Information	TSC:2021-49	Acting Chief Operating Officer	67
	d) Annual Pest Control Report	Information	TSC:2021-50	Acting Chief Operating Officer	78
	e) Annual Unit Inspections Report	Information	TSC:2021-51	Acting Chief Operating Officer	83
	f) Smoke-Free Policy Update	Information	TSC:2021-52	Acting Chief Operating Officer	89
	g) Addressing Violence in Non-VRP Communities	Information	TSC:2021-53	Acting Chief Operating Officer	91
<b>11:20</b>	<b>7.</b> 2020 CSU Annual Report to the Toronto Police Services Board [Referred from the In-Camera TSC Meeting of March 24, 2021]	Information	TSC:2021-54 <i>20 minutes</i>	Senior Director, Community Safety Unit	95

**TERMINATION**