

**Attachment 2**

**2021 Public TSC Work Plan**

Q1 January 25, 2021	Q1 March 24, 2021
<b>REGULAR ITEMS</b>	
Chief Operating Officer’s Report on Tenant Services and Initiatives <i>[deferred from November 16, 2020 meeting]</i>	OCHE 2020 Annual Report
2021 Public TSC Work Plan	OCHE 2020 Work Plan Performance Appraisal
Operational Performance Measures	Operational Performance Measures
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q4 2020 Tenants First Update	Tenant Complaints Process Update
Tenant Complaints Process Update	
<b>SPECIAL ITEMS</b>	
Harm Reduction Policy	CCTV Cameras and Crime Prevention
Employment Opportunities for Tenants	CSU Annual Report
Violence Reduction Plan: Service Delivery Alignment	Lawrence Heights Community Benefits Agreement
Contract Management Update	Corporate Goals for Redevelopment
	Annual Unit Inspections Report
	Smoke-Free Policy Update

Q2 May 4, 2021	Q3 July 5, 2021
<b>REGULAR ITEMS</b>	<b>REGULAR ITEMS</b>
Q1 2021 – OCHE Quarterly Update	Operational Performance Measures
Operational Performance Measures	Tenant Engagement Refresh Update
Tenant Engagement Refresh Update	Tenant Complaints Process Update
Q1 2021 Tenants First Update	
Tenant Complaints Process Update	
Q1 2021 – Violence Reduction Program Update	
Review of TSC Charter	
<b>SPECIAL ITEMS</b>	<b>SPECIAL ITEMS</b>
Annual Pest Control Report	
Update: Provision of Internet Access to All TCHC Households	
Joint Presentation with SDFA re: Violence Reduction Program	

Q3 September 14, 2021	Q4 November 18, 2021
<b>REGULAR ITEMS</b>	<b>REGULAR ITEMS</b>
Q2 2021 – OCHE Quarterly Update	Q3 2021 – OCHE Quarterly Update
Operational Performance Measures	Operational Performance Measures
Tenant Engagement Refresh Update	Tenant Engagement Refresh Update
Q2 2021 Tenants First Update	Q3 2021 Tenants First Update
Tenant Complaints Process Update	Tenant Complaints Process Update
Q2 2021 – Violence Reduction Program Update	Q3 2021 – Violence Reduction Program Update
<b>SPECIAL ITEMS</b>	<b>SPECIAL ITEMS</b>
Tenant Volunteer Policy	OCHE – 2022 Work Plan
	TCHC Provision of Internet Access to All TCHC Households