

**Toronto Seniors
Housing Corporation**

**TORONTO SENIORS HOUSING CORPORATION (TSHC)
QUALITY & TENANT ENGAGEMENT COMMITTEE
AGENDA**

Date: Monday, July 17, 2023

Time: 3:00 pm to 5:00 pm

Location: WebEx & Livestream

| Item | Time | Description | Action | Supporting Documents | Presenter |
|-------------|---------------|--|---------------|--|------------------|
| 1. | 3:00 5 min | Chair's Remarks | Information | N/A | Chair |
| 2. | 3:05 2 min | Land and African Ancestral Acknowledgements | N/A | N/A | Chair |
| 3. | 3:07 1 min | Approval of Public Meeting Agenda | Approval | Agenda | Chair |
| 4. | 3:08 1 min | Chair's Poll re: Conflict of Interest | Declaration | N/A | Chair |
| 5. | 3:09 1 min | Approval of Public Session Minutes of QTE Board Committee Meeting of May 9, 2023 | Approval | Minutes of Public meeting of May 9, 2023 | Chair |
| 6. | 3:10 5 min | Action Item Review | Information | Action Item List | Chair |
| 7. | 3:15 5 min | CEO Update | Information | Verbal Report | Tom Hunter |

Toronto Seniors Housing Corporation

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|------|---------------|--|-------------|-----------------------------------|----------------|
| 8. | 3:20 10min | Operational Dashboard | Information | Operational Performance Dashboard | Brad Priggen |
| 9. | 3:30 1hour | Tenant Engagement Model Update & Input | Information | Report | Arlene Howells |
| 10. | 4:30 10min | Tenant Experience Survey Update | Information | Report | Grant Coffey |
| 11. | 4:40 10min | Tenant Facing Policies Update | Information | Report | Grant Coffey |
| 12. | 4:50 10min | Quality Improvement Projects Update | Information | Report | Grant Coffey |
| 13. | 5:00 1min | Adjournment | Approval | N/A | Chair |