

OCHC Client Services Committee Terms of Reference

Role/Delegation of Authority	The Board of Directors delegates authority to the Client Services Committee to advise the Board on matters related to supports and services to clients and communities.
Responsibilities	<p>The Committee will support the Board of Directors in implementing effective client and community services. The Committee will provide strategic and policy direction to oversee:</p> <ol style="list-style-type: none"> 1. Strategies and initiatives that promote a quality client experience (rental, property management, and housing administration services, etc.) 2. Strengthening tenant engagement levels (individual and community) 3. Building safe and secure communities 4. Promoting and leveraging community partner relations 5. Community and employee volunteer programs
Membership and Voting	<p>The Committee consists of six (6) to eight (8) members. Up to two (2) members may be OCHC tenants. Members are appointed by the Board for an initial term of one (1) year with the option of additional appointments of two (2) or (3) year terms.</p> <p>All members of the Committee are voting members.</p>
Chair	<p>The Committee Chair will be a member of the Board appointed by the Board of Directors.</p> <p>In the planned absence of the Committee Chair at a meeting, the Chair will delegate a Committee member to act as Chair. If the Chair has not delegated an acting Chair, the members present at a meeting shall select one of the members present to act as chair.</p>
Frequency of Meetings	Meetings will take place in advance of Board meetings, and as required by the Committee Chair.
Quorum	Quorum is a simple majority (50%+1) of the total members of the Committee.
Resources	<p>Staff support will be provided by senior staff as directed by the Chief Executive Officer.</p> <p>The Committee may also seek help from external subject matter experts as necessary.</p>

Reporting	The Committee will receive specific reports in support of the agenda and will forward for Board approval where appropriate.
Last Review Date	January 2022