



Appendix B

TENANT ADVISORY COMMITTEE 2020 Annual Plan

February 24	Business Arising:
	Online Banking Update
	Communication Strategy re: Unit Upgrades
	New Business:
	(New) Customer Service Standards Presentation
	(1111)
April 27	Business Arising:
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	New Business:
	Tenant Handbook Update Presentation (Moved to September)
	Rebranding our Image — Pride of Place (Moved to September)
	* Rebianding our image - Fride or Flace (Moved to September)
June 29	Business Arising:
duric 25	Dustriess 7 trising.
	New Business:
	Non-Smoking Policy Update (Potential 2021 Item)
September 28	Business Arising:
September 20	
	Online Banking Update
	New Business:
	Tenant Handbook Update Presentation
	Rebranding Our Image — Pride of Place (Moved to December)
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December 14	Business Arising:
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	New Business:
	Rebranding Our Image - Pride of Place Discussion
	Pet Policy Update
	Outcome Measures