

## TENANT ADVISORY COMMITTEE 2020 Annual Plan

February 24	<p>Business Arising:</p> <ul style="list-style-type: none"> <li>• Online Banking Update</li> <li>• Communication Strategy re: Unit Upgrades</li> </ul> <p>New Business:</p> <ul style="list-style-type: none"> <li>• (New) Customer Service Standards Presentation</li> </ul>
April 27	<p><del>Business Arising:</del></p> <p><del>•</del></p> <p><del>New Business:</del></p> <ul style="list-style-type: none"> <li>• <del>Tenant Handbook Update Presentation</del> (Moved to September)</li> <li>• <del>Rebranding our Image—Pride of Place</del> (Moved to September)</li> </ul>
June 29	<p><del>Business Arising:</del></p> <p><del>•</del></p> <p><del>New Business:</del></p> <ul style="list-style-type: none"> <li>• <del>Non-Smoking Policy Update</del> (Potential 2021 Item)</li> </ul>
September 28	<p>Business Arising:</p> <ul style="list-style-type: none"> <li>• Online Banking Update</li> </ul> <p>New Business:</p> <ul style="list-style-type: none"> <li>• Tenant Handbook Update Presentation</li> <li>• <del>Rebranding Our Image—Pride of Place</del> (Moved to December)</li> </ul>
December 14	<p>Business Arising:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>New Business:</p> <ul style="list-style-type: none"> <li>• Rebranding Our Image - Pride of Place Discussion</li> <li>• Pet Policy Update</li> <li>• Outcome Measures</li> </ul>