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**CRHC**

The Capital Region's Housing Corporation

## **TENANT ADVISORY COMMITTEE**

Meeting of February 24, 2020

3:30 – 5:00 p.m.

Room 488, 625 Fisgard Street, Victoria, BC

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### **AGENDA**

1. Welcome and Introductions
2. Adoption of Minutes of December 9, 2019
3. Business Arising from Minutes
  - Online Banking Update
  - Communications Strategy re: Unit Upgrades
4. New Draft Customer Service Standards Presentation
5. Tenant Advisory Committee 2020 Draft Annual Plan
6. Tenant Advisory Committee Membership – 2020
  - One vacant membership
7. Roundtable
8. Adjournment

#### Source Documents Attached:

- Tenant Advisory Committee 2020 Draft Annual Plan
- 2018 Tenant Satisfaction Survey Results
- CRD Hospitals and Housing Committee Terms of Reference



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## **Tenant Advisory Committee**

DRAFT Minutes of a Meeting of December 9, 2019

Room 488, 625 Fisgard Street, Victoria, BC

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**Present:** Mayor L. Helps, K. Bedard, E. Ngongo, L. Reid, C. Simpson, K. Young

**Regrets:** N. Thompson, E. Syring

**Staff:** C. Culham, S. Grigg, K. Lambert, C. English (recorder)

The meeting was called to order at 3:04 p.m.

### **1. Welcome and Introductions**

Chair Helps welcomed the committee, and introductions were held around the table.

### **2. Approval of the Agenda**

It was moved by L. Reid, seconded by C. Simpson, that the agenda be approved.  
CARRIED.

### **3. Adoption of the minutes from September 19, 2019**

It was moved by L. Reid, seconded by E. Ngongo, that the minutes from September 19, 2019 be adopted as circulated.  
CARRIED

The committee thanked staff for the September workshop.

### **4. Election of Co-Chair of Tenant Advisory Committee**

Chair Helps called for nominations for the position of Co-Chair and L. Reid was nominated. Chair Helps called a second time for nominations and E. Ngongo was nominated. Chair Helps called a third time and C. Simpson was nominated.

Nominees were each given two minutes to speak to their nomination. E. Ngongo and C. Simpson chose to support L. Reid, and Ms Reid was acclaimed to the position of Co-Chair of the Tenant Advisory Committee.

### **5. Tenant Advisory Committee Terms of Reference Review**

The committee reviewed the proposed amendments to the Terms of Reference and made the following changes in italics:

3. e) Tenant members will serve a two-year term on the TAC with the option to serve a second two-year term only. *After serving four years a two-year break must be taken before a tenant may re-apply to sit on the TAC.*

4. a) ... additional meetings will be at the call of the *Co-Chairs*.  
4. b) TAC members are expected to attend meetings to the best of their ability. Should a member miss two consecutive meetings *without any communication* they will be asked by the Co-Chairs to resign their seats and the vacant position will be advertised for the duration of the term.

It was moved by K. Bedard, seconded by L. Reid

That the Tenant Advisory Committee recommends to the Hospitals and Housing Committee that the revised Tenant Advisory Committee Terms of Reference, December 9, 2019, be approved.

CARRIED

## 6. CRHC Operational Plan 2020

K. Lambert and S. Grigg presented the 2020 Operational Plan.

Planned work to ensure operating efficiency and effectiveness includes:

- Administrative improvements (database system, handheld unit app, update recorded 'phone tree')
- Increasing the number of staff to support new buildings and complete work teams
- A public website refresh
- Continued policy review, such as new customer service standards, ensure staff training

Planned work to ensure CRHC housing stock is adequately maintained includes:

- Finalize modernization specifications for unit upgrades
- Capital Plan spending - Tenant Component Requests (Unit upgrades initiated by tenants)
- Finalize updated cleaning standards and provide staff training
- Building Envelope Condition Assessment Matrix – consultant work

Planned work to maximize subsidized units includes:

- Ensure RGI balance in communities 30/70 split

Planned work to ensure tenant satisfaction includes the above, and:

- Ongoing Tenant and Community Development (A new tenant orientation pilot)
- Updates to the tenant handbook, quarterly tenant newsletters
- Review Smoking Policy and Pet Policy
- Partner programs, such as LifeCycles Food Education
- Enhance Partnership Agreements to support tenants with community and health services, as required.

## 7. Roundtable

Committee members shared priorities for 2020 discussions:

- Ability to make online payments
- Share the Tenant Manual electronically
- Subscribe to Tenant Updates section of website
- Moving to paperless communication, or whatever method is appropriate to the tenant
- Emergency preparedness

- Focus on process and communication improvements
- Change the name “Tenant Component Requests” to “Unit Upgrades”
- Updates to the CRHC website / Tenant section
- Community development and pride in one’s community
- Adding the TAC members’ names and profile to the CRHC website

It was agreed that upcoming meetings would be held from 3:30 – 5 pm bi-monthly in 2020 and quarterly in 2021. A schedule will be sent to the committee when finalized.

## **8. Adjournment**

The meeting was adjourned at 4:30 p.m.

DRAFT



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### 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: (New) Customer Service Standards Presentation</p>
April 27	<p>Business Arising:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>New Business: Tenant Handbook Update Presentation Rebranding our Image – Pride of Place</p>
June 29	<p>Business Arising:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>New Business: Non-Smoking Policy Update</p>
September	<p>Business Arising:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>New Business: Tenant Orientation Pilot Project Presentation</p>
December	<p>Business Arising:</p> <ul style="list-style-type: none"> <li>•</li> </ul> <p>New Business: Pet Policy Update Outcome Measures</p>

## CRHC 2018 Tenant Satisfaction Survey Results

### 1. Name of your CRHC community

### 2. How long have you been a tenant with CRHC

<b>278 respondents</b>
4.68% Less than one year
16.91% 1-3 years
14.39% 4-5 years
23.02% 6-10 years
41.01% Over 10 years

### 3. How would you describe your household?

<b>274 respondents</b>
47.45% Single occupant
3.65% Couple with no child/children
32.12% Single parent with child/children
14.60% Couple with child/children
2.19% Other

### 4. How often are you in contact with CRHC office staff?

<b>272 respondents</b>
0.37% Daily
2.21% Weekly
18.01% Monthly
79.41% Annually

### 5. How would you rate the quality of CRHC office customer service?

<b>2018</b>
<b>272 respondents</b>
22.43% Very high quality
47.79% High quality
24.64 % <i>Average quality</i>
4.78% Low quality
0.37% Very low quality

### 6. How responsive have CRHC office staff been to your questions or concerns?

<b>2018</b>
<b>264 respondents</b>
17.05% Extremely responsive
49.62% Very responsive
25.38% Moderately responsive
6.06% Not so responsive
1.89% Not at all responsive

## CRHC 2018 Tenant Satisfaction Survey Results

### 7. How often do you feel that your questions and concerns were resolved by CRHC office staff?

<b>258 respondents</b>
39.92% Almost always
29.07% Often
24.42% Sometimes
5.43% Almost never
1.16% Never

### 8. How often are you in contact with CRHC Maintenance staff?

<b>266 respondents</b>
1.88% Daily
15.79% Weekly
39.85% Monthly
42.48% Annually

### 9. How would you rate the quality of CRHC Maintenance staff customer service?

<b>274 respondents</b>
29.93% Very high quality
35.40% High quality
22.63% <i>Average quality</i>
9.49% Low quality
2.55% Very low quality

### 10. How responsive have Maintenance staff been to your questions or concerns?

<b>272 respondents</b>
31.25% Extremely responsive
39.34% Very responsive
19.46% Moderately responsive
8.82% Not so responsive
1.10% Not at all responsive

### 11. Overall, how satisfied are you with the condition of the indoor common areas of your CRHC community?

<b>Cleanliness – 269 respondents</b>
24.91% Very satisfied
36.06% Satisfied
13.38% Neither satisfied nor dissatisfied
8.92% <i>Dissatisfied</i>
4.09% Very dissatisfied
12.64% <i>Not applicable</i>

## CRHC 2018 Tenant Satisfaction Survey Results

<b>Condition/Repair – 245 respondents</b>
24.49% Very satisfied
40.41% Somewhat satisfied
11.43% Neither satisfied nor dissatisfied
6.94% Somewhat dissatisfied
2.86% Very dissatisfied
13.88% <i>Not applicable</i>

### 12. Overall, how satisfied are you with the condition of the outdoor common areas of your CRHC community?

<b>Cleanliness – 267 respondents</b>
23.60% Very satisfied
43.82% <i>Satisfied</i>
13.86% Neither satisfied nor dissatisfied
13.86% <i>Dissatisfied</i>
4.87% <i>Very dissatisfied</i>

<b>Condition/Repair – 225 respondents</b>
24.00% Very satisfied
44.89% <i>Satisfied</i>
16.89% Neither satisfied nor dissatisfied
9.33% <i>Dissatisfied</i>
4.89% Very dissatisfied

### 13. Overall, how satisfied are you with the condition of your unit?

<b>Cleanliness – 92 respondents – <i>This point was present on the paper version but not on the online version. Intent was to remove question from survey as cleanliness of unit is tenant’s responsibility</i></b>
26.09% Very satisfied
34.78% <i>Satisfied</i>
32.61% Neither satisfied nor dissatisfied
5.43% <i>Dissatisfied</i>
1.09% Very dissatisfied

<b>Condition/Repair – 266 respondents</b>
31.95% Very satisfied
40.23% <i>Satisfied</i>
14.66% Neither satisfied nor dissatisfied
10.53% <i>Dissatisfied</i>
2.63% Very dissatisfied



## CRHC 2018 Tenant Satisfaction Survey Results

### 14. Overall, how satisfied are you with the safety in your CRHC community?

<b>270 respondents</b>
29.62% Very satisfied
47.04% <i>Satisfied</i>
12.22% neither satisfied nor dissatisfied
9.63% <i>Dissatisfied</i>
1.85% Very dissatisfied

### 15. Overall, how satisfied are you with the written communications and notifications that you receive from the CRHC staff?

<b>273 respondents</b>
39.56% Very satisfied
44.32% <i>Satisfied</i>
9.89% Neither satisfied nor dissatisfied
4.40% <i>Dissatisfied</i>
1.83% Very dissatisfied

### 16. How would you prefer that CRHC staff communicate with you?

<b>268 respondents</b>
42.16% Email
31.34% Phone
0% On the CRHC website
18.66% Door-to-door
7.84% Other

On Point 18. (Preferred Methods of Communication with CRHC), it is only possible to choose one method in the online version. In the written survey, respondents frequently chose more than one.

### 17. Overall, how satisfied are you with the services you receive as a tenant with the CRHC?

<b>269 respondents</b>
37.55% Very satisfied
46.10% <i>Satisfied</i>
10.41% Neither satisfied nor dissatisfied
4.83% <i>Dissatisfied</i>
1.21% Very dissatisfied

### 18. General Comments

<b>133 Comments</b>
43 - Positive
17 – Sometimes positive, sometimes negative
23 - Not Applicable
50 - Negative

# Terms of Reference

The logo for the Capital Regional District (CRD), consisting of the letters 'CRD' in a stylized, bold font.

## HOSPITALS AND HOUSING COMMITTEE

### PREAMBLE

The Capital Regional District (CRD) Hospitals and Housing Committee is a Standing Committee established by the CRD Board and will oversee and make recommendations to the CRD, Capital Regional Hospital District (CRHD) and Capital Region Housing Corporation (CRHC) boards on matters relating to hospitals and housing, and community health.

The Committee's official name is to be:

Hospitals and Housing Committee

### 1.0 PURPOSE

- a) The mandate of the Committee includes providing advice or making recommendations, or both, to the CRD, CRHD, and CRHC boards regarding the following region-wide functions:
  - i. Land Banking and Housing;
  - ii. CRHC;
  - iii. CRHD;
  - iv. Community health planning, regulations and enforcement;
  - v. Implementation of various housing affordability models, the potential formation of strategic partnerships and the creation of alternative corporate entities;
  - vi. Options for the procurement of health care facilities and housing developments; and
  - vii. Real estate matters relating to health care facilities and housing.
- b) The following committees will report through the Hospitals and Housing Committee:
  - i. Regional Housing Advisory Committee;
  - ii. Tenant Advisory Committee; and
  - iii. Any other advisory body established by the Committee.

## **2.0 ESTABLISHMENT AND AUTHORITY**

- a) The Committee will make recommendations to the CRD Board, the CRHD Board, and the CRHC Board, as applicable, for consideration; and
- b) The CRD Board Chair will appoint the Committee Chair, Vice Chair and committee members on an annual basis.

## **3.0 COMPOSITION**

- a) The Chair of the CRHC and the Chair of the CRHD Board should be members of the Committee.
- b) All Board members are permitted to participate in standing committee meetings, but not vote, where an item of local significance is on the agenda (Board resolution Nov. 12, 2014).

## **4.0 PROCEDURES**

- a) The Committee shall meet on a monthly basis, except August, and have special meetings as required;
- b) The agenda will be finalized in consultation between staff and the Committee Chair and any committee member may make a request to the Chair to place a matter on the agenda;
- c) With the approval of the Committee Chair and the CRD Board Chair (or CRHC Board Chair, or CRHD Board Chair, as applicable), committee matters of an urgent or time sensitive nature may be forwarded directly to the appropriate Board for consideration;
- d) A quorum is a majority of the committee membership and is required to conduct committee business; and
- e) The Committee may invite members from any Standing Committee to participate in its meetings in accordance with the CRD Procedures Bylaw.

## **5.0 RESOURCES AND SUPPORT**

- a) The General Manager of Planning and Protective Services will act as liaison to the Committee;
- b) Minutes and agendas are prepared and distributed by the Corporate Services Department.

Approved by CRD Board on \_\_\_\_\_