



Making a difference...together



## **Tenant Advisory Committee**

DRAFT Minutes of a Meeting of February 24, 2020  
Room 488, 625 Fisgard Street, Victoria, BC

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**Present:** Mayor L. Helps, K. Bedard, E. Ngongo, L. Reid, C. Simpson, E. Syring, N. Thompson

**Regrets:** K. Young

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

The meeting was called to order at 3:38 p.m.

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

Co-chair Reid welcomed the committee and staff, and introductions were held around the table.

### **2. Adoption of the minutes from December 9, 2019**

It was moved by N. Thompson, seconded by E. Ngongo, that the minutes from December 9, 2019 be adopted as circulated.

CARRIED

### **3. Business Arising from the Minutes**

- Online Banking Update: CRD Finance department is looking into options for online banking, and email transfers as an alternative if online banking is cost-prohibitive. There should be a solution by the next TAC meeting.
- Communications Strategy re Unit Upgrades: staff have changed the form that is sent to tenants when they request that unit items be refreshed. The Annual Inspection form has been updated to refer to unit upgrades.

### **4. New Draft Customer Service Standards Presentation**

The committee heard a presentation by S. Grigg about the draft Customer Service Standards. Questions were raised around providing tenants whose first language is not English information about the standards. C. Culham advised that CRHC caretakers are aware of which of their tenants have a language barrier or disabilities, and affix a cover document which explains that it is an important document, in several different languages so that tenants can follow up with assistance to have it read to them. A secondary document has been created which explains who to call when the service standards are not met.

Other comments by the committee were:

- Consider adding directions, not just the phone number (e.g.; Call 911 and then leave the building)
- Consider posting in public spaces where possible and adding it to the website
- Consider emailing the document to tenants

## **5. Tenant Advisory Committee 2020 Draft Annual Plan**

Co-chair Helps presented the 2020 Draft Annual Plan and described it as a starting point to have a plan to improve the lives of tenants. CRHC staff were commended for improvements noticed by tenants over the past few years.

The committee discussed additions to the plan, which will be updated to include:

- Accessibility in all its forms, including accessibility awareness and parking spaces
- Resources for snow removal
- Community-building, within communities (buildings)
- Pride of Place
- Safety issues and CRHC staff processes to handle them

## **6. Tenant Advisory Committee Membership - 2020**

The committee has one vacant member opening due to a tenant resignation. CRHC staff will send notices to communities to recruit another member. Members of the committee are asked to encourage their neighbours to apply. The committee discussed ways to make other building residents aware of their role on TAC, and it was agreed that the TAC members names and photos be posted on the website, following a photo shoot to be arranged by staff. C. Culham offered to provide information to TAC members on how to approach neighbours and seek consultation.

## **7. Roundtable**

No committee members had roundtable topics to discuss.

Kate Lambert was introduced as the new Senior Property Manager – Tenant & Community Services. Ms. Lambert thanked the committee for its welcome and advised that she will be considering English as a second language when updating the tenant handbooks.

## **8. Adjournment**

The meeting was adjourned at 4:31 p.m.