

TENANT ADVISORY COMMITTEE

Meeting of September 28, 2020

3:30 – 5:00 p.m.

Room 652 CRD Boardroom
625 Fisgard Street, Victoria, BC

AGENDA

1. Welcome and Introductions
2. Adoption of Minutes of February 24, 2020
3. Business Arising from Minutes
 - Online Banking Update
4. Advisory Committee Website Representation
5. Tenant Handbook Update Presentation
6. Pride of Place Discussion
7. Roundtable
8. Adjournment

Source Documents Attached:

- Tenant Advisory Committee 2020 Annual Plan – Amended July 2020
- Tenant Advisory Committee Updated Terms of Reference

**TENANT ADVISORY COMMITTEE
2020 Annual Plan**

Amended July 2020

February 24	<p>Business Arising:</p> <ul style="list-style-type: none"> • Online Banking Update • Communication Strategy re: Unit Upgrades <p>New Business: (New) Customer Service Standards Presentation</p>
April 27	Cancelled
June 29	Cancelled
September	<p>Business Arising:</p> <ul style="list-style-type: none"> • <p>New Business:</p> <ul style="list-style-type: none"> • Tenant Advisory Committee Website Representation • Tenant Handbook Update Presentation • Rebranding our Image – Pride of Place • Online Banking Update
December	<p>Business Arising:</p> <ul style="list-style-type: none"> • <p>New Business:</p> <ul style="list-style-type: none"> • Pet Policy Update • Outcome Measures • Non-Smoking Policy Update

2021 Meetings

Tenant Orientation Pilot Project Presentation

Accessibility in all its forms, including accessibility awareness and parking spaces

Resources for snow removal

Community-building within communities

Safety Issues and CRHC staff processes to handle them

Terms of Reference



Tenant Advisory Committee

PREAMBLE

The Capital Regional District (CRD) Tenant Advisory Committee is an advisory committee established by the Hospitals and Housing Committee to promote effective communication, engagement and collaboration between the Capital Region Housing Corporation (CRHC) and its tenants, and provide information, feedback and advice regarding tenant related policies and programs to support healthier and more livable communities.

The Committee's official name is to be:

Tenant Advisory Committee

1.0 PURPOSE

- a) The purpose of the Tenant Advisory Committee (TAC) through the Hospitals and Housing Committee is to:
 - i. recommend priorities for the Service Plan based on operational considerations;
 - ii. identify and raise trends, and recommend proposals to improve tenant satisfaction;
 - iii. provide input in the development of Tenant Engagement Plans as necessary; and
 - iv. provide feedback into the tenant related policies.

2.0 RELATIONSHIP TO THE CRHC

- a) The TAC will report through the Hospitals and Housing Committee. The General Manager, Planning and Protective Services, or delegate, will act as a staff liaison to attend TAC meetings, represent the CRHC and provide effective communication between the TAC and the CRHC.
- b) The TAC will present an annual report to the Hospitals and Housing Committee and may be requested to attend additional Hospital and Housing Committee meetings at the request of the Chair.

3.0 MEMBERSHIP, SELECTION AND TERM

- a) The Committee will consist of up to nine members including:
 - i. The Chair of the CRD Hospitals and Housing Committee, or delegate, who will act as Co-Chair of the TAC; and

- ii. Up to eight members who are tenants in good standing with the CRHC and who have experience and knowledge of affordable housing issues and/or community development and their initiatives. One of the tenant members will be elected to the position of Co-Chair of the TAC.
- b) Other members of the Hospitals and Housing Committee may attend TAC meetings as non-voting members.
- c) Tenant member positions will be advertised and a nominations committee will select applicants through an interview process for recommendation to the General Manager, Planning and Protective Services.
- d) Membership of the TAC will be recommended by the General Manager, Planning and Protective Services, to the Hospitals and Housing Committee each year for approval.
- 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.
- f) The Chair of the Hospitals and Housing Committee is appointed annually by the CRD Chair and may serve one or more terms as Co-Chair of the TAC as an extension of that appointment.

4.0 PROCEDURES

- a) The TAC will meet 4-8 times per year. Dates of meetings will be set at the beginning of the year based on recommendations of the General Manager, Planning and Protective Services and the Chair of the Hospitals and Housing Committee. Any additional meetings will be at the call of the Co-chairs.
- 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 seat and the vacant position will be advertised for the duration of the term.

5.0 BUDGET

- a) Subject to CRHC Board approval, an annual budget may be available to cover costs related to the administration and logistical support for convening meetings throughout the year.
- b) Members of the TAC will be reimbursed for out of pocket expenses as aligned with the CRD expense reimbursement policies and procedures.

6.0 RESOURCES AND SUPPORT

- a) The General Manager, Planning and Protective Services, or delegate, is the primary contact for the Committee. The Regional Housing and Legislative Services staff will provide secretarial and administrative support. Minutes and agendas are prepared and distributed by the Regional Housing Division.



Making a difference...together



Tenant Advisory Committee

DRAFT Minutes of a Meeting of February 24, 2020

Room 488, 625 Fisgard Street, Victoria, BC

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.