



Making a difference...together



## **Tenant Advisory Committee**

Minutes of a Meeting of December 14, 2020

Room 652, CRD Boardroom, 625 Fisgard Street, Victoria, BC, and remotely via Webex

---

**Present:** Mayor L. Helps, L. Reid, E. Syring, E. Ngongo

**Webex:** C. Simpson, N. Thompson

**Regrets:** K. Bedard

**Staff:** D. Elliott, S. Grigg, K. Lambert, C. Work (recorder)

The meeting was called to order at 3:43 p.m.

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

Co-chairs Mayor Helps and L. Reid welcomed new Regional Housing Senior Manager Don Elliott, the committee and staff, and introductions were held around the table.

### **2. Adoption of Minutes of September 28, 2020 Meeting**

It was moved by L. Reid, seconded by E. Ngongo, that the minutes from September 28, 2020 be adopted as circulated.

**CARRIED**

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

- Online Banking Update: CRD Finance department continues to work with IT department to get the online banking established. An update should be available at the next TAC meeting on February 22, 2021.

### **4. Pride of Place Discussion**

K. Lambert outlined four areas of focus: gardening, outside mess, social environment, and social gatherings. Due to Covid, social gatherings and environment remain difficult to maintain. It is hoped that the committee can tackle the social aspects by late 2021, contingent on Public Health Orders. On gardening, we partnered with the City of Victoria with the garden seedling program. In terms of encouraging tenants, Westview has new garden beds and seedlings were given out; tools, seeds and soil were also given out at Village on the Green and Castanea. Information on building sign-ups is included in the seasonal newsletters, and the City of Victoria Covid Initiative. Acknowledging that more garbage and recycling bins are needed, there are space constraints at some buildings.

Respecting outside mess, it was noted that Covid effects like Hartland's hours restrictions and mental health stress remain an ongoing concern. Discussion of having a "dump day" or "declutter day" by renting a dumpster and conveying expectations to tenants to clean up carports, etc. Will review the tenancy agreements and tenant handbook. Currently costing out

dumpster expense, with a view to getting a quote together likely before the February 22, 2021 meeting.

## **5. Reporting Outcomes Measures**

D. Elliott acknowledged the efforts of the committee with the 2020 Outcomes and Proposed 2021 Items, including the tenant orientation pilot project, accessibility awareness, snow removal, community-building, and safety issues. In terms of reporting outcomes, he advised he would prepare a summary report for the 2020 year end reporting and proposed 2021 items, to be presented to the CRD's Hospitals and Housing Committee in early March.

## **6. TAC 2021 Membership**

The Terms of Reference (ToR) give the ability to carry forward current committee members for another two years. To fill current vacancies, two names will be selected from the applications received in the membership competition which closes December 15, 2020. Phone interviews will be conducted in early January, 2021. Discussion about staggering terms, so that members will be either one year or two years, and even possibly a three year term to give members a sense of accomplishment. The ToR can be amended to change term length.

## **7. Pet Policy Update**

Four pet policies were reviewed. Some buildings allow pets and some do not. Guinea pigs are no longer allowed. While allowing pets gives tenants flexibility, it also creates issues such as dog deposits clean-up, larger dogs, off-leash dogs, noise, abandonment, tenant and caretaker safety, emergency caretaker and contractor callouts, and damage to units and landscaping. While the Millstream dog experience was not positive, a trial is underway at West Park Lane. Positive benefits also include improved mental and physical health, accessibility for service animals, companionship, and decreased anxiety. A Pet Solutions Matrix was distributed to the committee, asking for feedback on these issues.

## **8. Roundtable**

Topics included Webex and Zoom meetings, CRD welcoming feedback from tenants, and general tenant satisfaction with caretakers and improvements to buildings. General discussion that CRD sets the tone in how our property management teams operate, allowing for tenants to follow that example. Mayor Helps concluded with the hope that the committee could meet more regularly in 2021 and that a vaccine might be in place soon.

## **9. Next Meeting**

February 22, 2021 from 3:30 to 5:00 pm, Covid-safe Room 652 *and* remotely via Webex

## **10. Adjournment**

The meeting was adjourned at 5:05 p.m.