



Making a difference...together



Capital Region Housing Corporation

### **Tenant Advisory Committee (TAC)**

Minutes of Meeting of April 25, 2022 (3:30 – 5:00pm)

Room 652, CRD Boardroom

625 Fisgard Street, Victoria, BC, and remotely via Webex

---

**Present:** Director Jeremy Loveday, Co-Chair David Wallace

**Staff:** D. Elliott, K. Lambert, S. Grigg, K. Rushton

**Webex:** K. Naraghi, C. Coughlin, C. Fischer, R. Loewen, N. Thompson

**Regrets:** E. Syring, C. Novak

The meeting was called to order at 3:35pm

#### **1. Territorial Acknowledgement**

- Director Loveday provided a Territorial Acknowledgement.

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

- It was moved by D. Wallace, seconded by C. Fischer, that the Agenda for the April 25, 2022 meeting be approved.

**CARRIED**

#### **3. Adoption of Minutes of March 21, 2022 Meeting**

- It was moved by R. Loewen, and seconded by D. Wallace, that the March 21, 2022 meeting minutes be adopted.

**CARRIED**

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

- S. Grigg spoke to CRHC's requirements/responsibilities around the BC Accessibility Act and noted it is primarily a province wide program which is implemented as an internal directive. CRHC may see it impact operations through provincial funding agreements in the future but that has not occurred to date other than BC Housing's requirement of accessible units and construction standards. When CRHC builds units we have an accessibility commitment to ensure as much as 20% of housing to be fully accessible. We respond to tenant accommodation requests as they come in and move forward by offering a more accessible unit or renovating.
- S. Grigg confirmed parking decals for current tenants and visitor parking hangers are being printed.
- K. Lambert noted guest and guest issues have been included in the 2022 Draft Work Plan.
- K. Lambert connected with videographer re: videos on move-out/tenant transition process and costing is being provided.

#### **5. What is Working Well**

- K. Naraghi recognized caretaker John for "going the extra mile" during last Friday's break-in. D. Wallace wondered if CRD sends thank you letters for outstanding service. S. Grigg confirmed a kudos to staff is circulated via email.
- R. Loewen appreciates how quickly her new fridge arrived and mentioned how a

great sense of community. Neighbours were all willing to lend a helping hand during COVID-19 isolation.

- D. Wallace acknowledged great signage/communication from CRHC around building issues/maintenance as elevator is currently not in use. Medi-Van can be contacted in the meantime if assistance up the stairs is required. He noted grocery deliveries only walk to the 3<sup>rd</sup> floor of buildings, something to keep in mind for tenants on higher floors.

## **6. 2022 Draft Work Plan**

- Conversation around if the topics (carried forward and new) and timelines indicated were appropriate.
- Item 2.2 Safety stood out the most to N. Thompson and D. Wallace as a positive placement.
- D. Elliott advised we hope to present new work plan items at the last meeting of 2022 to help identify priorities for the 2023 work plan at the first meeting of 2023.
- The topic of adding additional items or amending the current work plan was discussed.
- It was moved by N. Thompson, seconded by D. Wallace, that the 2022 Draft Work Plan be approved as-is.

**CARRIED**

## **7. Presentation: CRHC Operations**

- D. Elliott did a presentation to help members understand who the CRHC is and how we operate.

## **8. Tenant Engagement Overview**

- The tenant engagement overview was deferred to the June meeting due to lack of time.

## **9. TAC Meeting Format & Participant Engagement**

- Discussion was had around the possibility to get back to in-person meetings. If this cannot be done, how can we make hybrid meetings as efficient and engaging as possible?

**ACTION: D. Elliott and Co-Chairs to discuss topic of remote vs. in-person meetings before June meeting.**

## **10. Roundtable**

- No roundtable items brought forward.

## **11. Action Summary**

- D. Elliott and Co-Chairs to discuss topic of remote vs. in-person meetings before June meeting.

## **12. Concluding Remarks**

- Director Loveday and Co-Chair Wallace thanked all members and staff.

## **13. Adjournment**

- It was moved by N. Thompson, seconded by K. Naraghi, that the meeting be adjourned.

**CARRIED**

The meeting was adjourned at 4:59pm.