



Making a difference...together



## **Tenant Advisory Committee**

Minutes of a Meeting of September 28, 2020

Room 652, CRD Boardroom, 625 Fisgard Street, Victoria, BC

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**Present:** L. Reid, E. Syring

**Guests:** Mayor K. Murdoch (in place of Mayor L. Helps)

**Regrets:** Mayor L. Helps, K. Young, E. Ngongo, K. Bedard, C. Simpson, N. Thompson

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

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

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

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

### **2. Adoption of Minutes of February 24, 2020 Meeting**

It was moved by E. Syring, seconded by L. Reid, that the minutes from February 24, 2020 be adopted as circulated.

CARRIED

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

- Online Banking Update: CRD Finance department confirms RBC will allow CRHC to join with other CRD departments. Finance is reviewing processes of how CRHC manages intake of money; once complete, they will know what is required to make it available. Staff will provide a 'go-live' date at the December 14, 2020 TAC meeting or provide an update.

### **4. Advisory Committee Website Representation**

We now have a TAC landing page on the CRD's Boards, Committees & Commissions website page, which Legislative Services has set up. Past Agendas and Minutes have been uploaded, as well as the Terms of Reference and list of appointed members.

### **5. Tenant Handbook Update Presentation**

Kate Lambert presented a PowerPoint on the updated Tenant Handbook, with improved icons, colours and readability. General discussion on how to get the handbook out to new and existing tenants; it was decided that it would be linked in the seasonal newsletter. It is also posted on the CRD Regional Housing website under Tenant Resources in the Tenant Updates section.

## **6. Pride of Place Discussion**

Given the small number of committee members present, Co-chair Reid indicated we should table this item for the next TAC meeting.

It was moved by L. Reid, seconded by K. Murdoch, that the Pride of Place Discussion be tabled to the next TAC meeting on December 14, 2020.

CARRIED

## **7. Roundtable**

Due to Covid-19, the committee wasn't able to meet with regular frequency this year. As a result, Sharon Grigg said we would like to go to the Hospitals and Housing Committee to ask if the list of current committee members could sit for an additional two year term. Both Co-chair Reid and E. Syring confirmed their willingness to stay on the committee for another two year term. The remaining committee members will be contacted to confirm whether they are amenable to another two year term.

Christine Culham asked the members for their Covid-19 experiences and feedback in the context of housing. General discussion of how, if we go back to banning playground equipment, we need better deterrents as children were still using equipment during the last lockdown phase; also exterior carports sometimes full of junk and recyclables. It was noted that sometimes there are ongoing health issues in the case of the carport storage, and that volunteers were possibly prioritizing the delivery of food as essential over support roles.

There was discussion about how staff are addressing clean up at sites. Often, we are working with tenants but the progress isn't noticeable. Tenants should make caretakers aware of any issues as they arise. These items tie to the Pride of Place discussion as well; we are working on engagement on unwanted items and are expanding our staff-tenant engagement and community workers.

Elizabeth touched on her challenges with not having internet at home, trying to use UVic computers, and needing text-to-speech capabilities. Kate will connect with Elizabeth offline to provide more assistance to access materials.

## **8. Adjournment**

The meeting was adjourned at 4:35 p.m.