



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 made.

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.

- Social gatherings and environment: these remain difficult to address due to Covid. It is hoped that by late 2021, the social aspects can be addressed, contingent on Public Health Orders.
- Gardening: Staff partnered with the City of Victoria on a garden seedling program which benefited our current tenant gardening efforts. Tenants at Westview, Village on the Green and Castanea participated. Some communities received soil and tools as well. Information on the program and building sign-ups is included in the seasonal newsletters, highlighting the City of Victoria Covid Initiative.
- Outside Mess: Discussions of various communities occurred:
 - Some properties battle issues with the garbage and recycling areas, which may be addressed by caretaker response at site, addition of bins or increased pick

- up frequency if the space doesn't allow for more bins, as well as parental oversight of children taking garbage out.
- Other properties have issues with dumping by the garbage or accumulating in carports. It was noted that Covid has impacted access to and hours to the dump for tenants to address this on their own. In some instances, mental health impacts the timeline of clean up at individual units.
- Option of organizing a "dump day" or "declutter day" was discussed to give tenants an opportunity to clean up carports and remove some of the barriers. Include tenancy agreements and tenant handbook review. Staff will work on getting quotes to remove items collected based on estimates and report back.

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

Pet policies were reviewed. CRHC's tenancy agreement allows specified pets as part of the agreement and inside pets (typically cats only) with written permission at townhouses and on the first and second floor of some apartment buildings. Guinea pigs have been removed from the list as they are social animals which would do better in pairs. In 2019, CRHC engaged in a pilot project to include dogs at Millstream Ridge, which was expanded to Westview in May 2020. While allowing cats and dogs gives tenants more choice, it also impacts tenancies and the Landlord responding to operational responsibilities, such as navigating the landscape contracted services relationship and costs of unmanaged clean-up of feces by tenants in gardens and lawns; ensuring quiet use and enjoyment for all tenants as it relates to noise transfer between units due to barking and larger sized dogs, on-leash requirements and keeping pets inside at all times; other ongoing operational considerations (pet abandonment, tenant and caretaker safety and health re: allergies, entering units with a dog during an emergency or after hours, and damage to units and landscaping).

Staff acknowledge having a pet policy that includes dogs can have many tenant benefits (improved mental and physical health, accessibility for non-service support animals and companionship), therefore staff continue to adjust the one cat or one dog pilot as new buildings open, to see if more positive outcomes could be achieved and allow the policy to be applied more broadly (limiting the floors that allow pets). A sample of a 'Pet Solutions Matrix' was distributed to the committee for feedback.

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 available soon.

9. Next Meeting

February 22, 2021 from 3:30 to 5:00 pm, Covid-safe Room 652 *and* remotely via Webex or Microsoft Teams (to be determined)

10. Adjournment

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