



Making a difference...together



Capital Region Housing Corporation

Tenant Advisory Committee (TAC)

Minutes of Meeting of September 26, 2022 (3:30 - 5:00pm) Room 387
625 Fisgard Street, Victoria, BC, and remotely via Microsoft Teams

Present: Director Jeremy Loveday

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

MS Teams: Co-Chair David Wallace, K. Naraghi, R. Loewen, N. Thompson, C. Coughlin, E. Syring, C. Novak

Regrets: C. Fischer

The meeting was called to order at 3:31pm

1. Territorial Acknowledgement

- Director Loveday provided a Territorial Acknowledgement.

2. Approval of Agenda

- It was moved by N. Thompson, and seconded by D. Wallace that the Agenda for the September 26, 2022 meeting be approved.

CARRIED

3. Adoption of Minutes of June 27, 2022 Meeting

- It was moved by D. Wallace, and seconded by N. Thompson, that the minutes of the June 27, 2022 meeting be approved.

CARRIED

4. Business Arising from the Minutes

- Update on cooling rooms:
 - Cooling rooms were very well received at the four properties (Ashlar, LeBlond, Rosewood & Westview) they were installed at. Feedback from tenants and caretakers was positive.
 - N. Thompson thanked CRHC staff for their efforts on these cooling rooms and wondered if all other properties will have cooling rooms installed next summer. K. Lambert responded that not all buildings have common rooms but buildings that have this flex space will be considered for 2023.

5. Garbage & Recycling

- S. Grigg informed members that we currently manage our garbage and recycling with an outside contractor. Currently we use Waste Management but this is under review and a RFP is in progress by staff. Waste Management allows for multiple streams of waste including household garbage, recycling of tins, plastics, cardboard and organics. Within our contract, it does not allow for the dumping of furniture and when furniture is left behind the CRHC can be fined or is charged to coordinate with another contractor. She reminded members that garbage and recycling is a major cost to the CRHC. When bins are overflowing/overfilled, Waste Management will charge extra for every 9 inches above the top of the container and add an additional \$78.00 penalty per container, per site. If bins are contaminated, they will charge us \$50.00 per container. The risk of increased fees

is substantial.

- Conversation around disposal responsibilities took place. It was noted that there is a shared responsibility between the CRHC and tenants; caretakers are responsible to contain garbage within bins, clean up around them and to ensure area is sanitary. Tenants have a role to ensure garbage/recycling is disposed of properly (into the correct bins) and that the lids are closed. A reminder to follow the recycling guidelines in your region was shared – ensure that you clean your recyclables before putting them into the bin. It was mentioned that the provider no longer has a recycling program for glass as there is no market for it. N. Thompson mentioned that so many tenants throw everything and anything in the garbage and are not using the bins properly. C. Novak wondered if we could display signage to provide guidance on responsible disposal. Conversation around adding a section into the CRHC newsletter was had. It was asked if copies of the New Tenant Handbook could be kept in foyers/lobbies to provide information around process. K. Lambert mentioned there has been conversation around a recycling incentive.
- K. Naraghi shared that paper recycling in her building continues to be a problem as the contractor is skipping pickup days and noted that the scheduled pickup can be pushed as much as 10-14 days. S. Grigg replied that like so many other businesses, Waste Management is experiencing staffing shortages and ensured that when pickups are late, we do not get charged extra fees due to overflowing bins.
- C. Coughlin asked if there is any room for implementation for fines for residents who repeat behavior of improper disposal. CRHC staff informed that we don't have the staff to manage the implementation of fines and informed that there wouldn't be support under the RTA if anything were to go to arbitration. D. Elliott noted that positive reinforcement in his experience is typically more successful than issuing a fine. K. Lambert shared that telling people what to do is much more effective than telling them what not to do.

ACTION: Add signage to communicate how to properly dispose of garbage/recycling.

ACTION: Add garbage/recycling section to newsletter.

ACTION: Add New Tenant Handbooks to lobbies/foyers of buildings.

6. Tenant Retention (Slido)

- Due to lack of time and technical difficulties with Slido, Tenant Retention will be pushed to the December 19, 2022 meeting.

7. Tenant Engagement & Role of TAC in 2023

- D. Elliott started by asking how effective is TAC? What do we want to accomplish in 2023 and beyond? He mentioned that the CRHC understands everyone has competing priorities however, prior to this meeting, attendance has not been great. He noted that since the pandemic, we tend not to engage our neighbours, or use building amenities as much. Is there a way to engage at a community level to bring people together in a different way? C. Coughlin brought forward the idea of having an online platform where tenants could share free items, or if they were looking for specific services. S. Grigg said that community engagement (tenants for tenants) has never been done digitally in the past because our website platform does not support it. Bulletin boards in amenity rooms usually do the trick, and recognized Westpark doesn't have an amenity room. J. Loveday asked how we get feedback from our tenants? N. Thompson shared concerns around issues of misrepresentation. He noted he is happy to be a part of TAC, but there should be a methodical way for representation. Residents with disabilities will have different ideas as to what engagement is. C. Coughlin shared confusion on how to bring items forward at TAC meetings, noting that neighbours bring

concerns to her knowing she is a member. S. Grigg shared if neighbours are coming to her with specific questions about tenancies they should be directed to CRHC staff. The TAC Terms of Reference can be used to clarify what items should/should not be included on an agenda. The TAC Annual Work Plan outlines what will be focused on throughout the year. Director Jeremy Loveday also mentioned the Roundtable section of the agenda as a means to bring items forward. D. Elliott noted that members' perspective has been so important and that we have tried to create more structure around the Annual Work Plan. D. Wallace suggested having a leadership role at each property. It was shared that we must be mindful that there are 54 buildings – this would be a huge undertaking. D. Elliott asked where we find the time and resources to engage with a more grass-roots approach? R. Loewen stated we should utilize tools we already have in place, such as the newsletter and introduce new platforms such as suggestion boxes. Director Jeremy Loveday thanked members for their contributions.

- The topic of attendance was discussed. C. Novak shared that typical work schedules do not allow for TAC meetings. Are there ways to connect outside of a formal meeting? Slido can be used. We should be exploring options to meet asynchronously but still effectively. K. Naraghi noted there should be more two allowances for missed meetings, mentioning that emergencies do happen. Director Jeremy Loveday stated that attendance is important, but not nearly as important as real life. Conversation around meeting after office hours was had. D. Elliott shared that historically CRHC staff have met TAC Members in the middle with a compromised time. Meeting dates/times are set as early in the year as possible and once scheduled they are very difficult to change.

8. What is Working Well?

- WestPark is always thoroughly cleaned and there is never any garbage outside of the building.
- Appreciative of the tenant insurance package offered through CRHC has kept costs to a minimum each year. Tenants are happy with the savings from TELUS.
- Quality of tenants continues to improve.
- Caretaker John was given kudos for walkthrough schedule flexibility.

9. Roundtable

- C. Novak asked about deferred maintenance as a result of the pandemic. S. Grigg informed that yes, maintenance is backed up. Worksafe restrictions did not allow for contractor engagement. Staff shortages continue to effect wait times for CRHC and Contractors. She noted that currently contractors are booked out a year, to a year and a half. We have not yet circled back to tenants as we do not have anything useful to communicate at this time, but ensured that this concern is on our radar.

10. Action Summary

- Add signage to communicate how to properly dispose of garbage/recycling;
- Add garbage/recycling section to newsletter;
- Add New Tenant Handbooks to lobbies/foyers of buildings

11. Certificates of Recognition

- D. Elliott thanked TAC members and acknowledged their contributions. It was mentioned that a Certificate of Recognition will be mailed out individually to each member. He noted the five terms that are coming to an end in 2023 (J. Loveday, K. Naraghi, E. Syring, N. Thompson and D. Wallace).

12. Concluding Remarks

- D. Wallace mentioned how glad he was to see everyone in attendance, noting it really makes for a successful meeting when all members are present.
- Director Jeremy Loveday noted how it was a privilege to sit as a Co-Chair of the Tenant Advisory Committee, and that he appreciates all members' efforts.

13. Adjournment

- It was moved by R. Loewen, and seconded by D. Wallace that the meeting be adjourned.

CARRIED

The meeting was adjourned at 4:59pm.