

Terms of Reference



Tenant Advisory Committee

PREAMBLE

The Capital Regional District (CRD) Tenant Advisory Committee is an advisory committee established by the Hospitals and Housing Committee to promote effective communication, engagement and collaboration between the Capital Region Housing Corporation (CRHC) and its tenants, and provide information, feedback and advice regarding tenant related policies and programs to support healthier and more livable communities.

The Committee's official name is to be:

Tenant Advisory Committee

1.0 PURPOSE

- a) The purpose of the Tenant Advisory Committee (TAC) through the Hospitals and Housing Committee is to:
 - i. recommend priorities for the Service Plan based on operational considerations;
 - ii. identify and raise trends, and recommend proposals to improve tenant satisfaction;
 - iii. provide input in the development of Tenant Engagement Plans as necessary; and
 - iv. provide feedback into the tenant related policies.

2.0 RELATIONSHIP TO THE CRHC

- a) The TAC will report through the Hospitals and Housing Committee. The General Manager, Planning and Protective Services, or delegate, will act as a staff liaison to attend TAC meetings, represent the CRHC and provide effective communication between the TAC and the CRHC.
- b) The TAC will present an annual report to the Hospitals and Housing Committee and may be requested to attend additional Hospital and Housing Committee meetings at the request of the Chair.

3.0 MEMBERSHIP, SELECTION AND TERM

- a) The Committee will consist of up to nine members including:
 - i. The Chair of the CRD Hospitals and Housing Committee, or delegate, who will act as Co-Chair of the TAC; and
 - ii. Up to eight members who are tenants in good standing with the CRHC and who have experience and knowledge of affordable housing issues and/or community development and their initiatives. One of the tenant members will be elected to the position of Co-Chair of the TAC.

- b) Other members of the Hospitals and Housing Committee may attend TAC meetings as non-voting members.
- c) Tenant member positions will be advertised and a nominations committee will select applicants through an interview process for recommendation to the General Manager, Planning and Protective Services.
- d) Membership of the TAC will be recommended by the General Manager, Planning and Protective Services, to the Capital Regional District Board each year for approval.
- e) Tenant members will serve a two-year term on the TAC with the option to serve a second two-year term only. After serving four years a two-year break must be taken before a tenant may re-apply to sit on the TAC.
- f) The Chair of the Hospitals and Housing Committee is appointed annually by the CRD Chair and may serve one or more terms as Co-Chair of the TAC as an extension of that appointment.

4.0 PROCEDURES

- a) The TAC will meet **up to four 4-8** times per year. Dates of meetings will be set at the beginning of the year based on recommendations of the General Manager, Planning and Protective Services and the Chair of the Hospitals and Housing Committee. Any additional meetings will be at the call of the Co-Chairs.
- b) TAC members are expected to attend meetings to the best of their ability. Should a member miss two consecutive meetings without any communication they will be asked by the Co-Chairs to resign their seat and the vacant position will be advertised for the duration of the term.

5.0 BUDGET

- a) Subject to CRHC Board approval, an annual budget may be available to cover costs related to the administration and logistical support for convening meetings throughout the year.
- b) Members of the TAC will be reimbursed for out of pocket expenses as aligned with the CRD expense reimbursement policies and procedures.

6.0 RESOURCES AND SUPPORT

- a) The General Manager, Planning and Protective Services, or delegate, is the primary contact for the Committee. Regional Housing staff will provide secretarial and administrative support. Minutes and agendas are prepared and distributed by the Regional Housing Division.