

TENANT ADVISORY COMMITTEE						
2021 ANNUAL WORK PLAN						
Goals	S/N	Key Tasks	Status	Timeframe	Meeting Format	Anticipated Outcomes
1.0 Recommend Priorities	1.1	Receive survey of TAC members to inform priorities for 2021 Work Plan	Complete	April	1. Survey Results	Consult: Receive and review survey results to identify priorities for 2021.
	1.2	Approval of 2021 Annual Work Plan	Complete	April	1. 2021 Work Plan	Empower: Receive and review draft 2021 Work Plan to see how CRHC staff have incorporated 2021 TAC priorities into operational activities.
	1.3	Carry out survey of TAC members to inform priorities for 2022 Work Plan	Complete	December	1. Survey Distributed	Involve: Develop and launch survey to help inform 2022 Work Plan.
2.0 Improve Tenant Satisfaction	2.1	Accessibility In All Its Forms	Complete	October	1. Facilitated conversation	Inform: Staff to provide overview of current accessibility and accommodation at sites & for individual tenant needs. Consult: Facilitate discussion to highlight TAC's areas of focus or where more information is required. Involve: Next steps?
	2.2	Snow Removal	Complete	June	1. Presentation on snow removal	Inform: Staff to provide information regarding current practice with respect to snow removal.
	2.3	Place-Making Activities	In progress	December October	1. Presentation on waste removal. 1 a. Identification of approach to resourcing clean-up. 2. Presentation on CRHC signage across properties. 2a. Discussion of improvements to support increased Pride of Place.	1. Inform: Staff to provide overview of waste management at sites; CT role vs contractor role including tenant role. 1a. Consult: Facilitated discussion to gather ideas from TAC on positive engagement strategies. 2. Inform: Staff to provide overview of site sign changes. 2a. Consult: Facilitated discussion to gather input - details to be determined.
	2.4	Safety Issues and CRHC Processes	Delayed	December	1. Presentation on Rules, Enforcement, Rights/Responsibility and the law.	Inform: Staff to provide outline of the law governing tenancies as it relates to safety issues. Sharing the impact these laws have on CRHC's policies (such as; eviction prevention), procedures, rules and enforcement throughout tenancies.
3.0 Inform Development of Tenant Engagement Plans	3.1	Tenant Orientation Pilot Project Presentation	Complete	June	1. Presentation on video-based Tenant Orientation. Draft In-Person Orientation Materials.	Inform: Staff to present Tenant Orientation videos. Consult: Facilitated discussion to develop needs of tenants at move in to improve our in-person rollout.
	3.2	Tenant Engagement Overview	Complete	December	1. Presentation on Tenant Engagement activities. (Community building within Community) a. Facilitated discussion: Emergency Preparedness	Consult: Facilitated discussion to examine engagement successes and areas of focus for the future. Involve: To work with TAC members to determine strategies for future engagement opportunities.
4.0 Provide Feedback on Policy	4.1	Pet Policy	Complete	April through December	1. Presentation on Pet Pilot Program.	Inform: (2020) Staff provided Pet Policy and outlined pilot program underway to allow dogs at some buildings. Provided the outcome of staff engagement (working group & survey) which highlighted challenges and concerns for health & safety issues. Consult (2020): CRHC asked for feedback from TAC on possible solutions to the challenges and concerns identified by staff. Inform (2021): Staff will provide a memo outlining the benefits & challenges of pet ownership along with an outline of the current pilot program, including key operational indicators marking success or failure.
	4.2	Non-Smoking Policy	Complete	June	1. Information on current policy. 2. Review current mitigation efforts. Clean Air Bylaw not applicable.	Inform: Staff will provide information on the current Non-Smoking Policy and how it was applied to certain sites. Highlighting the smoke mitigation Pilot Project employed through Tenant Engagement.