

## REPORT TO HOSPITALS AND HOUSING COMMITTEE MEETING OF WEDNESDAY, MARCH 02, 2022

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**SUBJECT**     Tenant Advisory Committee 2021 Year End Report

### **ISSUE SUMMARY**

To provide the Capital Regional District's (CRD) Hospitals and Housing Committee (HHC) an overview of 2021 activities of the Tenant Advisory Committee (TAC) in accordance with the TAC Terms of Reference.

### **BACKGROUND**

At the April 11, 2018 CRD Board meeting, the TAC was established through the HHC. The recommended membership of the TAC includes the Chair or a delegate of the HHC and up to eight tenant representatives in good standing. Tenants in good standing are individuals who have been tenants with the Capital Region Housing Corporation (CRHC) for 12 consecutive months, have paid their rent on time and in full for the previous six months, have maintained their unit in good condition with no damage in excess of normal wear and tear, and have ensured that their standard of conduct has not resulted in a warning letter from CRHC.

The purpose of the TAC, through the HHC, is to promote effective communication, engagement and collaboration between the CRHC and its tenants, and provide information, feedback and advice regarding tenant-related policies and programs to support healthier and more livable communities. An overview of 2021 TAC activities is attached as Appendix A – Tenant Advisory Committee 2021 Annual Work Plan.

### **ALTERNATIVES**

#### *Alternative 1*

That the Tenant Advisory Committee 2021 Year End Report be received for information.

#### *Alternative 2*

That the Tenant Advisory Committee 2021 Year End Report be referred back to staff for further review based on Hospitals and Housing Committee direction.

### **IMPLICATIONS**

#### *Social Implications*

Staff received feedback from TAC in 2020 that additional clarity on the specific role of TAC members on identified work plan items would support increased engagement and would solicit more fulsome feedback. The 2021 Annual Work Plan was built using the International Association for Public Participation (IAP2) spectrum for public participation with the intent of introducing increased clarity on the purpose of engaging TAC on the work plan items. This can be seen in the specific anticipated outcomes as outlined in the Plan.

The TAC met a total of five times in 2021 beginning with 2020 year end reporting, new member orientation, election of TAC Co-chair and ranking a number of priorities identified in a survey conducted in late 2020. Staff worked in support of hybrid meetings through 2021 as some TAC members preferred in-person meetings while others could only participate electronically. This enabled a relatively high and ongoing rate of participation among members. However, there were some instances where members were absent for multiple meetings and staff are working to continue to increase participation rates for 2022.

The TAC approved the 2021 Annual Work Plan in Q2, 2021, which then informed how staff were able to advance specific items forward to the TAC for information, consultation, or involvement. The TAC moved through all of the identified 2021 Annual Work Plan items that touched on various policies and programs implemented by CRHC and relevant legislation that defines the rights and responsibilities of tenants and landlords. Work on safety issues and CRHC process and some aspects of place-making were deferred to 2022 and will inform the 2022 Annual Work Plan currently under development.

Going into 2021, the Terms of Reference for the TAC were changed to establish length of term for each member. As of December 31, 2021, four TAC members have ended their terms with four continuing to serve throughout 2022. Notices were distributed to all CRHC tenants asking for applications for the 2022-2024 TAC term. Thank you gifts were given to all exiting members to acknowledge their contributions.

#### *Service Delivery Implications*

The TAC plays an important role in providing information, feedback and advice to CRHC staff. In total, the TAC approved 10 specific items to tackle in the 2021 Annual Work Plan. Of these 10 items, eight were fully completed, one is 50% completed and one was deferred to 2022. A critical project completed in 2021 where TAC was consulted includes the Tenant Orientation Pilot Project Presentation. These videos can be found:

[Welcome to the CRHC](#)  
[Who to Contact](#)  
[Maintenance](#)  
[Being a Good Neighbour](#)

Other areas where the perspective of the TAC helped to enhance service delivery include communications with tenants, accessibility efforts, tenant engagement projects, and place-making activities. The TAC also provided a venue to hear about what is working well. Examples of what is currently working well included the ongoing work of caretakers and office staff, the work undertaken by the Tenant Engagement team, the general tidiness and landscaping at properties, the orientation for new tenants and the responsiveness and speed of issue resolution.

Tenant Engagement (TE) as a related function of the TAC continues to be impacted by COVID-19 regulations, particularly in CRHC's apartments for seniors and people with disabilities, many of whom are still being very cautious with regard to contacts and interactions. TE supported the following projects and activities. The Pet Policy review and dog pilot was completed. Accessibility was examined with the assistance of the TAC and several areas were put forward for review. TE continues to maintain relationships with vulnerable tenants and partner organizations to support eviction prevention and quality of life for CRHC tenants.

*Alignment with Board & Corporate Priorities*

The CRD's 2019-2022 Board Priority of Community Wellbeing includes housing as a key component. Specifically, that the CRD will advocate, collaborate and form partnerships to address affordable housing needs of a growing and diverse population. The TAC represents residents across a range of CRHC properties and helps to inform service planning, trend identification, tenant engagement and policies that contribute to enhanced community wellbeing.

**CONCLUSION**

The TAC continues to play an important role in providing information, feedback and advice regarding tenant-related policies and programs to support healthier and more livable communities across CRHC's 50 buildings. Staff made efforts to introduce enhanced clarity for TAC members on an item-by-item basis to increase the quality of engagement and support the continued participation of TAC members. In total, the TAC completed 85% of the identified 2021 Annual Work Plan activities with those deferred items being used to inform the 2022 Annual Work Plan currently under development.

**RECOMMENDATION**

That the Tenant Advisory Committee 2021 Year End Report be received for information.

Submitted by:	Don Elliott, MUP, Senior Manager, Regional Housing
Concurrence:	Kevin Lorette, P. Eng., MBA, General Manager, Planning & Protective Services
Concurrence:	Robert Lapham, MCIP, RPP, Chief Administrative Officer

**ATTACHMENTS**

Appendix A: Tenant Advisory Committee 2021 Annual Work Plan