



REPORT TO HOSPITALS AND HOUSING COMMITTEE MEETING OF WEDNESDAY, FEBRUARY 6, 2019

SUBJECT Tenant Advisory Committee Terms of Reference

ISSUE

A Terms of Reference (ToR) that includes a member selection process needs to be approved to support the Tenant Advisory Committee.

BACKGROUND

At the April 11, 2018 Capital Regional District (CRD) Board meeting, it was determined that a Tenant Advisory Committee (TAC) be established through the CRD's Hospitals and Housing Committee (H&HC). The recommended membership of the TAC includes the Chair or Delegate of the H&HC and up to eight tenant representatives in good standing. A tenant in good standing is a tenant with the Capital Region Housing Corporation (CRHC) for 12 consecutive months; has paid their rent on time and in full for the previous 6 months; has maintained their unit in good condition, with no damage in excess of normal wear and tear; and has ensured that the standard of conduct has not resulted in a warning letter from the Corporation.

The purpose of the TAC, through the H&HC, 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. Further details of the TAC can be found in the draft terms of reference (ToR) attached as Appendix A.

The TAC will report to the H&HC on an annual basis and may be requested to make additional presentations at the request of the Chair. The TAC will meet 4-8 times per year.

At the June 26, 2018 CRHC Board meeting, the draft ToR were discussed and the Board made the following recommendation:

That the Terms of Reference be amended to reflect that the Chair of the Tenant Advisory Committee be elected by the Advisory Committee members.

At the September 25, 2018 CRHC Board meeting, the directors made the following recommendation:

That the Capital Region Housing Corporation (CRHC) Board recommends to the Capital Regional District (CRD) Board that the Chair of the Tenant Advisory Committee be appointed as a non-voting member of the Hospitals and Housing Committee, that an evaluation of the efficacy of the Tenant Advisory Committee be completed after six months of implementation and that the evaluation be presented to the CRD Governance Committee for review and recommendations.

Staff are recommending in the ToR that the Chair of the H&HC or delegate is the Chair of the TAC. Staff are also recommending that an evaluation take place after one year rather than six months.

ALTERNATIVES

Alternative 1:

That the Hospitals and Housing Committee approves the Tenant Advisory Committee Terms of Reference as presented in Appendix A.

Alternative 2:

That the report be referred back to staff for further review.

IMPLICATIONS

The CRHC Board has always valued tenant input into CRHC decision-making. This is evidenced through the tenant satisfaction survey, tenant consultation on policy and practices, and programming within the communities. In 2017, the CRHC increased its commitment through additional staff resources for activities related to tenant engagement.

The TAC will continue to provide an opportunity for tenants to formalize recommendations and suggested changes to improve tenant satisfaction to the H&HC.

In order to ensure ongoing communication between the H&HC and the TAC, staff are recommending that the Chair of the H&HC or delegate is the Chair of the TAC. The CRHC Board had recommended that the Chair of the Tenant Advisory Committee be elected by the Advisory Committee members and be appointed as a non-voting member of the Hospitals and Housing Committee. This is inconsistent with other CRD Advisory Committees that report to a Standing Committee. Furthermore, the H&HC's scope is broader than matters relating to tenant-related policies and programs.

The CRHC Board had recommended that an evaluation of the efficacy of the TAC be completed after six months of implementation and that the evaluation be presented to the CRD Governance Committee for review and recommendations. As the TAC meets 4-8 times per year, six months is a very short timeframe to evaluate its efficacy. Staff recommend evaluation occur after one year to evaluate its efficacy and to make recommendations for improvements as required.

Financial Implications

Support for the ongoing facilitation of the Tenant Advisory Committee will be provided through CRHC staff, and activities will be outlined in the annual Regional Housing Service Plan.

CONCLUSION

At the April 11, 2018 meeting, the CRD Board recommended that a TAC be established through the CRD's H&HC to make recommendations to the CRHC Board on CRHC policies and programs. Though the H&HC is responsible for setting the terms of reference of this committee, input was requested from the former CRHC Board on what terms may be beneficial for the organization.

Staff are recommending that the ToR presented in Appendix A be approved and that an evaluation of the efficacy of the TAC be completed after one year.

RECOMMENDATION

That the Hospitals and Housing Committee approves the Tenant Advisory Committee Terms of Reference as presented in Appendix A.

Submitted by:	Christine Culham, Senior Manager Regional Housing and Capital Region Housing Corporation
Concurrence:	Kevin Lorette, P.Eng., MBA, General Manager Planning & Protective Services
Concurrence:	Robert Lapham, MCIP, RPP, Chief Administrative Officer

Attachment: Appendix A - Tenant Advisory Committee Terms of Reference