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## **Tenant Advisory Committee**

Minutes of a Meeting of December 9, 2019

Room 488, 625 Fisgard Street, Victoria, BC

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**Present:** Mayor L. Helps, K. Bedard, E. Ngongo, L. Reid, C. Simpson, K. Young

**Regrets:** N. Thompson, E. Syring

**Staff:** C. Culham, S. Grigg, K. Lambert, C. English (recorder)

The meeting was called to order at 3:04 p.m.

### **1. Welcome and Introductions**

Chair Helps welcomed the committee, and introductions were held around the table.

### **2. Approval of the Agenda**

It was moved by L. Reid, seconded by C. Simpson, that the agenda be approved.  
CARRIED.

### **3. Adoption of the minutes from September 19, 2019**

It was moved by L. Reid, seconded by E. Ngongo, that the minutes from September 19, 2019 be adopted as circulated.  
CARRIED

The committee thanked staff for the September workshop.

### **4. Election of Co-Chair of Tenant Advisory Committee**

Chair Helps called for nominations for the position of Co-Chair and L. Reid was nominated. Chair Helps called a second time for nominations and E. Ngongo was nominated. Chair Helps called a third time and C. Simpson was nominated.

Nominees were each given two minutes to speak to their nomination. E. Ngongo and C. Simpson chose to support L. Reid, and Ms Reid was acclaimed to the position of Co-Chair of the Tenant Advisory Committee.

### **5. Tenant Advisory Committee Terms of Reference Review**

The committee reviewed the proposed amendments to the Terms of Reference and made the following changes in italics:

3. 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.*

4. a) ... additional meetings will be at the call of the *Co-Chairs*.  
4. 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 seats and the vacant position will be advertised for the duration of the term.

It was moved by K. Bedard, seconded by L. Reid

That the Tenant Advisory Committee recommends to the Hospitals and Housing Committee that the revised Tenant Advisory Committee Terms of Reference, December 9, 2019, be approved.

CARRIED

## 6. CRHC Operational Plan 2020

K. Lambert and S. Grigg presented the 2020 Operational Plan.

Planned work to ensure operating efficiency and effectiveness includes:

- Administrative improvements (database system, handheld unit app, update recorded 'phone tree')
- Increasing the number of staff to support new buildings and complete work teams
- A public website refresh
- Continued policy review, such as new customer service standards, ensure staff training

Planned work to ensure CRHC housing stock is adequately maintained includes:

- Finalize modernization specifications for unit upgrades
- Capital Plan spending - Tenant Component Requests (Unit upgrades initiated by tenants)
- Finalize updated cleaning standards and provide staff training
- Building Envelope Condition Assessment Matrix – consultant work

Planned work to maximize subsidized units includes:

- Ensure RGI balance in communities 30/70 split

Planned work to ensure tenant satisfaction includes the above, and:

- Ongoing Tenant and Community Development (A new tenant orientation pilot)
- Updates to the tenant handbook, quarterly tenant newsletters
- Review Smoking Policy and Pet Policy
- Partner programs, such as LifeCycles Food Education
- Enhance Partnership Agreements to support tenants with community and health services, as required.

## 7. Roundtable

Committee members shared priorities for 2020 discussions:

- Ability to make online payments
- Share the Tenant Manual electronically
- Subscribe to Tenant Updates section of website
- Moving to paperless communication, or whatever method is appropriate to the tenant
- Emergency preparedness

- Focus on process and communication improvements
- Change the name “Tenant Component Requests” to “Unit Upgrades”
- Updates to the CRHC website / Tenant section
- Community development and pride in one’s community
- Adding the TAC members’ names and profile to the CRHC website

It was agreed that upcoming meetings would be held from 3:30 – 5 pm bi-monthly in 2020 and quarterly in 2021. A schedule will be sent to the committee when finalized.

## **8. Adjournment**

The meeting was adjourned at 4:30 p.m.