



Making a difference...together



Tenant Advisory Committee

Minutes of a Meeting of June 28, 2021

Room 652, CRD Boardroom, 625 Fisgard Street, Victoria, BC, and remotely via Webex

Present: Mayor L. Helps, L. Reid, C. Simpson

Webex: K. Naraghi, E. Ngongo, N. Thompson

Regrets: E. Syring, D. Wallace

Staff: D. Elliott, S. Grigg, K. Lambert, C. Work (recorder)

The meeting was called to order at 3:30 p.m.

1. Territorial Acknowledgment

Co-chair Mayor Helps provided a Territorial Acknowledgment.

2. Approval of Agenda

It was moved by C. Simpson, seconded by E. Ngongo, that the Agenda for the June 28, 2021 meeting be approved.

CARRIED

3. Adoption of Minutes of April 29, 2021 Meeting

It was moved by C. Simpson, seconded by E. Ngongo, that the April 29, 2021 meeting minutes be adopted as circulated.

CARRIED

4. Business Arising from the Minutes

- Online Banking Update:

Staff provided an update from Finance. In 2019, there was a TAC request for online payments, in February 2020, they met with Finance to discuss. In December 2020, Finance secured an agreement with RBC to facilitate which required support from other financial institutions. In Q1 2021, Finance worked with RBC and sent out 12 letters of request to various institutions to request their participation, to day 6 institutions responded. Finance is waiting for RBC to confirm if there are additional participants. In May and June 2021, IT and Finance created a Project Charter for this work that is anticipated to take 8 weeks to complete. CRD Finance is waiting for IT to state when in the calendar year the work will fit due to other priority projects. No definitive timeline right now. Staff will provide updates when received. Committee asked that once a 'go live' date is determined, staff are to notify tenants (newsletter and through the website).

- Pet Policy Update:

West Park pilot project will be revisited in fall 2021.

5. What is Working Well

General discussion on tidiness of properties, moving recycling bins closer to garbage bins, lots of plants and gardens, caretakers doing a great job, new tenants keeping carports clean and tidy, good CRHC orientation of new tenants, CRHC staff very responsive when a problem arises in a building i.e. mail security.

6. 2021 TAC Work Plan Check In

The one page (January to June) Work Plan was reviewed to provide oversight for the meeting and to ensure the committee is on track to meet the goals set for this year.

7. Tenant Orientation Pilot Project Presentation

There was a video presentation with an external Vimeo link; “tenant orientation” video. The video focus was to act as an online orientation for new tenants which included staff introductions, review of policies, connected tenants to ‘Who Do You Call’ sheets when questions arise during office hours, and the after-hours schedule for 24/7 support when outside of office hours. Additionally, staff reviewed the tenant orientation package handout, (the tenancy agreement, Who Do You Call Sheet, rental payments, tenant handbook, etc). Committee members suggested a post move-in survey to gauge success of process, perhaps send out a 3 question survey to new tenants. (How did we do? Do you need anything? What could we improve?) There was a discussion about translating the document and staff indicated that Google Translate has been suggested to tenants in the past as well as CRD staff who are fluent in more than one language.

8. Non-Smoking Policy

Staff reviewed the current policy information and current mitigation efforts review, including Vaportronic, smoke buddies and smokeless ashtrays. CRHC has to honour the terms of smoking tenants’ original tenancy agreements, and is constrained by information and privacy laws that it can’t ask if a prospective tenant is a smoker or not. There are 16 buildings that allow smoking. In 2018, with the implementation of the Cannabis Act, meant that tenancies which allowed smoking in units were required to allow cannabis as well. The Residential Tenancy Act allows for the “quiet use and enjoyment” of a tenant’s unit, so it is a challenge to balance the nuisances between tenants.

Any smoking complaints are to be reported to CRHC staff, by each tenant, as and when the incidents occur, helping CRHC to create a record of complaints which can be used for potential enforcement actions.

9. Roundtable

General discussion about solving the issue of missing Amazon packages, with one building implementing a lock box solution. If theft occurs in buildings, staff suggest reporting to Police as the Police need to have serial numbers in order to track missing property. They also use the information to allocate resources.

Discussion about communicating to tenants in notices in plain language for ease of understanding. Committee inquired about how to raise profile of the TAC among Tenants. Staff confirmed that the TAC information is contained on page 28 of the Tenant Handbook but we will look at bolding the text and changing the location to increase tenant awareness. As well, TAC member names are noted on the CRD public website on the Boards, Committees and Commissions page. Discussion about updating the wording of the TAC in the Tenant Handbook, to be discussed in more detail at the October TAC meeting.

10. Action Summary

Online Banking – being mindful of communicating to tenants;
Post move-in survey;
Explain opportunity to document details on the rules for smokers, and how this fits into the 2021 Work Plan, potentially moving to the 2022 Work Plan;
Bring proposed wording for the role of the TAC members to the October meeting.

11. Concluding Remarks

The next TAC meeting is scheduled for Monday, October 4, 2021 from 3:30 to 5:00 pm, in the Covid-safe Room 652 and remotely via Webex. **MOVED to October 25, 2021 from 4:30pm to 6:00 pm**

12. Adjournment

It was moved by C. Simpson, seconded by E. Ngongo, that the meeting be adjourned.

CARRIED

The meeting was adjourned at 5:01 p.m.