

Appendix A

TENANT ADVISORY COMMITTEE								
2022 ANNUAL WORK PLAN								
Goals	S/N	Key Tasks	Status	Timeframe	Lead	Meeting Format	Resources	Anticipated Outcomes
1.0 Recommend Priorities	1.1	Provided TAC with items that remain from 2021 and requested input of TAC members to inform priorities for 2022 Work Plan.	Complete	Feb/April	TAC	1. Present items not tackled in 2021.		Consult: Receive and review survey results to identify priorities for 2022.
	1.2	Approval of 2022 Annual Work Plan	Complete	April	TAC	1. 2022 Work Plan		Empower: Receive and review draft 2022 Work Plan to see how CRHC staff have incorporated 2022 TAC priorities into operational activities.
	1.3	Carry out survey or facilitated conversation of TAC members to inform priorities for 2023 Work Plan.	In progress	December	TAC	1. Survey Distributed		Involve: Develop and launch survey to help inform 2023 Work Plan.
2.0 Improve Tenant Satisfaction	2.1	Garbage & Recycling	Complete	September	STAFF	1. Items highlighted from facilitated conversation in 2021 (Accessibility & Pride of Place/Place-Making Activities) a. Presentation on household garbage & recycling removal (contracted service provider vs tenant responsibility). b. Facilitated discussion: Identification of engagement and raising awareness of roles to improve all measures including disposal & recycling behaviours, environmental mindfulness and managing costs.	Kate/Sharon	Inform: Staff to provide overview of waste management at sites; CT role vs contractor role including tenant role. Consult: Identification of engagement and raising awareness of roles to improve all measures including disposal & recycling behaviours, environmental mindfulness and managing costs.
	2.2	Safety Issues and CRHC Processes	Complete	June	STAFF	1. Presentation on Rules, Enforcement, Rights/Responsibility and the law. a. Guests & tenant responsibilities for guests.	Kate/Sharon	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, guests and tenant responsibility for guests), procedures, rules and enforcement throughout tenancies. Consult: Raising awareness among tenants about responsibilities of tenant vs landlord.
3.0 Inform Development of Tenant Engagement Plans	3.1	Tenant Engagement Overview	Complete	April; carried forward to June	STAFF	1. Presentation on Tenant Engagement activities. (Community building within Community) a. Facilitated discussion: Community Resources available and which hold interest. (Connect & Prepare, Foodshare, My Great Neighbourhood, CoV Seedlings, etc.) vs internal ideas and capacity of CRHC and Tenant Communities (Tenant groups, special events, etc.)	Kate	Inform: Staff will provide information on the current way in which tenant led social groups get organized. Highlighting the resources available through CRHC. 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 (art projects, Indigenous events, best practices).
4.0 Provide Feedback on Policy	4.1	Tenant Retention	Complete	December	STAFF	1. Presentation on the value of Tenant Retention. a. Facilitated discussion: Brainstorm ideas and items that may be valuable to tenants broadly.	Kate/Sharon	Inform: Staff to provide overview of existing tenant base. Provide details on services available to tenants. What CRHC hears as value to existing tenants. Consult: CRHC asks for feedback from TAC on other items or aspects that they may value, rate the suggested items. (Poll Anywhere) Inform: Staff will provide a memo outlining the benefits & challenges of providing items flagged as value items to retain tenants. Categorize and prioritize to select items to pilot.