

REPORT TO HOSPITALS AND HOUSING COMMITTEE MEETING OF WEDNESDAY, FEBRUARY 01, 2023

SUBJECT Tenant Advisory Committee Year-End Reporting

ISSUE SUMMARY

To provide the Capital Regional District's (CRD) Hospitals and Housing Committee (HHC) an overview of 2022 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 2022 TAC activities is attached as Appendix A – Tenant Advisory Committee 2022 Annual Work Plan.

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. Therefore, the subsequent Annual Work Plans have been 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 2022 beginning with 2021-year end reporting, new member orientation, election of TAC Co-chair and reviewing carry over items from the 2021 Annual Work Plan. Staff worked in support of hybrid meetings through 2022 as very few TAC members were able to attend in-person meetings. The change to an electronic format resulted in more engaged participation during the meeting. However, there were instances where members were absent for multiple meetings and staff are working to continue to increase participation rates for 2023.

The TAC approved the 2022 Annual Work Plan in Q2, 2022, which informed how staff were able to advance specific items forward to the TAC for information, consultation, or involvement. The TAC moved through all the identified 2022 Annual Work Plan items that touched on various programs and pilots implemented by CRHC, this included waste disposal, safety issues, tenant engagement and retention. The 2023 Annual Work Plan will be developed once the new CRD's Board strategic goals have been identified.

Service Delivery Implications

The TAC plays an important role in providing information, feedback and advice to CRHC staff. In total, the TAC tackled four specific items in the 2022 Annual Work Plan. All four items allowed for input on how staff could raise awareness among all tenants and speak to future ideas regarding tenant engagement and retention. All of the objectives and outcomes of the 2022 Work Plan were achieved.

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. Safety and tenant led social groups was examined with the assistance of the TAC and several ideas 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.

Operational Implications

As the CRHC continues to grow and the tenant populations within properties operated by the CRHC continue to evolve, the demands on available staff capacity are expected to increase. The staff supporting the activities of the TAC as those same staff who support vulnerable tenancies and work to organize and enable in-building, community-building activities. Through the pandemic there was limited opportunity to host tenant events at the various properties, but 2023 is expected to present new opportunities to bring households together. Therefore, staff will work with the TAC and consider their role within the context of the growing corporation of more than 50 unique buildings and the shifting needs of tenants. This will ensure the planning for 2023 can occur within a context where tenant needs, corporate requirements and operational capacity can all be considered.

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 more than 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. 2023 will present new opportunities to engage tenants, which will be considered through considering tenant needs, corporate requirements, and available operational capacity.

RECOMMENDATION

There is no recommendation. This report is for information only.

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ATTACHMENT:

Appendix A: Tenant Advisory Committee 2022 Annual Work Plan