

TERMS OF REFERENCE

Tenant Advisory Group

Niagara Regional Housing

Mandate

Provide support to Board of Directors for Niagara Regional Housing by acting as a consultative body on policies and procedures, and to act as liaison between NRH tenants and the Board of Directors in identifying issues or gaps in service.

Committee Membership

- Up to eleven members will be selected from the following areas:
- Three from St. Catharines
- Two from Niagara Falls
- Two from Welland
- One from Fort Erie
- One from Lincoln/Grimsby
- One from Niagara on the Lake
- One from Port Colborne
- One member of the Niagara Regional Housing Board of Directors with a back up member

Efforts will be made to have a balanced 50% representation from senior and family communities. An orientation session will be given to all new members by NRH staff.

Committee Absence Rules

- The committee will determine that a member has resigned if the member misses three consecutive meetings. Exceptions will be made in extreme situations.

Resources

- Niagara Regional Housing will offer staff resources, support, facilitation and training.

Meeting Schedule / Locations

- Meetings will be held every two months (excluding July and August)
- Every second meeting will have a closed session for TAG members only.
- Every alternate meeting will rotate across Niagara Regional Housing communities. If a member does not have their own transportation, car pooling is encouraged.
- Closed meetings will be held at the call of the Chair and will be limited to 30 minutes prior to the public meeting.

Costs

- Related costs for childcare and/or transportation would be provided to voting members upon submission of written documentation.

Recruitment

The existing committee will meet in-camera to discuss new applications and reach a consensus as to whether the applicant will be invited to become a member of the TAG. We will continue to market our need for additional members to join the committee to new and existing tenants.

Criteria includes:

- The tenancy must be relatively free of social problems.
- The tenant must have been with NRH for at least 12 months.
- The tenant must be arrears free for 12 months.
- The tenant must have demonstrated an ability to contribute within their own community.
- The tenant must be personable in order to facilitate positive working relationships between tenants and the corporation.