

TENANT ADVISORY COMMITTEE

MINUTES

Wednesday, February 24, 2021
9:30 – 10:30 a.m.
Conference Call Meeting

Attendance: Barbara Butters, Annie du Toit, Heidi Grzesina, Ola Demers, Michelle Keltos, Andrea Lawson, Dianne Lampi, Wendy Thompson, and Cherie Bousquet

1. Reviewed Minutes of Last Meeting

Wendy

- November 24, 2020, reviewed and accepted

2. Diversity

Wendy

- NRH is working on creating a Diversity Strategy based on the Niagara Region's model. NRH continues to promote Multicultural Communities
- TAC recruitment promotional materials will encourage diverse representation
- Any non-employee Diversity workshops that are available will be forwarded to Committee members. The committee discussed that once safe to do so, offering these workshops in the building common rooms to our tenants.
- Discussed the possibility of inviting a guest speaker from a diverse group to talk to our committee. Barbara mentioned a professor at Brock who may be able to speak to us, representing indigenous people.
- Michelle touched base on how racial complaints are handled in the community. These are taken very serious and will not be tolerated in our communities.
- The committee also discussed if NRH tracks incidents regarding Race.

3. New Regulations (RGI Rent Simplification)

Wendy/Dianne

- Dianne discussed that as of July 1st, 2021 RGI Calculation changes take effect. New RGI calculations will be based on Net Income and no longer Gross Income. Currently NRH is working through all the details and learning from those Housing providers throughout Ontario who have already implemented the new system.
- As a key component of RGI Calculation, Notice of assessment is required. We will do our best to help guide our tenants to obtain this document electronically.
- Wendy advised that NRH staff is currently absorbed in the rent calculation training. Nothing Concrete to report yet, hopefully by next meeting.

4. TAC contact Information on Web

Wendy

- Confirmed no issues and TAC info on web will be checked annually.

5. Covid Income

Wendy

- Discussed with #3. Any Covid relief income will be reflected on your Notice of Assessment

6. NRH Update

Wendy/Dianne

- NRH has a few new Employees due to many retiring. NRH should have full staff compliment by the end of the month.
- With Covid practices being the new normal, NRH buildings have stepped up cleaning particularly in a building where cases of Covid are identified.
- CPC's have and are continuing to touch base with vulnerable tenants.
- Maintenance issues are still a challenge as we are in Grey Lockdown. Emergency issues are only being addressed at this time. We are awaiting the next Provincial announcement to determine next steps.

7. New Business

All

- No new business

**Next meeting:
Wednesday, April 21, 2021
9:30 to 10:30 a.m. Teleconference**