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TENANT ADVISORY COMMITTEE

MINUTES

Wednesday July 14, 2021
9:30 – 10:30 a.m.
Conference Call Meeting

Attendance: Annie Du Toit (527 Carlton St), Ola Demers (235E Fitch St), Heidi Grzesina (561 Steele St), Solange Burrell (Guest – Niagara This Week), Michelle Mellen (Senior Property Administrator/Co-Chair), Wendy Thompson (Community Resource Program Manager/Co-Chair), and Alisha Forstinger (Community Programs Support Coordinator/ Admin. Support)

Regrets: Barbara Butters, Margaret Davis

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- 1. Welcome & Introductions (Michelle)** **Wendy**
 - Introduced new members (Michelle Mellen as Senior Property Administrator)

 - 2. Review Minutes of last meeting** **Wendy**
 - April 21, 2021
 - Minutes approved with no changes

 - 3. Diversity** **Wendy**
 - Wendy encouraged members to continue to bring new suggestions forward regarding diversity
 - Will continue to forward information and training opportunities

 - 4. TAC Recruitment – Application Pending** **Michelle**

- There are currently three pending applications under review for new members; will be brought forward next meeting if meet criteria in Terms of Reference
- Post pandemic there will be more events attempting to gain new members, any ideas are welcome for tenant involvement
- Terms of Reference specify number of members from each municipality but with such low membership all applications will be considered
- Members to continue encouraging other tenants to put in their applications who are interested

5. Tenant Satisfaction Survey (attached)

Wendy

- This is sent out every three years to all tenants to track how staff are doing and to get improvements
- Noted that question re: racism was due to TAC suggestion
- The building that has the highest percentage of survey responses will win a prize
- Cttee had no comments on draft survey

6. TAC Meeting Schedule (Below)

Michelle

- Members agree that they would feel most comfortable if the next meeting (September 15th) continued to be a teleconference
- We will reassess for the next meeting regarding how December's meeting will be held (ie. teleconference vs. in-person, depending on Covid guidelines)

7. Covid Update

Michelle

- Michelle reminded members that if they see tenants not following correct covid protocol (not social distancing, not wearing a mask, etc.), to contact bylaw officer, as NRH staff cannot enforce these laws
- Members stated that they think the common room should not open at half capacity as they think this may cause issues – all agreed to open it when it is allowed to be at 100% capacity with increased cleaning

- In-unit capital work projects are beginning for smaller jobs only – this will be on a case by case basis depending on each building and to not inconvenience any tenants at this time
- All outdoor spaces are opened for tenants to use
- Summer camps in family communities have begun and are going great with participation from tenants
- Members agree to remove the “one person per elevator” sign, as this can be based on everyone’s level of comfortableness
- Wendy to draft poster re elevator etiquette during covid

8. RGI Case Study

- Tenants are still entitled to a rent decrease once a year (between renewals), as long as it is more than 20%
- TSR’s are continuing to make sure rent is calculated accurately and may use more recent income for renewals if it is more reflective of current income – more updates and details will come next meeting

9. NRH Update & Staff Changes

Wendy

- NRH has officially been absorbed by the Niagara Region, but there will be no changes to your tenancy and everything will remain the same going forward
- Since Mary Paonessa has retired, Caleigh Wilson will be taking over the CPC role beginning in August for the St. Catharines/Grimsby/Beamsville portfolio

10. New Business

All

- Members mentioned to continue updating them with ongoing issues or questions they may have

Next meetings: 2021

September 15th & December 8th