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## TENANT ADVISORY COMMITTEE

### MINUTES

**Wednesday September 15, 2021**

**9:00 – 10:00 a.m.**

**Conference Call Meeting**

**Attendance:** Annie Du Toit (527 Carlton St), Heidi Grzesina (561 Steele St), Michelle Mellen (Senior Property Administrator/Co-Chair), Wendy Thompson (Community Resource Program Manager/Co-Chair), Caleigh Wilson (Community Programs Coordinator), Sandra Wilson (Community Programs Coordinator), and Alisha Forstinger (Community Programs Support Coordinator/ Admin.)

**Regrets:** Barbara Butters (NRH Board Member), Margaret Davis (124 Elmview St), Ola Demers (235E Fitch St)

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**1. Welcome & Introductions**

**Wendy**

**2. Review Minutes of last meeting**

**Wendy**

- July 15, 2021
- Minutes approved

**3. TAC Recruitment – Application Pending**

**Michelle**

- New tenant application from Buckley
- Going forward, a chart where all TAC members are from will be included in minutes
- Need to focus on recruitment from other municipalities and types of housing (ie. family and integrated)

#### **4. Tenant Satisfaction Survey**

**Wendy**

- All surveys have gone out in the mail, the Region will collate the results and staff will review them within their portfolio teams so they can put together an action plan
- Full report will come back to TAC for review – this is a long process so could take a few months for results

#### **5. TAC Meeting Schedule**

**Michelle**

- Next TAC meeting is scheduled for December 8<sup>th</sup> – members are okay with this gap
- Members would like to remain having meetings virtually for now, but would like to get updates closer to see if we can do this in person

#### **6. Covid Update**

**Michelle**

- Common rooms remained closed, except for scheduled programs with established partners, within covid guidelines
- Capital is continuing going into units for more maintenance work, but remaining cautious and screening
- Members agree that many tenants would like the common rooms to remain closed – only have heard of tenants wanting them open to do puzzles
- Idea for when bingo re-opens in communities to not allow outside guests and family members to join (or advise against) – Wendy and Michelle to discuss
- Air purifiers will be added in common rooms to clean the air and keep it circulating
- It will be mandatory for all staff to be fully vaccinated by September 20<sup>th</sup>

## **7. RGI Case Study**

**Michelle**

- If your income has increased, you can still get a rent decrease once throughout the year
- You can continue to provide the most recent income for calculation
- Will follow up in person for more visual examples – members to follow up with Michelle if you have any questions

## **8. NRH Update & Staff Changes**

**Michelle**

- Pamela is the new TSR for Welland, Port Colborne, Thorold, and Fort Erie and Jennifer is the new PA for half of Niagara Falls and NOTL
- Idea to have names or pictures of all staff changes to be posted on the bulletin board in buildings
- “Watch the notice board for staff changes” – to be added in the newsletter

## **9. Smoke Free Buildings**

**Wendy**

- Will begin transitioning some buildings to non-smoking. This will only effect new tenants moving in, the people currently living there can continue
- Tenants were complaining when they took the picnic table away for outside smoking – they are currently standing out front or sitting on the curbs
- Michelle will follow up on places tenants can smoke

## **10. Diversity**

**Wendy**

- Region is working on a diversity report. Once the summary is available we will forward it to all TAC members

## **11. New Business**

**All**

- Clarify roles of TAC in communities – options are to add in the Housing Herald, or post a notice on the community boards

**Next meetings: 2021**

December 8<sup>th</sup>