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## TENANT ADVISORY COMMITTEE

### MINUTES

**Wednesday June 15, 2022**

**9:30 – 11:00am**

**Niagara Region, 1815 Sir Isaac Brock Way**

**Attendance:** Annie Du Toit (527 Carlton St), Heather Stadnyk (4900 Buckley Ave), Ola Demers (235E Fitch St), Norm Hill (436 Scott St), Michelle Mellen (Senior Property Administrator/Co-Chair), Wendy Thompson (Community Resource Program Manager/Co-Chair), Alisha Forstinger (Community Support Coordinator/ Admin. Support), Josie Del Grande (Community Programs Coordinator), Caleigh Wilson (Community Programs Coordinator), Katelynn Taylor (Community Programs Coordinator) and Julia Chikombero (Community Programs Coordinator)

**Regrets:** Margaret Davis (124 Elmview St), Barbara Butters (Board Member)

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#### **1. Welcome & Introductions**

**Michelle**

- Welcome new TAC member, Normal Hill

#### **2. Review Minutes of last meeting**

**Michelle**

- April 21, 2022
- Approved
- CPC's to continue posting meeting minutes in communities, as well as posting them in building laundry rooms

#### **3. Covid Update**

**Michelle**

- Mask mandate is still in effect at Regional buildings and for all staff in communities
- Niagara Region building is still closed to the public, unless you have an appointment booked
- Common room opening still going well and tenants have been using it for activities
- If you have any community programs ideas, send them to your CPC and they will coordinate this with partners

#### **4. NRH Update & Staff Update**

**Wendy**

- New staff members
  - Katelynn Taylor is the new CPC in a select few St. Catharines, and Niagara Falls communities
- TAC resignation
  - Heidi has resigned from TAC due to personal reasons, continue to need new TAC members

#### **5. Communications**

**Wendy**

- Website
  - If you have any comments on the website, please let Wendy or Michelle know – [www.nrh.ca](http://www.nrh.ca)
- Housing Herald
  - The full Housing Herald newsletter will not be going out for the spring/summer , so instead staff are creating a poster to post in communities with reminders, and then will continue in the fall/winter with the newsletter again

- New ideas for reminders in poster are keeping pets leashed, and mail etiquette (ie what to do if you get mail that isn't yours) – if you can think of other ideas to include, please send to Alisha
- If you have complaints with noise regarding wind chimes, you can let your Property Manager know and they will follow up

## **6. Election Policy Review**

**Michelle**

- The election policy has been updated due to many officials asking staff members for tenant information in the past – there has been a section added in that staff do not provide this information when asked
- Tenants cannot put election material on your balcony
- Alisha will email out new copy of election policy – let her know if you have any suggestions

## **7. Tenant Handbook**

**Wendy**

- Deferred

## **8. Tenant Satisfaction Survey**

**Wendy**

- Board report to be emailed to TAC members
- Every three years the Tenant Satisfaction Surveys are sent out, and the overall report give staff details on tenant answers
- Each building will have their own meeting set up to discuss these answers and go through other concerns
- If you have questions after reading the board report, please contact Wendy. If it is specific to your building, you can wait until your building has their meeting
- Question on diversity will be added to each survey during the building meeting, how tenants feel about racism, as well as if they would like a presentation given by Niagara Region Diversity team

## **9. Diversity (reoccurring)**

**Wendy**

- If you see any acts of racism in your community, please bring to any staff member and they will bring it forward to management

## **10. New Business**

**All**

- Will look into getting a Canada Post mailbox outside of more buildings (parcel locker) – Fitch st specifically
- Annual inspections will continue to be done by staff – you can let your Property Manager know if there are any specific hoarding issues that you are aware of in your building
- Kitchens and further capital non-emergency renovations are resuming
- If you need maintenance work done in your unit, call your TSR, and then the contractor will call you to set up an appointment to get the work done – if your TSR does not answer, leave a detailed message
- If you see another tenants door unlocked when walking by and the tenant may not be home due to medical emergency, let your Property Manager know so they can lock the door
- If you have a pet, arrange care for staff to know regarding a future possible emergency ie. going to hospital

**Next Meeting: September 14<sup>th</sup>, 2022**