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TENANT ADVISORY COMMITTEE MINUTES

Wednesday September 14, 2022

9:30 – 10:00am – TAC Closed Meeting

10:00 – 12:00 – Building Meeting

Location: 6388 Hawkins St, Niagara Falls, ON L2G 3B6

“Niagara Region is situated on treaty land. This land has a rich history of First Nations such as the Hatiwendaronk, the Haudenosaunee, and the Anishinaabe, including the Mississaugas of the Credit First Nation. There are many First Nations, Métis, and Inuit peoples from across Turtle Island that live and work in Niagara today.”

Attendance: Annie Du Toit (527 Carlton St), Heather Stadnyk (4900 Buckley Ave), Ola Demers (235E Fitch St), Norm Hill (436 Scott St), Karen Littlewood (436 Scott Street), Denise (Building Attendant 6388 Hawkins), Michelle Mellen (Senior Property Administrator/Co-Chair), Wendy Thompson (Community Resource Program Manager/Co-Chair), Carley Bordin (Community Support Coordinator/ Admin. Support), Michelle Keltos (Community Programs Coordinator), Dina Del Grande (Property Manager)

Regrets: Ola Demers, Linda Turner, Barbara Butters (Regional Councillor, Port Colborne), Margaret Davis (124 Elmview St)

CLOSED SESSION

1. New TAC Members

Wendy

- Lack of quorum so deferred to next closed meeting to confirm new TAC Members

REGULAR MEETING

2. Welcome & Introductions

Wendy

3. Review Minutes of last meeting

Wendy

- June 15, 2022 approved

4. Mileage Tracking to Meetings

Michelle

- Michelle explained the new mileage form
- TAC members to track mileage to and from meeting. After 3 or four meetings the TAC member will submit to Carley

5. NRH Update & Staff Update

Wendy

- New staff members (CPC: Lindsay Avar, Program Assistant: Carley Bordin)
- Wendy confirmed with present TAC members that phone numbers were able to be put up on the website

6. Communications

Wendy

- **Website**
 - Discussed tenant website and ways to make it user friendly so it is able to meet the needs of the tenants. Wendy said to her know if anyone has any ideas for updates that can be made on the website – www.nrh.ca
- **Housing Herald Topics to include**

- Include information on how to prepare for emergencies (ex. earthquakes, snow days) so prescription pick-ups, doctor appointments etc. can be moved ahead of time
- Reminder to let your tenant support representative if there are any changes as this will keep your file updated
- Reminder to have tenant insurance and the community program coordinators are able to help you in any way
- Let your CPC or Wendy know if you have suggestions for content throughout the year
- **Housing Herald Calendars vs. Newsletters**
- All votes were to keep calendars in replace of the newsletters
- **Snow Poster**
- Discussed the importance of putting signage up that will encourage tenants to prepare for being snowed in
- Discussion of pilot project digital signage to show forecast of the weather to help prepare for the winter emergencies

7. Tenant Handbook

Wendy

- Changes were made and new book will be sent out when printing is complete

8. Tenant Satisfaction Survey

Wendy

- Reminder to encourage other tenants to fill out the satisfactory surveys as this will help Niagara Regional Housing know what each building needs

- Follow up meetings are being held in communities with more than 30% response rate

9. Diversity (Recurring)

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
- Diversity presentation held at Carlton Street location successful
- Let your CPC know if you would like a presentation in your community

10. New Business

All

- Idea to update Annual Renewal letters and make more clear for tenants and provide contact information for Notice of Assessments
- Idea to encourage getting an online CRA account to make your notice of assessment more easily accessible
- Confirming the time for common rooms to be locked
- Canada Post/Mailing: Look into getting lock boxes especially for Scott Street and Fitch location.
- Look into providing information sessions for how to properly take a COVID test
- Concerns regarding building should be brought to PMs attention or a note left in drop box. If there are many concerns it will help raise awareness of recurring problems within each building and potentially move up issue on priority list
- Suggestions for BINGO card changes and potentially hosting BINGO at other locations if it is preferred and can be set up

- Annual Inspections: Bed Bugs in carpet should be reported to PM right away, if PM unavailable leave a note in the drop box with the date
- Concern re bed bugs travelling through carpet in hallways, so recommendation to replace with floors. Michelle is explained that it is the plan but budget constraints prevent it from happening right away.
- Discussed Niagara Region Accessibility Coordinator attendance at previous meeting and plan to review Carlton parking. Michelle Mellen explained that there will be a new accessibility coordinator who will be consulted in the near future

Next meetings: Wednesday, November 30, 2022

Location: 1815 Sir Isaac Brock Way, Thorold, ON L2V 3Z3

Time: 11:30AM-1:00PM