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TENANT ADVISORY COMMITTEE MINUTES

Wednesday February 23, 2022
9:30 – 10:30 a.m.
Conference Call Meeting

Attendance: Annie Du Toit (527 Carlton St), , Heidi Grzesina (561 Steele St), Heather Stadnyk (4900 Buckley Ave), Margaret Davis (124 Elmview St), Barbara Butters (Board Member) 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), Sandra Wilson (Community Programs Coordinator), and Julia Chikombero (Community Programs Coordinator)

Regrets: Ola Demers (235E Fitch St)

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|--|-----------------|
| 1. Welcome & Introductions | Wendy |
| 2. Review Minutes of last meeting | Wendy |
| ➤ December 8, 2021 | |
| • Approved | |
| 3. Tenant Satisfaction Survey | Wendy |
| • The data for the surveys has not been collated yet | |
| • The results will hopefully be back before the next TAC meeting so
the group can discuss | |
| 4. TAC Meeting Schedule | Michelle |
| ➤ Proposed off site meetings (527 Carlton, Hawkins, Steele, McLaughlin) | |

- Hopeful that the April meeting will be in person at 527 Carlton St., St. Catharines
- Transportation can be provided if needed – reach out to Alisha

5. Covid Update

Michelle

- Common rooms will be opening in April, giving staff over a month to prepare for this
- Air purifiers have been added to all rooms

6. NRH Update & Staff Update

Wendy/Michelle

- New staff members
- There are three new Assistant Property Administrators (APAs), and one new Community Programs Coordinator (CPC) being hired

7. Diversity

Wendy

- Workshops and presentations will continue to be sent out
- No suggestions or concerns brought forward

8. Tenant Handbook

Wendy

- The handbook is in the process of being separated into two different handbooks, one for apartments, and the other for townhomes/semis/detached
- All new tenants moving in get a copy of this, and if there are updates it will be sent to everyone
- A draft table of contents will be sent out to TAC members to review for the next meeting

9. Communications

Wendy

- In the process of updating the NRH website – if members could go to the “tenant” tab to see if this makes sense, or have any suggestions to add, please let us know
- Poster for recruiting new TAC members with tear off tabs will be posted in new communities
- CPCs will continue to post TAC meeting minutes in all buildings

10. New Business

All

- Issue regarding more accessible parking spots needed at 527 Carlton Street brought up, asked and if additional handicap spots can be added
- Michelle suggested to bring these issues forward when we meet at 527 Carlton for the next meeting, so the Property Administrator (PA) can be made aware of the situation to help resolve and the tenants of that building may be present to participate
- Parking space lines are re-painted every few years, so this will be re-evaluated – the issue is that handicap spots are larger than normal ones, so it can reduce the number of total parking spots available at your building
- There are options for few “mobility parking spots” that were added as curtesy parking for tenants who need to be closer to the door. These spots do not require a permit and are the size of a regular parking spot. We will review suggestions with Steve Murphy, accessibility advisor for Niagara Region.
- Snow removal issue at Steele St was brought up, Michelle suggested to take pictures and send to the PA/management if you have major issues

- Reminded members that snow removal will not get done immediately when there are large snow storms, but a path for emergencies will be plowed (ie. for ambulance use) – we are in the process of creating a poster to let tenants know what to expect in a large snow event and emergency preparedness advice
- Vending machines have not been refilled since covid, but the CPCs will hopefully begin filling them up again
- Outdoor cigarette trays have been ordered for Buckley, Michelle will follow up with PA on placement.
- Management do not want tenants to ever feel intimidated when speaking to staff, you can always bring issues to Wendy and Michelle for further information
- Idea to add in the next Housing Herald or Tenant Handbook, a section about isolation during covid and encouraging people to keep connections, and we will be getting back together soon, etc.
- If you have noisy neighbours, you should monitor this first and keep track of it, then you can bring this information to your PA so they are made aware of the situation and can follow up with the tenant
- ***Just a reminder*** – all building specific issues should be brought to your PA's attention first! Review of Terms of Reference at next meeting

Next meetings: 2022

April 20th