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## TENANT ADVISORY COMMITTEE

### MINUTES

**Thursday April 27, 2023**

**9:30 am – 12:00 pm – TAC Meeting**

**Building Meeting**

**Location: 14 Centre Street, St. Catharines, ON**

*“Niagara Region is situated on treaty land. This land has a rich history of First Nations such as the Hattiwendaronk, 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.”*

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**TAC Members:** Wendy Thompson, Michelle Mellen, Norman Hill, Linda Turner

**Guests:** Melissa Matheson, Caleigh Wilson, Melanie TeDesco, Rachel Dagenais

**Regrets:** Alisha Forstinger, Ola Demers, Margaret Davis, Heather Stadnyk, Karen Littlewood, David Mole

### **REGULAR MEETING**

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

- Started the meeting off with introductions and explained roles. Introduced Rachel Dagenais, the new APM in Donna Rose’s portfolio.

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

- No questions or concerns with the minutes from December 9, 2023

### **3. NRH Update & Staff Update**

- There are many changes – Melissa Matheson will move to another portfolio May 8, 2023. Rachel Dagenais will help out during this time. Patty is the new Program Assistant. David Mole is the new board representative. He was not able to make it. He works with Coast. We hope that he can attend future meetings. A tenant mentioned that she is Interested in a Coast presentation at 14 Centre Street. – CPC to arrange it.
- The staff contact poster will be updated and posted.

### **4. Communications**

- Website – any recommendations for the website are appreciated.
- It is important that the communications meet the tenants' needs. Some of the information is legislated so cannot be made any simpler, unfortunately. Any insight from the tenants will make it easier, please let us know.
- The Housing Herald will be coming out soon. It is currently being printed. We would love to include more pet photos. All suggestion are welcome. Housing Herald is Spring/Summer and Fall/Winter. There used to be a calendar instead of a newsletter. A tenant asked if both calendar and newsletter can be distributed. It may be too costly but Wendy will look into it.
- Donna would like to have a Dog Fashion Show and can feature in the Housing Herald.

### **5. TAC Composition and Recruitment**

- The TAC Committee is important. This is how we get recommendations and communications to tenants. If you think something that can be improved for all tenants, you will be able to bring it to the Committee for consideration.
- TAC will pay for transportation and day care. We are looking at paying some kind of compensation.
- There are certain things you need in order to apply and be approved. Let us or the CPC know if you would like to join or refer other tenants that you feel would be good. You need to have been a tenant for over a year. Why over a year? Tenants need to fully understand and have experience being

a tenant first and is able to give positive input. We want to make our buildings a better place to live.

## **6. Terms and Reference and Code of Conduct**

- Reviewed the TOR and Code of Conduct. – put on the next agenda for formal approval.

## **7. Diversity (Recurring)**

- Diversity is more and more part of organizations. Please let staff know of instances of racism.
- Some of the new ways of speaking or new rules are confusing.
- If you would like a presentation by the Regions Diversity Coordinator, let the CPC know and she will coordinate it.
- The common room events seem to be Christian focused. Wondering if we could include other faiths in our events such as dinner to break bread to break the fast. We can be more aware and include other cultures. Ask Christina and Ella for suggestions. We want to make this a recommendation across Niagara. We have a diverse group of tenants in all buildings. It is important that all tenants support these events. The partners take the lead and talk to the communities to ensure it is a comfortable place to come and celebrate other people's cultures.

## **New Business**

### **8. ICER – Intergenerational Community Engagement Resources**

- Ella is the student participating in this program, which is a pilot project. Someone new will be coming in and we hope you will welcome the new person. There will be someone new each year. Ella set the bar high. She will talk to the new person to fill them in on the progress she has made. Send suggestions or comments on how this has been a meaningful experience for you.

### **9. Tenant Offering Training**

- One of the tenants mentioned that he would like to help in any way he can. He is willing to teach his language. He has spoken with the team already. This will be passed along to Christina and Ella to bring him along to events to teach Arabic. Tenant will give his information after the meeting.

## 10. Kitchens

- Donna has been reminding Capital Works that this building needs new kitchens. There have been delays due to Covid. Donna does not know when it will happen but it will be moving forward.
- A tenant would like to ensure that the contractor will not be the same one that did the washrooms. They look fine but the internal work is not done correctly. Donna said that this was noted but not able to promise that.
- A tenant asked if the kitchens could be done as people move out. It is a good idea but not economically viable. It is cheaper to do the whole project at one time. If nobody moved out of a unit, that one would have to live with old kitchens. A unit needs to be flipped within 10 to 15 days.
- The Capital Works Department hired a new Project Manager to oversee project.

## 11. Walk in Tubs

- A tenant asked about walk in tubs. We have the ability to accommodate tenants if needed. Speak with the PM after the meeting.
- Another tenant cannot use her bathtub or shower. She needs the shower lower and has other issues with the setup. Perhaps a hand held shower would help. Speak with the PM after the meeting.

## 12. Other Activities

- A tenant asked about other activities such as swimming. The CPC will mention this to Ella to help in coordinating this. Kiwanis is wheel chair accessible and warm enough.

## 13. Extra Security

- A tenant asked if there could be extra security patrols. We currently have security patrols that come at random times including at night. Security checks the doors and looks for trespassers.
- Donna solves issues as soon as she is able. Lots of buildings don't have security. Perhaps cameras? Would be proof but not helpful at the time, just after. Donna will continue to ask Capital and see where the request is on the Capital list. Cameras are a good idea but expensive to have on every floor.

- A tenant had her car broken into and was not able to get the video. Donna said that we can't show the video due to privacy legislation that prescribes what we can and can not do. The videos can only be released to the Police. The video showed who the person was but nothing came of it. It took Police 3 or 4 hours to come. Police resources are stretched.
- Bring items forward to be discussed and we can try to get them in the Capital Works plan to see if they can be fit into the budget. Don't wait for the survey. Bring issues forward to Donna or Caleigh.
- Being a TAC Tenant is a good way to bring issues forward.
- Would it be more feasible to pay for cameras rather than security guards? Sometimes security is a deterrent.
- A tenant has been getting many calls in the night to buzz some in. She ignores it. BAs can call security for an immediate reply to assist with removing people.

#### **14. Lost and Found**

- A tenant fell down in the front of the building many times. One of those times, he lost something and it was never returned.
- The BA patrols morning and night. If something was lost during the day, someone else may have picked up something. The Lost and Found Policy will be posted and will indicate where lost and found stuff needs to be put. BAs post items found on the bulletin boards. Will do better on that.
- The tenant can see the CPC to see if she can help him in any way.

#### **15. Entertainment Facilities**

- A tenant mentioned that there are no proper darts for the dartboard and there is not a full set of pool balls and are not playable.
- The BAs have darts. We will look into getting pool balls.

#### **16. Sudan and Other Countries**

- A tenant asked for support for Sudan. The banks are closed and he is not able to send money to help those who are not able to buy food for their families. Countries have to rely on the United Way, etc. to support those who need help. Is there any way our communities can help. They desperately need help.

- We will discuss ways to help. Perhaps call the MPP? Perhaps an opportunity to donate food? We will look into it.

#### **17. Pests**

- A tenant asked if we would still be spraying for pests? Yes, there has been progress and will continue to spray. Let us know if you see any bed bugs or cockroaches.

#### **18. Next Meeting**

- The next TAC Meeting will be for TAC Tenants only.

**Next Meeting: June 28, 2023**