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TENANT ADVISORY COMMITTEE (TAC)

AGENDA

Date Wednesday, November 8, 2023
Time 10:00 – 1:00 PM
Location 561 Steele Street, Port Colborne (Kinnear Park Place)
Room Common Room

“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.”

REGULAR MEETING

Wendy Thompson, Michelle Mellen, Josie, Melissa Col, Jackie D, Lynn W TSR, TAC

Members Patricia, Annie, Norm, Lynda, Gina, Karen

Regrets:

1. Welcome, Introductions & Land Acknowledgment (Recurring) Michelle

2. New TAC Applicant(s) Michelle
 - Gina Colavecchia Peter, NF

3. Review Minutes of Last Meeting (Recurring) Michelle
- Happy with minutes
4. NRH Update & Staff Update (Recurring) Michelle
- Vacancy with Housing Ops manager
 - Office assistant
 - Wendy stole TSR Leah to communications
 - Looking for new TSR to replace Leah
 - Patricia – lots of changes in her building – not sure who does what anymore – Jen Leblanc returning to that portfolio – Tammy PM – notices are not helpful – we received feedback from Fire dept yesterday – we will follow their advice to keep things simple and clear (eg where to meet (photos and instructions) for a fire drill) – meeting place
 - Wendy – will ask PMs and CPC to check notice boards to make sure things are up to date and fresh (after a while, if things seem the same, you don't notice the board anymore) – change is (depending on your building) you can stay in your apt and phone 911 to let them know you are there. Or, go to your designated meeting place. FIRE SAFETY!!!
5. Communications (Recurring) Wendy
- TAC Email has been created – managed by the CRUPA
 - tac@niagararegion.ca
 - In the process of updating website
 - Website – please let us know if you have any suggestions for improvement – we are moving to the regions's site. Website is nrh.ca

- Computers in common rooms – or ask someone if you don't have access to computers – soon
- Funding is pending to bring people in to teach classes on computers
- Student from a high school? (tenant question) who need community hours – yes, Wendy – that is what the proposal is who is supervised by Cyber Seniors –
- Karen L - 36 scott has 2 new computers , just not wi-fi password
- There is a big overhaul right now with cable, internet etc to ensure consistency.
- Josie – steele has resources outside of 55 Plus – (ask Josie) recreation place –
- Every city has instructions for computer lessons – libraries
- (tenant) – how soon for computers and wifi be here at Steele – wendy – waiting for funding
- (tenant) – are we waiting for funding for fobs – Michelle – not funding – it's in the hands of IT – part of the big overhaul
- Patricia – tecksavvy has good internet prices
- Gina – haven't paid cell bill – Josie – yes, you can just need a new sim card with new provider – and arrangements to pay your arrears
- Digital screens – our goal for more communities if funding found
- BAs aren't there to answer too many questions – that's why staff is in place – if the BA doesn't know, they will do their best to direct you.
Always best to call the office with questions

- Go to PM or CPC!!!
- (tenant ?) When you are trying to get ahold of TAC members or staff, property managers – and no one answers your question – ask to speak with a manager – wait for 48 hours – we have 100s of questions daily – and are responded to on a priority basis – some issues are more serious than others but non the less important –
- Complaint forms are behind the door in the common room
- Josie/melissa to move folder
- *** add an “action” section to minutes
- Annie – shout out to our PA Melissssa – did a great job on our parking lot – added 8 extra limited mobility spots- letter she wrote was written perfectly – now everyone things they need a spot – notice was clear – will not be enforced – waiting for custom signs – if you don’t have mobility issues, please do not park here –
- (tenant) may I suggest a camera on both sides of staircase – Melissa – there are camera on every stairwell exits on both ends of the halls – officers may not know where they are pointing
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6. TAC Composition and Recruitment (Recurring)

Wendy

Up to Eleven (11) Members

Municipality	Per Terms of Reference	Actual
St. Catharines	Three (3)	Four (4)
Niagara Falls	Two (2)	Two (2)
Welland	Two (2)	0
Fort Erie	One (1)	0
Lincoln/Grimsby	One (1)	One (1)

Niagara-on-the-Lake	One (1)	0
Port Colborne	One (1)	0

NRH board has asked for these representatives – if you or anyone you know

would like to become a member of TAC, please let us know. We truly

appreciate your feedback and do as much as possible to put them into action

One day we hope to be able to compensate for your time

Terms of reference and code of conduct to be mailed to: (you can always ask staff)

1. Brenda Ritchie – 561 steele apt 105 pc l3k4y4 –

spiritwolfcallsyou@hotmail.com

- 2.

7. Diversity (Recurring) Wendy

Region just adopted DEI strategy to encourage diversity, combat racism, celebrate differences –

- (tenants) – great idea to offer a safe space to ask questions – we can organise “inclusive language seminar” that for properties – best thing to do is apologise if we’ve unintentionally offended someone and educated ourselves

- Wendy to speak with CPCs re: properties

8. New Business (Recurring) All

- Patricia – has a tenant in her building who’s had mould in her bathroom –

Michelle – this tenant should be reporting – if she hasn’t received a

response, Michelle expects a call from tenant directly due to privacy issues

- TSR to PM to Michelle FOLLOW THE PROPER CHAIN!!! – tenant shouldn't be relying on TAC member to bring personal issues forward – it is NOT part of a TAC role to take care of maintenance issues – it will become a domino effect – and we will be without a TAC
- Patricia – no smoking withing 30 ft – if he's not 30 ft, he shouldn't be - grandfathered non-smoking unit – new tenant would be allowed to smoke on his own patio – needs to get a point of undue hardship – grandfathering can cause struggles – smoke travels more in a wood-? Building as opposed to a concrete slab – maintenance can take a look at possible seals to avoid smoke tenant breaks out in severe allergic reaction – second hand smoke – sometimes marijuana is for medical reason –
- Annie – can we ask for proof that it's for medical reasons – no – tenants do not have the right to ask – unless it is undue hardship, we do not have the right to ask – it's a privacy issue now that marijuana is legal
- Melissa monitors filters at Carlton in units when changing to see if nicotine is
- E.F.I.S. stucco insulation – next year
- Railings are not on agenda at the moment –
- Elevator will be retrofitted – there will be communication
- Tenant – 561 is a smoking building – 556 is non smoking wood frame – we can't make both of our senior buildings smoke free – Michelle – our goal is to get 50% of our buildings smoke -free – pause and re-evaluate

- Patricia – slowing people down – speedbumps = Tammy said she did not want speedbumps on account of scooters – people use roadways instead of sidewalks
- Karen L- 436 scott – air conditioners – bachelor apartment - do we have to call to get them removed – Michelle – due to warranty on windows and smaller window size, they are not removing them – NRH some type of kit in case we get stuck in our apartment – a window is not considered an evacuation unless you are in a basement apartment – your hallway - please follow all safety procedures – Michelle will talk about what opportunities we have regarding the units – some tenants have taken them out themselves – Michelle will find out. We are not retrofitting older buildings with central air – we could revisit after warranty – rooms are safe to remain inside eg. Wheelchair on 5th floor – phone 911 – let fire dept know you are in your unit
- (TENANT) CAN WE GET THE FIREFIGHTER CALENDAR???

9. Determine Next Date for Remaining TAC Meetings

All

Next meeting:

Wednesday, January 10 – 11:00AM @ Region Headquarters with Lunch!

In January, we will establish the schedule for the year.

Dietary: no restrictions