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## TENANT ADVISORY COMMITTEE (TAC) MINUTES

Date Wednesday, July 10, 2024  
Time 2:00pm – 4:00pm  
Location 479 Carlton Street, St. Catharines  
Room Building D – 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.”*

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Attendees: Wendy Thompson, Alisha Campbell, Tammy Marquis, Caleigh Wilson, Jennifer Leblanc, Megan Gordon, David Mole, Leah Pantich, Patricia Scott, Annie du Toit, Scott Thomas, Denise Upson, Karen Littlewood, Norman Hill

Regrets: Michelle Mellen, Brenda Ritchie, Gina Colavecchia Peter

### REGULAR MEETING

1. Welcome, Introductions & Land Acknowledgment (Recurring) Wendy
2. Review Minutes of Last Meeting (Recurring) (see attached) Wendy
  - Approved
3. NRH Update & Staff Update (Recurring) Wendy
  - TSR Megan Gordon began in February
  - Housing Operations Manager, Jim Dimanis

4. Niagara Poverty Reduction Strategy

Wendy

[Niagara Poverty Reduction Strategy - Niagara Region, Ontario](#)

- Paper copies available during this meeting
- You can access this on the Niagara Region website if you search “Poverty Reduction Strategy”
- We will have a presentation on this at a future TAC meeting if tenants have questions, or there is something Housing related to report on
- If you have any questions or suggestions, you can send an email to your CPC

5. Housing Herald Calendar – attached

Leah Pantich

- Leah Pantich, Housing Initiatives Coordinator, reviewed possible content for the calendar
- In the Fall, at TACs recommendation, NRH will be switching the Housing Herald to a calendar format instead of the usual newsletter (the calendar has been done in the past)
- If you have ideas or suggestions on items to add to the calendar please send to your CPC
- Each page will ideally be a month of the year, and the front page will have NRH contact information for staff members “who to call”
- Hoping to add pictures of tenants pets for their birthdays – if you want to send a picture of your pet to add to the calendar, send an email to [info@nrh.ca](mailto:info@nrh.ca) with a picture and their birthday to be included

- In certain family communities the kids create art work at summer camps that will be featured on the cover page and other pages in the calendar
- It is highly recommended for tenants to have tenant insurance, this is so you are not responsible for replacing everything in your unit if an accident happens. This includes something that you did not personally do (ie. Your neighbour above your apartment floods and leaks into yours)

6. New Development

Wendy

- Nothing has changed since the last meeting, most of this will not affect the current tenants, but it is just so you are aware of the developing other areas in the Region

7. Building Attendant Recruitment

Tammy

- It has recently become more difficult to hire building attendants (BA), Property Managers are finding it easier to use a tenant from another property and get them to move into the building that a BA is needed in
- Not necessarily looking for a BA at the moment, but we like to keep resumes on file for when we are looking for one – then when a spot opens up, we can just go through the file of resumes that were already sent in
- Reminder that BA's are not superintendents – they do not deal with tenants directly and complaints, they are there to assist NRH staff

- If you are interested to become a BA, send your resume to [lainie.kanary@niagararegion.ca](mailto:lainie.kanary@niagararegion.ca) – or if you have questions on the position you can speak to your PM

8. Program Review (Recurring) Wendy

- In other communities we try to bring in new events/programs for tenants
- Since this is a community that has the Wellness Supportive Living Program, there are many events and programs available
- If you have any ideas or suggestions for programming, please let your CPC know

9. Communications (Recurring) Wendy

- [tac@niagararegion.ca](mailto:tac@niagararegion.ca)
- In the process of updating website
- Let us know if we could do better/make things clearer for the communication we sent to tenants such as the tenant handbook, our website, notices you receive from NRH
- Annual Renewals are harder to plain-language because majority of it is legislation that is needed to be in the package
- In response to a question, noted that the library does taxes for free, and Chris Bittle's office does for free – or speak to your CPC and they can give you some resources for assistance

10. TAC Composition and Recruitment (Recurring)

Wendy

Up to Eleven (11) Members

<b>Municipality</b>	<b>Per Terms of Reference</b>	<b>Actual</b>
St. Catharines	Three (3)	Four (4)
Niagara Falls	Two (2)	One (1)
Welland	Two (2)	0
Fort Erie	One (1)	One (1)
Lincoln/Grimsby	One (1)	One (1)
Niagara-on-the-Lake	One (1)	0
Port Colborne	One (1)	One (1)

- Looking to recruit more TAC members

11. Diversity (Recurring)

Wendy

- Presentations in communities
- Staff at the Region put together a great presentation called “How to Speak to Your Neighbour” that is a great way to answer questions and have a conversation about diversity, and what you might need advice on or what is current
- Let your CPC know if you are interested in having this presentation in your community

12. New Business (Recurring)

All

- Reminder that when you call your TSR, they are on the phone most of the day so more than likely you will have to leave a voicemail. They will not be able to immediately respond to your request, it will take time for them to listen to the many voicemails they get and prioritize them before responding to your request (if it is not urgent)

- Waitlist times depend on city and bedroom size, the 1 bedroom non-seniors is the longest wait time
- 479 Carlton - Changed to a non-smoking building in Dec 2021, tenants that lived there before that time were grandfathered in, so this means the residents that lived in the building before the non-smoking rule started, are allowed to smoke in their units. New tenants that move in are not able to smoke in the building, and this is how it will slowly be transitioned into a fully non smoking building.
- At 479 Carlton, a patio is going to be created by D building for residents to smoke on after unit patios are done – this will be more than 30 feet from every building
- If tenants have moved in recently at a smoke free building, and you see them smoking, report this to your PM
- Reminder that when you report something, there is a process, staff cannot just act on this without many steps being taken (ie. Talk to them, find evidence, look into air makeup unit, offer support, go to LTB) but none of this information is allowed to be relayed back to the person reporting this due to privacy issues
- 479 Carlton new fences project should wrap up between the end of September to October
- Reminder that if something happens where a tenant needs camera surveillance footage, PM can only do this on police discretion and only share information with police – report the incident right away and police will contact your PM

- No update with FOBs, the Regions IT is working on the issue and no expected date, this is an issue at all buildings
- Idea to put a reminder up in lobbies for tenants about all of the scams going on (notice that says “beware of scams”)

**Next meeting: September 4, 2024 at Niagara Region**