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TENANT ADVISORY COMMITTEE (TAC) MINUTES

Date Wednesday, May 29, 2024
Time 10:00am – 12:00pm
Location Niagara Region HQ – 1815 Sir Isaac Brock Way, Thorold
Room CE 308

“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.”

Attendees: Wendy Thompson, Michelle Mellen, Jim Dimanis, Alisha Campbell, Caleigh Wilson, Sandra Wilson, Josie DelGrande, Julia Chikombero, Denise Upson, Annie du Toit, Patricia Scott, Brenda Ritchie, Karen Littlewood, Norman Hill

Regrets: Gina Colavecchia Peter, Scott Thomas

REGULAR MEETING

1. Welcome, Introductions & Land Acknowledgment (Recurring) Michelle
2. Review Minutes of Last Meeting (Recurring) (see attached) Michelle
 - Approved
3. NRH Update & Staff Update (Recurring) Michelle
 - New TAC member, Denise Upson
 - Jim Dimanis, Manager of Housing Operations

4. Tenant Satisfaction Survey – attached Wendy
- Goes out every 3 years, survey is the same with a few small changes to keep consistent for progress tracking
 - It goes by percentage of which community gets the most responses, they win a dinner
 - Encouraging other tenants to give feedback on the survey, if you let us know what the issues are we can also let you know what we can do to work on the situation or what we're not able to do
 - Suggestion to add to scooter rooms, notice that says "your scooter goes here at your own risk" so tenants know it's their responsibility if something happens to it
 - Surveys are delivered to every tenant
5. NRH Scholarship Wendy
- A draw for tenants going to post-secondary school, two winners will each get \$2,000
 - This scholarship is not based on marks, it is just a draw
6. New Development Michelle
- Development Chart – attached
 - Partnering with homelessness to have more shelters
7. Building Attendant Recruitment Michelle
- Always looking for good Building Attendants, this is not a salary based paid position
 - If you know of anyone you might think will be a good addition, send resume in, and when someone is needed the Property Manager will go through them

8. Program Review (Recurring) Wendy

- As part of diversity plan to give tenant an opportunity to let us know if there are any programs or supports they would like to explore
- If tenants have an event they would like to do in the community, speak with CPC and they will help support this (print flyers, make invites, sign up sheet) so tenants can host

9. Communications (Recurring) Wendy

- tac@niagararegion.ca
- In the process of updating website
- Reminder that there is a group email inbox that Alisha checks, there has not yet been any information to be passed along to the group
- Moving forward, the Housing Herald will be sent like a calendar
- Let Wendy or Michelle know if you have any suggestions with notices, flyers, etc that goes out to tenants
- To keep annual renewal documents together, you can put the completed paperwork back in the envelope it came in and drop in your site box

10. 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)	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)

11. Diversity (Recurring) Wendy

- Presentations in communities are being organized, so please encourage your neighbours to attend
- Tenants that have attended them in the past have really enjoyed them
- Please let your CPC know if you see any form of racism, etc in your community, NRH has a zero tolerance for this

12. New Business (Recurring) All

- Not doing internal transfers anymore, tenants will have to re-apply to the waitlist to get moved
- FOBs system is still in progress with IT, hopefully will be set up by the Fall
- If you would like to start a club, group, speak with your CPC and they can help with funding/etc

Next meeting: July 10 at 479 Carlton St, St. Catharines – 10:00am