



RESIDENT ADVISORY COUNCIL CHARTER
Amended. February 2025

This Charter represents the manner and parameters within which the Resident Advisory Council at CRH will operate. It became effective with a unanimous vote on January 21, 2025 by:

1. Roland Bayse	9. Randy Lindsey
2. Lee Bazel	10. Kiara Jones
3. Kirk Blackden	11. Mark Lowe
4. Jerome Cherry	12. Vernesta Mackey
5. Loretta Donnelly	13. Sage Miller
6. Gary David Flanzer	14. Michael Morrison
7. Peter Gula	15. Allison Simons
8. Becca Leslie	16. Jacque Strong

1. MISSION.

The Resident Advisory Council (RAC) at CRH works collaboratively with CRH staff and leadership to give residents voice, improve residents’ quality of life and to create a positive living community.

2. GOALS.

The RAC focuses on five main areas: Representation, Relationship, Education, Communication, and Advocacy. **Goals and interest areas for 2025 include actionable ways the RAC can improve the resident experience.**

- **Education:** Learn how things work at CRH.
- **Communication:** How to improve communication between CRH staff, property managers, and residents. Including how to improve communication response time between property managers and residents.
- **Building Security and Safety:** How to improve security issues in buildings.
- **Grievance Form Process:** Educate residents on CRH processes such as grievance and incident reports. RAC to create its own form.
- **Police Report:** How to improve response time from police.

3. MEMBERSHIP on RAC

The RAC at CRH is a representative, voluntary body consisting of residents from across the diverse spectrum of CRH communities.

1. The number of members that will form the council is between 15-20.
2. Membership is open to any current resident of CRH over the age of 18.

3. RAC draws members from as many different buildings as possible. Membership is *not* restricted if multiple members from the same building are interested and space on the council is available.
4. Member selection is based on interest and space available on the council. If more people are interested than spots available, the Council will adopt a selection process.
5. Voting privileges are for RAC members only.
6. Each member can cast one vote on any subject presented for consideration. There will be no proxy voting process.
7. Members will serve for one year with an option to renew for a second year, beginning September 2024.
8. Members are expected to attend every meeting (in-person or virtually), with no more than three absences in a year-long term. Unless RAC is notified of and approves an extended absence, a member who is absent three times in a row may be asked to vacate their seat to make it available to another interested member.
9. **New members can be added to the RAC in an on-going basis if seats are available, with a vetting and onboarding process. (to be determined)**
10. New member recruitment will be undertaken each summer. RAC will approve all members each September.

4) STRUCTURE

A) Committees

- a. Will be determined as needed and are open to any RAC member.

B) Communication and Record Keeping

1. CRH staff created and will maintain a designated RAC page on the CRH website. The page is open to the public.
2. A roster of email addresses and phone numbers (if shared) of members will be kept up to date and shared amongst RAC members.
3. A point of contact on the RAC will serve as an intermediary between RAC members, and with staff and the Resident Services Manager to streamline communication. This person will keep an up-to-date roster of names, email addresses, and phone numbers (if shared).
4. Meeting Notices and Minutes.
 - a. Meeting minutes will written by CRH staff, then sent to the RAC along with the next month's agenda.
 - b. Agendas and minutes will be posted on the RAC page of the CRH website.
5. The CRH Communications department will review documents before they go out to residents.
6. Communicating with the CRH Board
 - a. RAC members will receive regular updates on Board business from CRH staff
 - b. RAC representation to board. The CRH Board has one resident representative, and this individual can help serve as a liaison.
 - c. RAC members may attend any Board meeting and will make period presentations and updates to the Board.

C) RAC Meetings

- a. In 2025: **Third** Tuesday of the month, 6-8 pm, January – November (11 meetings)
- b. At 12th Avenue Arts in the Pike/Pine room on the 2nd floor
- c. Meetings will be held in a hybrid format. Meeting link will be posted on the agenda, and the RAC page of the CRH website.
- d. Agenda-setting will be initiated by CRH staff in collaboration with the RAC.
- e. Facilitation and meeting management will be supported by CRH staff and facilitator.
- f. RAC meetings are open to any resident, staff or board member, or individual with interest in RAC business.
- g. Executive Sessions are reserved for RAC members only.
- h. Process to engage resident input during meetings.
 - i. Commenters who wish to speak will sign in before the meeting.
 - ii. Commenters will have 3 minutes at the beginning of the meeting.
 - iii. Speakers will keep their comments under 5 minutes.
 - iv. A written form will be provided for additional written input.
 - v. Accommodations are available for individuals requiring assistance with their verbal or written comments.

D) Staffing

1. Partnership Statement. The RAC shall maintain an active working partnership with Community Roots Housing staff and board to advance resident voice and interests.
2. CRH Staff. The RAC will be staffed and supported by the Residents Services and Administration departments at CRH. Staff will help schedule meetings, create agendas, take minutes and keep records, facilitate meetings, provide refreshments, and assist with technology.

5) FINANCIAL CONSIDERATIONS

- The RAC will not have a dedicated budget, however, potential expenses (for events or flyers, for example) can be discussed with the staff.
- A meal will be provided at RAC meetings.
- RAC members will receive a gift card at **the regularly-scheduled** meetings they attend.

6) DISSOLUTION / TERMINATION

- The RAC can choose to dissolve by a consensus vote.

7. RAC WORKING AGREEMENTS *(Adopted April 2024)*

We the RAC will act to advance trust and collaboration and uphold the following values:

- | | |
|------------------------|---------------------------------------|
| 1. Caring | 6. Trust |
| 2. Sharing | 7. Respect |
| 3. Community | 8. Learning |
| 4. Clear Communication | 9. Teamwork |
| 5. Enjoyment | 10. Diverse Viewpoints and Approaches |

We the RAC commit to these group norms to create a positive environment for collaboration.

A. Self-Awareness and Self-Regulation

- a. Put phones on silent. Take or make calls/texts out of the room
- b. Take side conversations out of the room
- c. Be civil and respectful
- d. Be mindful of your impact on others. Seek feedback if you are unsure about your impact
- e. Raise hands to speak; one person speaks at a time; no interruptions or talking over
- f. Encourage participation from quieter members
- g. Share talking space if you tend to speak often or at length
- h. Gently remind others of the norms when needed
- i. Correct yourself if you deviate from group norms, try to respond with "thank you, apology and greater self-awareness"

B. Clear Communication

- a. Use "I" language – speak for yourself and your own perspectives
- b. Share ideas openly; foster inclusivity in language and approaches
- c. Ask questions at the appropriate time to deepen understanding
- d. Stay focused on task and subject. Members will not use the RAC to advance personal grievances, but instead will seek the appropriate path with staff assistance.
- e. Implement time limits to ensure everyone has equal participation
- f. Provide and read relevant background information
- g. Establish a consistent and timely process for sharing our work with CRH residents
- h. Share phone and email info (unless you exempt yourself)
- i. Give input to the agenda and purpose for each meeting
- j. Use a "Parking lot" to capture ideas that are off-topic; make a plan to address them.

C. Problem Solving

- a. Agree on and commit to using a process for decision-making
- b. Prioritize learning before problem-solving
- c. Approach learning and decision-making with an "appreciative inquiry" mindset
- d. Check in with the group if a topic takes longer than expected
- e. Check in with the group if an off-agenda topic is raised (ask: do we spend time on it now?)
- f. Evaluate options for ethical decision making

D. Decision Making

The RAC will primarily use a consensus method of decision making as described below.

This method requires that most of the participants are agreeable to the decision (70-80%). Each person who dissents is asked to speak about their dissent. A sincere attempt to reconcile the dissent with the majority is made, but consensus does not rest on everyone agreeing.

The key element here is the serious consideration and listening done by the majority to the dissenter(s). The issue will carry only after all who have dissented have been heard. Someone in the majority needs to repeat back to the dissenter(s) their key points and feelings. *Being heard* is not the same as having to agree. Listening to dissenters allows for the wisdom and experience of the dissenter(s) to inform and potentially modify the decision for the benefit of all, and for the decision to move forward even in the face of minority dissent. Dissenters agree that, having been heard, they can live with, support, and not sabotage, the decision.

Use “Fist to Five” to do a quick test for consensus

Using one hand, a closed fist being 0 and 5 fingers up being a full open hand. Scale:

- Fist (0) = No, I disagree
- 1-2 fingers = have some concerns
- 3 fingers = can go along with it
- 4 fingers = actively agree with it
- 5 fingers = love it

Other decision-making parameters

- a. When we have a majority rules decision, we can also record any disagreements, and make notes, or put it in the parking lot.
- b. If someone is absent when a decision is made, we are not going to go back. If you are not at the meeting, the majority rules.
- c. If a big decision is going to be made, we can let others know ahead of time.
- d. In the case of a split vote, try to find middle ground to diffuse standoff. Can try to get more information and more time for others to share opinions or point of view.

E. Enjoyment

- a. Have fun together!
- b. If you are so moved, bring something to share with the group
- c. Be present and ready to enjoy the surprises and talents we each bring
- d. Celebrate achievements and moments of joy

8. Decision Making Context and Pathways

The CRH Board, CEO, and Staff make the decisions for CRH. The RAC interacts with these individuals and groups in an advisory capacity, as shown in the diagram below.

