



RAC members present in person: Allison S., Gary F., Jerome C., Kiara J., Loretta D., Mark L., Michael M., Peter G., Randall L., Roland B., Sage M., Becca L., Kirk B., Lee B.

CRH staff members and guests present: Sasha Sobers-Outlaw, Valencia Chambers Manora, Andrew Oommen, Chris Persons, Natasha Neal

Facilitator: Pat Hughes, Trillium Leadership Consulting

Guest: Pamela B.

The meeting was called to order by **Valencia Chambers Manora** at 6:00 p.m.

1. Public Comment – Resident Reflections

Pat shared new documents with RAC members. These documents were created to assist with future guests at upcoming meetings. One document is to assist with public comment and the other is an RAC informational sheet for guests. A resident from Pride Place spoke about security issues at the building and expressed their struggle in getting justice for the crime they experienced. Resident said they took a photo of the assailant when they saw them again at the building. The incident took place on February 25th. The assailant has regular access to the property. Unsure if the perpetrator is a resident or close friend of a resident in Pride Place. Sasha offered to follow up with the resident after the RAC meeting.

2. HDC Policy Recommendations - Staff Update

Chris Persons spoke to the council about the HDC Policy Recommendations, explaining that the process has been delayed and postponed to a later date. RAC members expressed that there are elements of the policy recommendations that they are not in agreement with. Such as evicting families, the roommate ordinance and the section on late fees.

3. Housing and Communication

Someone suggested that Resident Grievance forms be put on RAC webpage on CRH website to increase accessibility. Andrew Oommen gave a presentation to the RAC on CRH's portfolio and property management operations to provide background knowledge to council members. Explaining that the majority of CRH property managers manage two to three buildings each. A RAC member asked why staff turnover is so high? And what is the typical training timeframe for new property managers? Is there any consideration to hiring CRH residents? Andrew replied that one month is the current standard for training property managers and anyone can apply. Lack of communication from CRH staff is what RAC members view as the biggest organizational challenge. How can the RAC help improve these communication challenges within CRH? RAC members would like a copy of Andrews presentation for reference. A copy will be included in the March Minutes.

4. New Member Onboarding

Pat shared new documents with RAC members. These documents were created to assist with future guests at upcoming meetings. One document is to assist with public comment and the other is an RAC informational sheet for guests. Becca reported back on the RAC onboarding meeting. Bringing up the point of having better representation across buildings in Community Roots Housing's portfolio. Then a question was asked, "What if someone comes from a different building that does not have current representation on the council, then should their perspective be prioritized when voting in new members?" Allison said she is willing to step down to make room for new RAC members from underrepresented CRH buildings if need be. Becca wants RAC members to feel included in this onboarding process. Jacques thinks that there should be flyers made available for all CRH residents

informing them of RAC so CRH residents can be more involved. More details need to be ironed out for the onboarding process. A small committee will be created to help vet new potential members. The RAC voted that potential RAC members will need to attend three meetings before being voted onto the council. The RAC member interest form will be posted on the RAC page on CRH website.

5. Upcoming April Meeting Action Items:

Max to upload Minutes and Agenda to RAC website.

Sasha to follow up with PP resident.

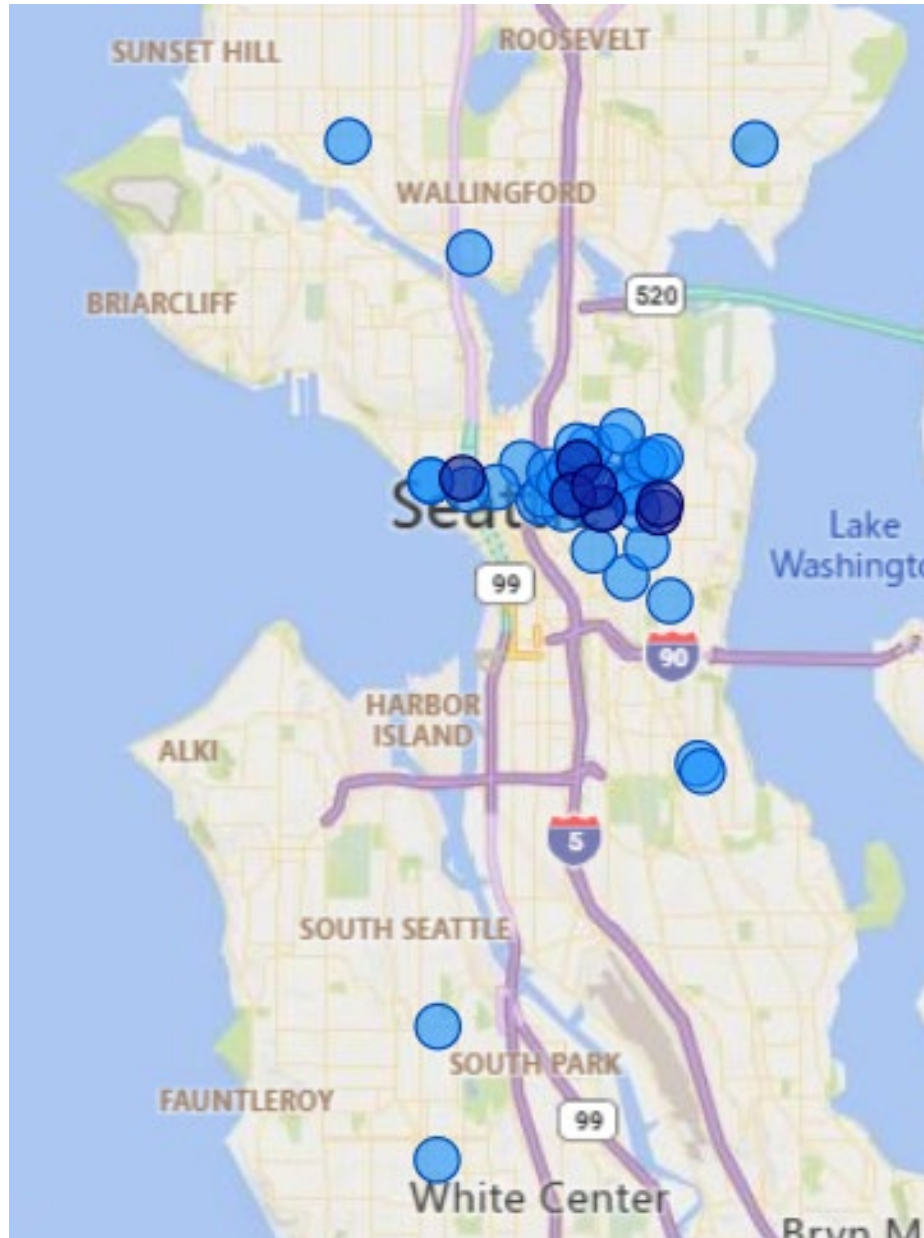
The meeting was adjourned by **Valencia Chambers Manor** at 8:00 pm.



COMMUNITY ROOTS

— HOUSING —

CRH Buildings



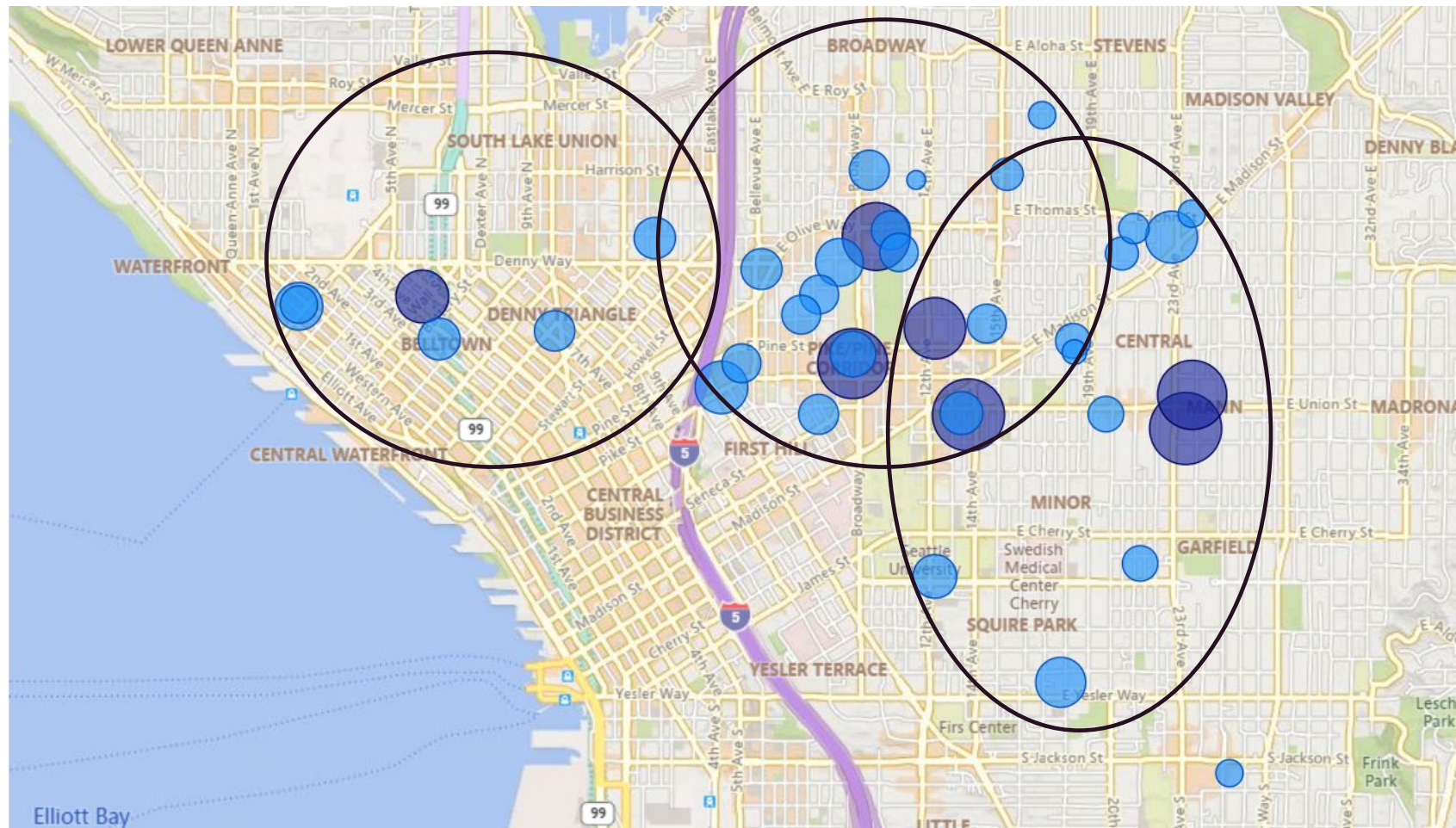
Quick Facts

47 Buildings

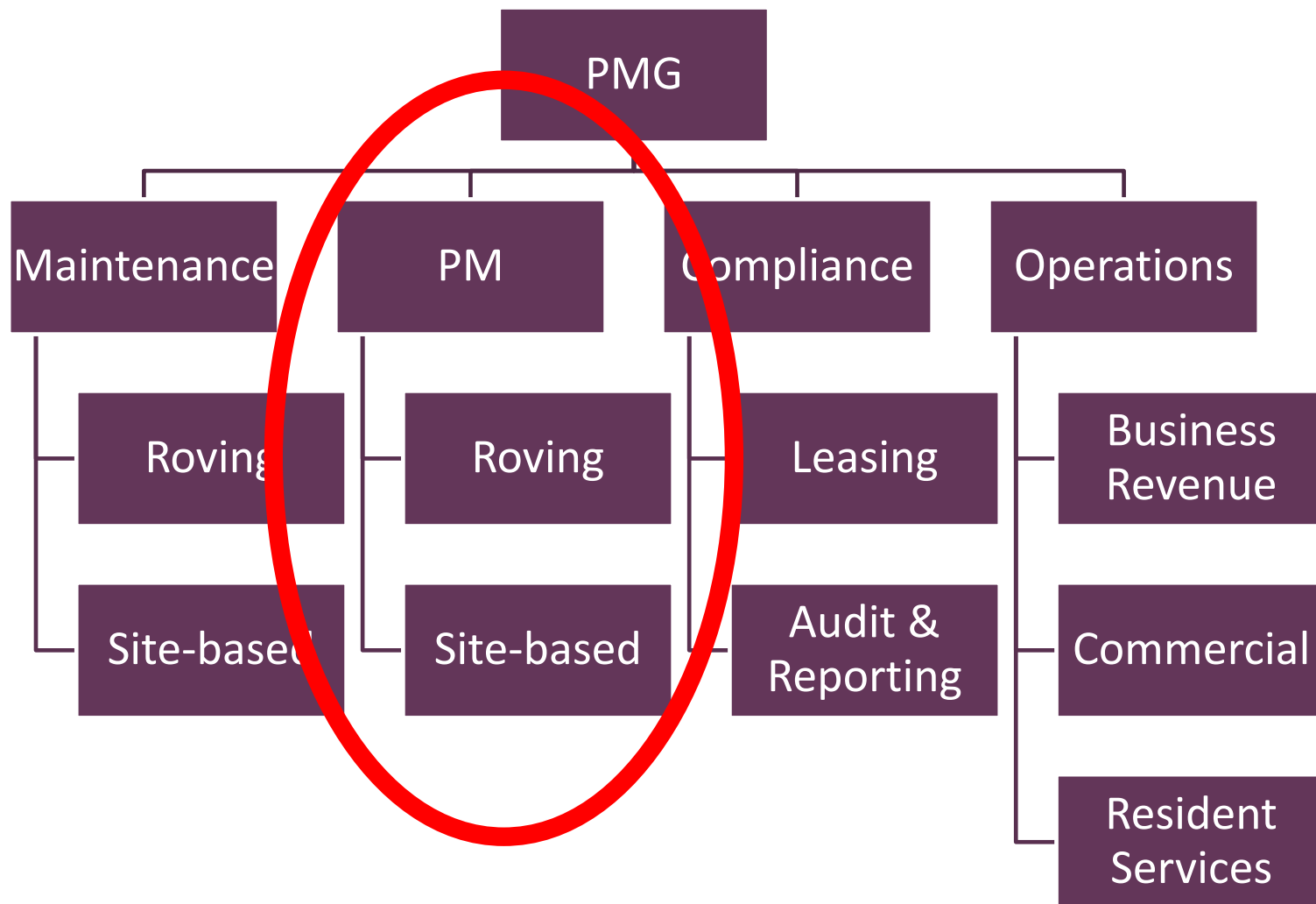
1,865 Units

~2,200 People

CRH Buildings



Property Management Group



Property Management Group

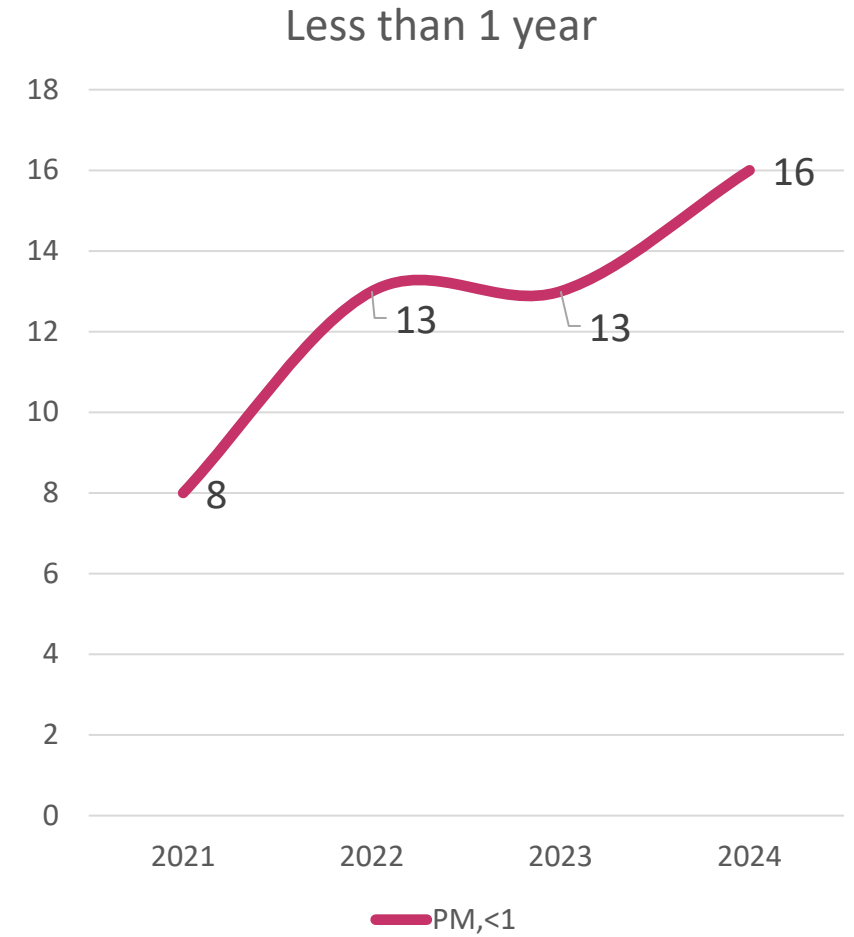
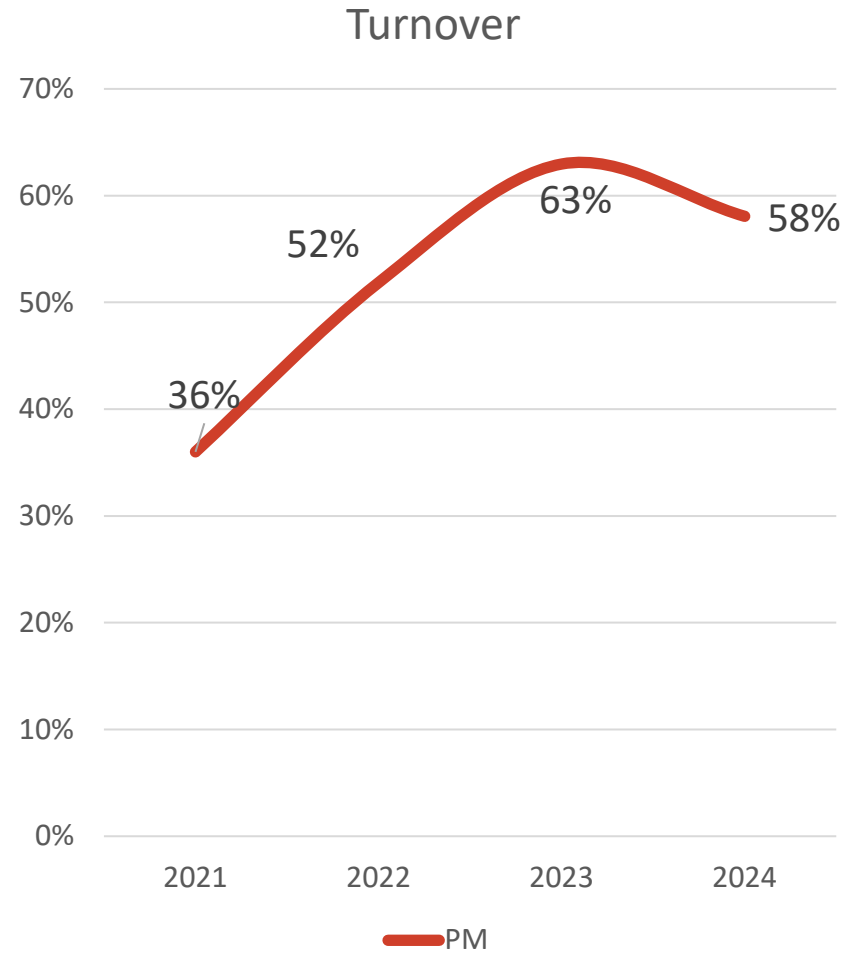
Site Based	Roving
Bigger buildings (>100 units)	Smaller buildings (<100 units)
7 Buildings	40 Buildings
745 Units	1,120 Units
7 Property Managers	19 Property Managers
1 Property Manager at 1 Building	1 Property Manager at 3 to 6 Buildings

Ideally, we are full staff...

Property Management Group

- All staff float between multiple buildings
- Why?
 - Staff turnover
 - Sick days
 - Help
 - Training
- Out of 26 staff...
 - We usually have less than 20 working at any given time
 - < 75%
- This limits what we can do...

Property Management Group



Property Management Group

Key Points

- We don't have full time coverage for most buildings
- Most of our staff are new, without a lot of experience
- Most staff only stay for 6 to 8 months
- That makes communication is very difficult for everyone

Property Management Group

Communication

- Contact your property manager
- Look out for changes – it happens a lot
- Use the grievance form – it helps us track issues
- Support your neighbors
 - Encourage issue reporting
 - Public policy matters
- We're always working on it
 - Training
 - Feedback
 - Technology