



## Resident Advisory Council Key Accomplishments and Timeline

<b>2023</b>	
Spring	CRH decides to initiate a Resident Advisory Council process
June	Pat Hughes is hired as the consultant for RAC creation process Several planning meetings with Christopher Persons, Natasha Neal, and Board member Saunatina Sanchez
July – August	Toni Ball joins CRH (July) Pat conducts research on Resident Advisory Councils (state, in-country, international) Finalize and present Summary Report on Research
October	Spooktacular – three onsite information sessions for residents
October – December	Present Update to Board and to CRH Staff Host online information session for residents
<b>2024</b>	
January	Invite interested residents to year-long RAC Planning Committee
February – July	Host monthly RAC Planning Committee meetings with staff support. Build relationship, clarify purpose and goals, create working agreements, clarify decision making process, begin to write the RAC Charter, develop communications and outreach plan, discuss and decide membership issues. Continue to welcome and onboard new members. Final planning meeting prior to RAC launch in September.
August	Onboard final new members. Continue planning for RAC launch.
September 9	RAC / Staff present update to CRH Board
September	Launch RAC: Vote in 16 members. Celebrate!
October	First official RAC meeting. Presentation by Kiley Dhatt, further Charter work. Finalize role of RAC communications liaison.
November	CRH Board passes resolution creating the RAC. CRH staff launch the RAC page on the CRH website. Set 2025 meeting dates. Second official RAC meeting: Finalize RAC Charter in preparation for January vote; begin to identify RAC goals for 2025.
<b>2025</b>	<b>RAC Meetings</b>

January	RAC hears overview of HDC Policy Recommendations to the City Council and gave input to Chris Persons. RAC voted in the RAC Charter.
February	<p>RAC received an update on HDC policy recommendations, which have been postponed in City Council. RAC discussed how to onboard new members during the year if space is available. A sub-committee (Becca, Randy, Alison) agreed to meet to bring back a proposal. RAC discussed goals for the year which include:</p> <ul style="list-style-type: none"> <li>▪ <b>Communication:</b> How to improve communication between CRH staff, property managers, and residents. And <b>Manager Availability:</b> How to improve communication response time between property managers and residents.</li> <li>▪ <b>Building Security and Safety:</b> How to improve security issues in buildings.</li> <li>▪ <b>Grievance Form Process:</b> Educate residents on CRH processes such as grievance and incident reports. RAC to create its own form.</li> <li>▪ <b>Police Report:</b> How to improve response time from police.</li> </ul>
March	RAC received a brief update on HDC policy recommendations and members identified elements where they are not in agreement, such as evicting families, the roommate ordinance and late fees. Andrew will discuss just cause evictions in April. Andrew gave an overview of housing staffing and communication, highlighting many of the problems stem from being understaffed and staff turnover. The onboarding sub-committee brought a sample application form and engaged the RAC in discussion about how many meetings a potential member should attend before being admitted, and how to vet potential members. We will continue in April.
April	