



RAC members present: Alison, Becca, Gary, Jacque, Jerome, Kiara, Lee, Loretta, Mark, Michael, Peter (Petra), Randall, Roland, Sage(V), and Vernesta

CRH staff members and guests: Sasha Sobers-Outlaw, Valencia Chambers Manora, Max Wilson, Keady Hollingsworth, Andrew Oommen.

Facilitator: Pat Hughes, Trillium Leadership Consulting

Public: Robin Rowedder, Saunatina Sanchez

The meeting was called to order by **Sasha Sobers-Outlaw** at 6:02 p.m.

1. Public Comment – Resident Reflections

A disclaimer must be made beforehand for anyone giving public comment containing sensitive information. This note will be mentioned before opening the floor to public comments in future meetings.

Saunatina from the Centennial mentioned significant maintenance and communication issues with property managers. She stated it's hard for residents to know when RAC meetings happen and she would like to know how to submit things to the agenda and get more information to non-RAC residents. Petra said the garbage situation is getting out of control in his building, and that certain residents are blocking hallways with electric scooters, causing a fire hazard. He requests a memo to be sent out to residents on fire code safety to deter this from happening. Kiara from 18th avenue mentioned aggressive tenants ordering people to move their car even though there is no assigned parking at the building. Randy said the EJ has had multiple site managers and it's frustrating to try and get in contact with them. Valencia explained that there will always be a time limit on resident reflections and that individuals giving public comments will not get an immediate response, however they may ask for follow up after the meeting.

2. New Member Onboarding

Pat explained the consensus decision making process with the council. The RAC discussed the benefits of new members attending a different number of meetings before becoming an official member. Kiara said she'd prefer that potential members attend three meetings before becoming an official member. Other RAC members agreed with Kiara mentioning that they want to confirm new members are dedicated. The council decided that this is the order of events:

- A) A potential applicant attends three RAC meetings
- B) The potential applicant will fill out the interest form

- C) An interview will be scheduled with at least one staff and one RAC member
- D) If approved, the new RAC member can attend the next and future meetings with full voting member privileges.

Once the interest form is completed and voted on it will be added to the RAC website. Valencia to create a Microsoft form to track interest forms for potential new RAC members. This form will also be available in paper form at RAC meetings. Sage was wondering if there should be a point person, so potential applicants have someone to go to with questions. Kiara said the RAC should rotate members when interviewing future RAC members. Allison said we should make a list of interested RAC members to join the rotation. Twelve members voted to interview candidates, creating a rotation of panelists for each interview. Loretta said there should be one point person to take care of interviews.

Becca asked when new applicants need to submit the interest form, after the 1st meeting or the 3rd meeting. The RAC decided that potential members need to attend three meetings before submitting an interest form and once the interest form is received there will be time slotted onto the agenda for them to introduce themselves and set up an interview. Members are to be voted onto the council on a case-by-case basis.

3. Housing Development Consortium - Update

The HDC's timeline has been extended to incorporate more opinions from outside sources. The city council is projected to finalize their proposition and create formal legislative language by the May RAC meeting.

4. Key Issues Continued - Communications, Just Cause Evictions and Process

Andrew provided resources surrounding tenant rights and protections including a copy of the Just Cause Eviction Ordinance. He explained that in the past, landlords could terminate a lease after the term of the lease was up. Forcing tenants to move because the landlord didn't want to rent to them for any reason or no reason at all. Andrew explained that "just cause" for eviction is a list of reasons landlords can evict tenants for. Just Cause is a state and local ordinance. Finding a just cause to evict is only the first step in a longer eviction process. Kiara asked what happens when a resident loses their income and can't pay rent since nonpayment is a form of just cause. Andrew stated that legally a landlord retains the right to evict once a tenant goes into nonpayment. The most common Just Cause reason used is habitual nonpayment of rent, but for CRH to move forward with an eviction, the tenant must be non-compliant a minimum of 4 times. Meaning it can take anywhere between nine to sixteen months to evict under just cause. Becca questioned whether the high turnover rate caused missing files and appointments since certain documents weren't passed off to the next property manager. Becca asked what the process is like for someone with a case manager. AO responded that usually we can find alternative move out methods when the tenant has a case worker. Sage mentioned the need for wrap around services, and asked if it's a reality that social services can be provided by CRH? AO said we don't provide that level of service; it's not a program we run internally. He explained that the Resident Services Department at CRH makes connections with third parties to provide wrap-around services for residents.

5. Key Issues Continued - Communications

Becca would like the agenda to be sent out to RAC members before the meeting. Saunatina requested five minutes on the agenda to update to the RAC on PDA Board activities. Pat recommended the RAC limit themselves to 2 topics a month.

6. Upcoming April Meeting Action Items:

CRH to edit link on RAC website – make it more ADA friendly so people know the link works for every meeting

Max to add AO's PowerPoint to April Minutes

Sasha to follow up with PP resident

Pat to update RAC Charter with agreements about on-boarding new members mid-year

Valencia to create a Microsoft form to track interest forms for potential new RAC members

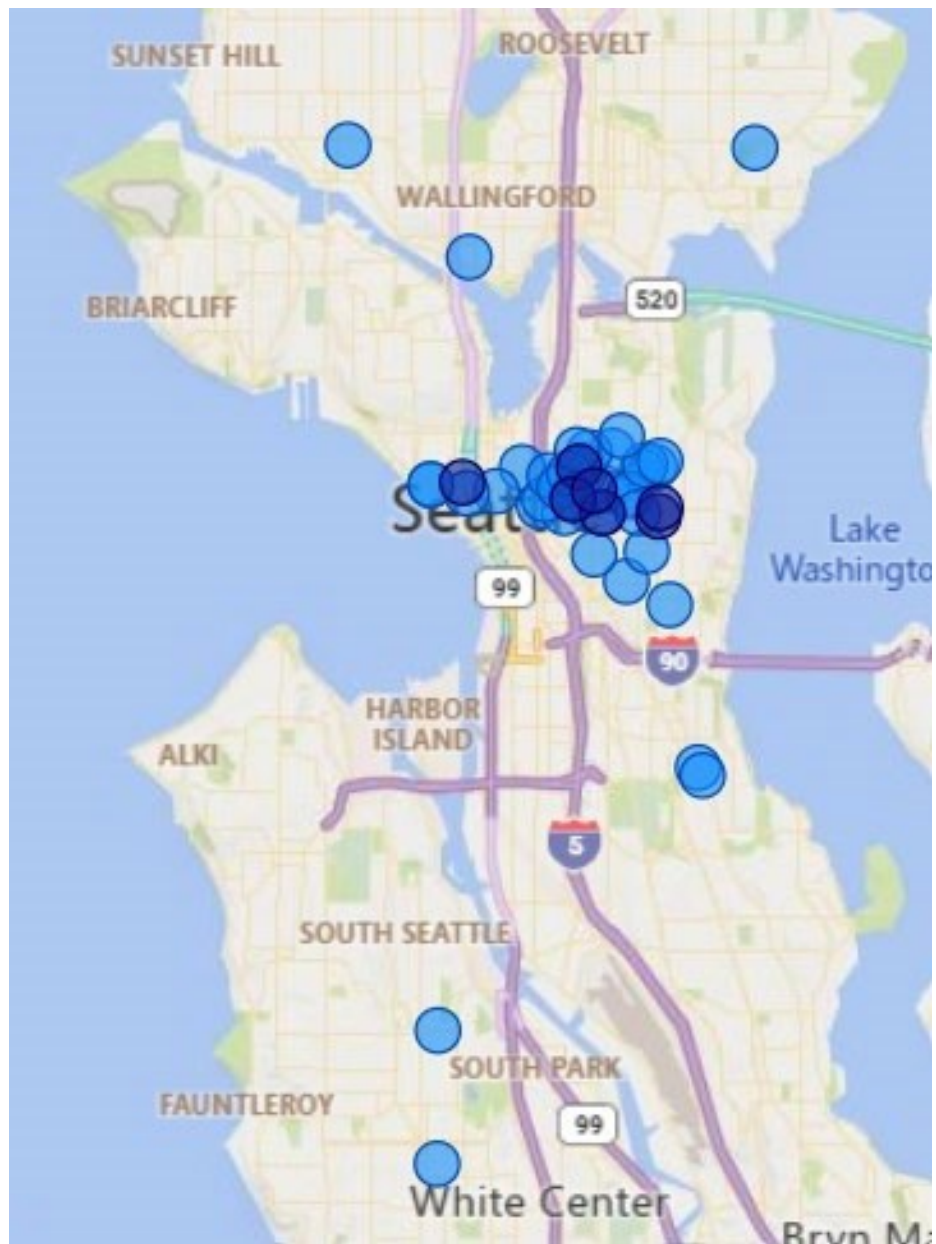
The meeting was adjourned by **Valencia Chambers Manora** at 8:00 pm.



COMMUNITY ROOTS

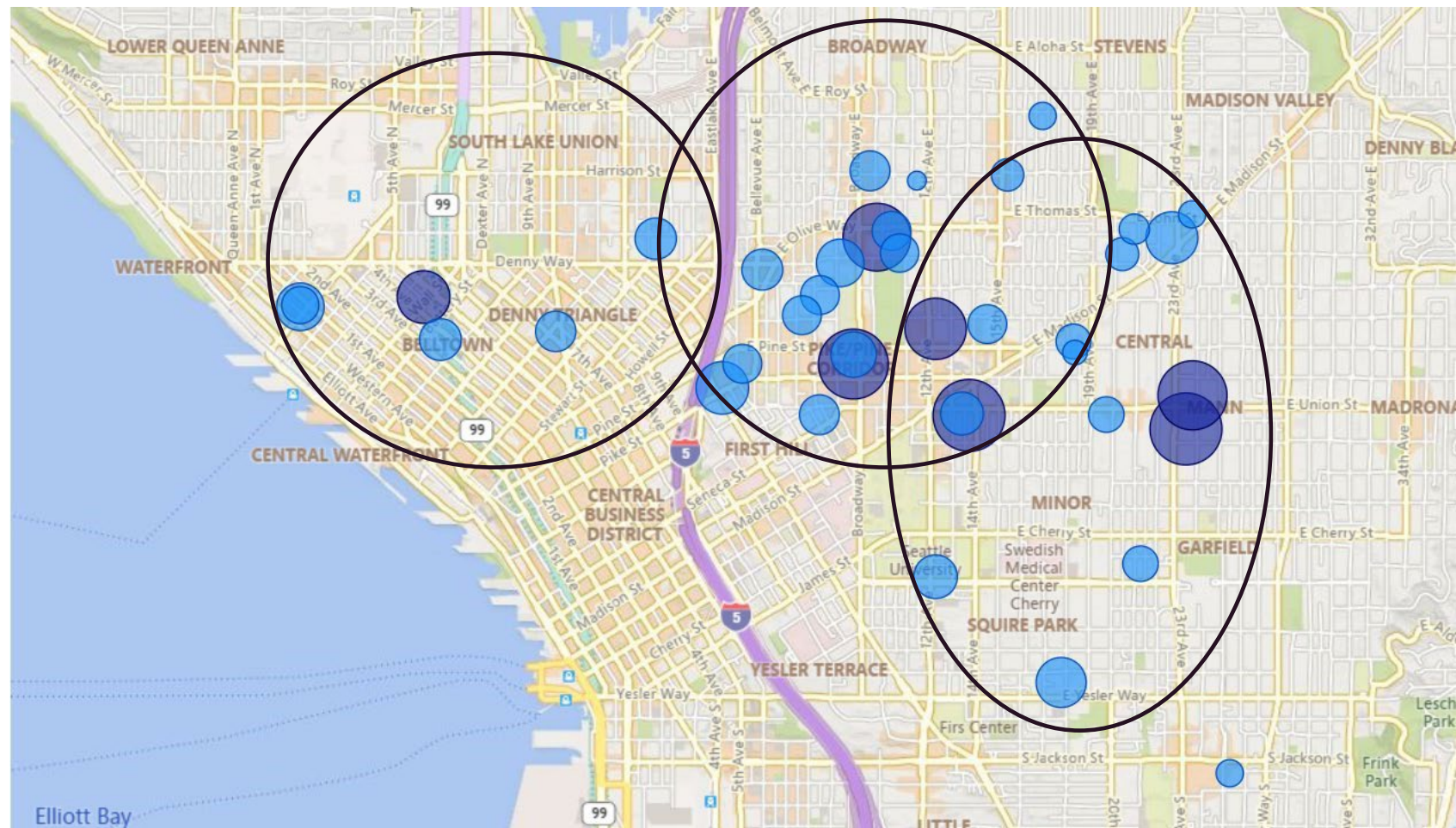
— HOUSING —

CRH Buildings

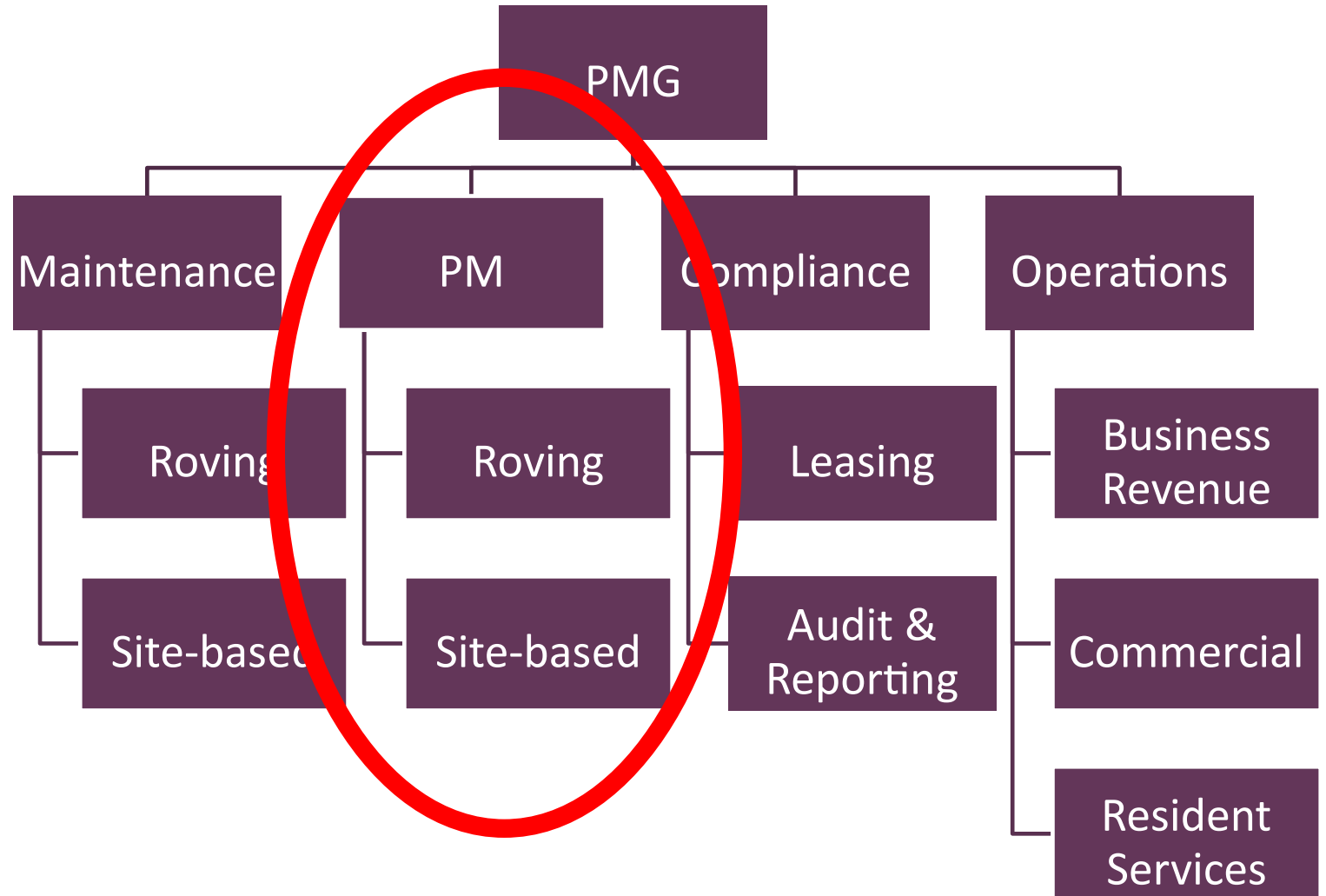


Quick Facts
47 Buildings
1,865 Units
~2,200 People

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...

- 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...

Turnover

6

4

0

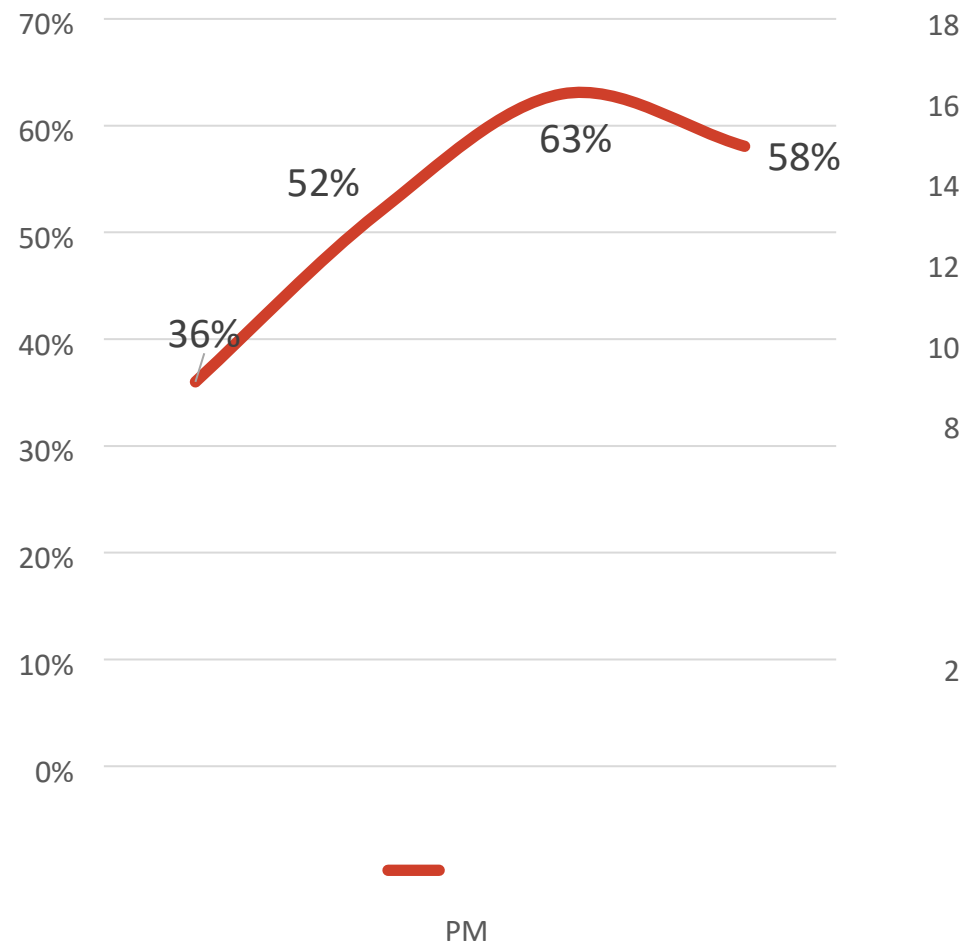
2021

2022

2023

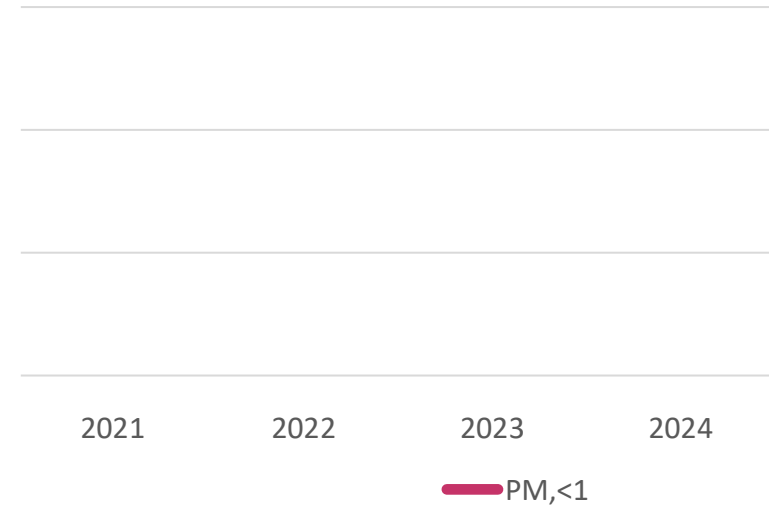
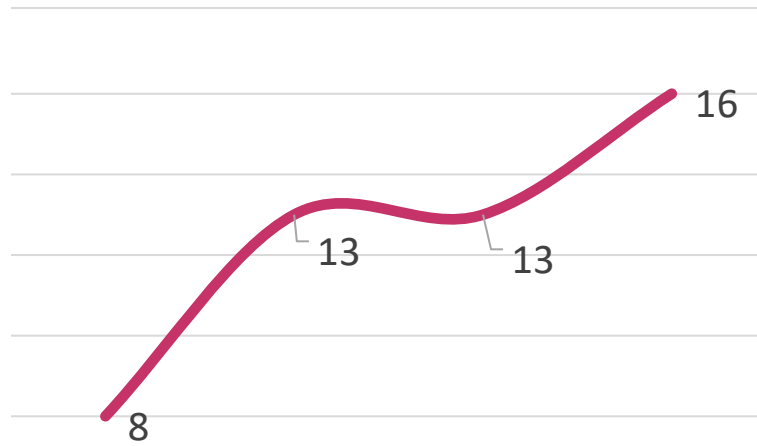
2024

Property Management Group





Less than 1 year



Key Points

- We don't have full time coverage for most buildings

Property Management Group



- 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 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