



RESIDENT ADVISORY COUNCIL CHARTER

Final July 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	8. Toni Scott
2. Lee Bazel	9. Mark Lowe
3. Jerome Cherry	10. Vernesta Mackey
4. Loretta Donnelly	11. Sage Miller
5. Gary David Flanzer	12. Michael Morrison
6. Becca Leslie	13. Allison Simons
7. Randall Lindsey	14. 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. RAC MEMBERSHIP

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

1. The council will have between 15-20 members.
2. Membership is open to any current CRH resident over the age of 18.
3. RAC draws members from as many different buildings as possible.
4. Multiple members from the same building can serve on the council if space is available.
5. Member selection is based on interest and space available on the council.

6. 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.
7. Members will serve for one year beginning September 2024 with an option to renew for a second year.
8. Voting privileges are for RAC members only.
9. Each member can cast one vote on any subject presented for consideration. There will be no proxy voting process.
10. RAC members who are disruptive and/or consistently do not adhere to the agreements can be removed temporarily or permanently.
11. New member recruitment will take place each summer, with RAC voting on members in September.
12. If more people are interested than spots available, the Council will use a selection process.
13. New members can join the RAC outside of the annual process if seats are open.
 - a. Interested residents must attend a minimum of three RAC meetings to indicate interest, consistency, and understanding of the purpose and process
 - b. Interested residents will submit an interest form
 - c. Interested residents will attend an interview with RAC members and staff, which will include RAC history and on-boarding.
 - d. Upon acceptance, the new member will be introduced to the RAC at the following meeting with full member privileges.

4. OFFICERS

A) Officer Roles

1. A Chair, Vice Chair, and Communications Officer will form a cooperative small group to:
 - a. Participate in the monthly planning meetings, in-person or online.
 - b. Help plan RAC agendas.
 - c. Review minutes for accuracy before they go to the RAC.
 - d. Facilitate portions of the RAC meeting as determined during agenda-setting.
 - e. Fill in for each other as needed.
 - f. Present or communicate with CRH staff and board as needed.
2. Chair:
 - a. Open the RAC meetings
 - b. Remind the group of meeting norms
 - c. Facilitate the Resident Reflections
 - d. Close the meeting
3. Vice Chair:
 - a. Stand in for the Chair as needed
 - b. Serve as timekeeper during RAC meetings
 - c. Serve as membership and recruitment liaison, helping to coordinate recruitment and interviews
 - d. Welcome new members

4. Communications Officer:
 - a. Help think through and write messages that go to RAC and residents
 - b. Send emails to RAC with information

Each September the RAC will vote on three officers who will serve a one-year term.

B) Officer Selection and Terms

1. Eligibility
 - a. Any RAC member who has served for at least one year.
 - b. Has demonstrated investment in RAC by participating in meaningful ways.
 - c. The officer should intend to remain on the RAC for the upcoming year.
2. Terms
 - a. One-year term starting in September.
 - b. Voted in at the September RAC membership approval process.
3. Selection
 - a. Members can put their name forward for the position they are interested in.
 - b. A member can be nominated by another member. The nominated member must accept the nomination to be on the ballot.
 - c. After RAC members are voted in, they will vote on the officer ballot. The person with the most votes gets the position.
 - d. In the case of a tie, candidates will discuss with the intent of someone stepping down and waiting for the next time. Or another process that the RAC agrees to.

5. STRUCTURE

A) Committees

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

B) Communication and Record Keeping

1. CRH will maintain a RAC page on the CRH website. The page is open to the public.
2. Staff will maintain a roster of email addresses and phone numbers (if shared) of members, which will be kept up to date and shared with RAC members.
3. Meeting Notices and Minutes:
 - a. Meeting minutes will be written within a week by CRH staff, shared at the planning meeting, and emailed to the RAC for preview prior to the next meeting.
 - b. Agendas and minutes will be posted on the RAC page of the CRH website, a week prior to the next meeting.
4. **The Communications Officer** will serve as an intermediary between RAC members and CRH staff to streamline communication.
5. The CRH Communications department will review documents before going to residents.
6. Communicating with the CRH Board:
 - a. RAC members will receive monthly updates on Board business from CRH staff or the RAC Board resident representative.
 - b. The Board resident representative or staff will give updates to the board regarding RAC business.
 - c. RAC members may attend any Board meeting and will make periodic presentations and updates to the Board.

- d. Board members are encouraged to attend RAC meetings.

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. The meeting link will be on the agenda and the RAC page of the CRH website.
- d. Agendas are made collaboratively by RAC officers and CRH staff, with RAC input.
- e. Meeting management will be provided by CRH staff, a RAC member, and/or a facilitator.
- f. RAC meetings are open to residents, staff or board members, or other individuals with interest in RAC business.
- g. Table seating is reserved for RAC members, a CRH staff representative, and the facilitator, if included. Guests are asked to sit in the chairs along the walls.
- h. Executive Sessions are reserved for RAC members only.
- i. Process to engage resident input during meetings:
 - i. Commenters who wish to speak will sign in before the meeting.
 - ii. Commenters will have 2 minutes at the beginning of the meeting.
 - iii. A written form will be provided for additional written input.
 - iv. Accommodations can be made for those who need assistance with comments.

D) Staffing

1. **CRH staff** will actively support the RAC. The specific roles of staff are to:

Outside of Meetings	During Meetings
Schedule RAC meetings, create Zoom links	Set up the room and hybrid meeting tech
Schedule planning meetings with RAC Officers and facilitator	Print documents and provide materials Take attendance
Create agendas with RAC input	Take minutes of key discussions and actions and write draft for RAC approval
Coordinate speakers and guests	Provide dinner and gift cards
Post agendas, minutes, and other documents on the RAC web page	Help facilitate or lead portions of the meeting, as determined in the planning
Maintain the RAC Roster	Provide housing education and subject matter expertise
	Provide opportunities for RAC input and involvement in decision-making

2. **A facilitator** may be used to help with meeting management and process.

Outside of Meetings	During Meetings
Attend planning meetings and assist with agenda creation	Apply group process methods to engage all voices

Assist with document creation	Remind group members of norms and actively track them in meetings
Share best practices for meeting hygiene and group dynamics	Bring a positive spirit that helps the group move forward to meet goals

6. DECISION MAKING

The RAC will use voting or consensus.

A) Voting

- A RAC member makes a motion.
- A different RAC member seconds the motion.
- Discussion occurs.
- Amendments to the motion can be made as a result of discussion.
- The person making the motion must approve amendments.
- Call for the vote.
- Note those in favor, opposed, or abstain.
- Motion carries with a majority.
- Record any disagreement or alternate point of view.

B) Consensus

- This method requires that most participants are agreeable to the decision (70-80%), which can be identified with a “fist to five” described below.
- Each person who dissents is asked to speak about their concern.
- The majority will give serious consideration to the other points of view.
- Someone in the majority view will repeat back to the dissenter(s) their key points and feelings.
- A sincere attempt to accommodate the dissent is made, but consensus does not require unanimity.
- Dissenters agree that, having been heard, they can live with, support, and not sabotage the consensus decision.

C) “Fist to Five” to test for consensus

- Using one hand, hold up the hand on this scale:
 1. Fist (0 fingers) = I disagree
 2. 1-2 fingers = I have some concerns
 3. 3 fingers = I can go along with it
 4. 4 fingers = I actively agree with it
 5. 5 fingers = I’m all in

D) Other decision-making parameters

- a. If someone is absent when a decision is made, we are not going to re-visit the issue. If you are not at the meeting, the majority rules.
- b. If a big decision is going to be made, let others know ahead of time.
- c. In the case of a split vote, try to find middle ground to diffuse standoff.
- d. Can try to get more information and allow more time for sharing opinions.

7. FINANCIAL CONSIDERATIONS

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

8. DISSOLUTION / TERMINATION

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

9. RAC 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 in your communications and actions
- d. Raise hands to speak; one person speaks at a time; no interruptions or talking over
- e. Be mindful of your impact on others; seek feedback if you are unsure about your impact
- f. Keep comments to under three minutes; share talking with others
- g. Encourage participation from quieter members
- h. Gently remind others of the norms when needed
- i. Correct yourself if you deviate from these agreements; try to respond with greater self-awareness and apology as appropriate

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 tasks and subjects. 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

E. Enjoyment

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

10. 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.

