

## 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	Invites interested residents to year-long RAC Planning Committee
February – July	Hosts monthly RAC Planning Committee meetings with staff support. Builds relationship, clarifies purpose and goals, creates working agreements, clarifies decision-making process, begins to write the RAC Charter, develops communications and outreach plan, discusses and decides membership issues. Continues to welcome and onboard new members.
August	Final planning meeting prior to RAC launch in September. 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 to create 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.

2025	RAC Meetings
Jan	RAC hears overview of HDC Policy Recommendations to the City Council and gave input to Chris Persons. RAC voted in the RAC Charter.
Feb	RAC receives an update on HDC policy recommendations, which have been postponed in City Council. RAC discusses how to onboard new members during the year if space is available. A sub-committee (Becca, Randy, Alison) agrees to meet to bring back a proposal. RAC discusses goals for the year which include: <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>
Mar	RAC receives a brief update on HDC policy recommendations and members identify elements where they are not in agreement, such as evicting families, the roommate ordinance, and late fees. Andrew gives an overview of housing staffing and communication, and the problems of being understaffed with high staff turnover. The onboarding sub-committee brings a sample interest form and engages the RAC in discussion. To be continued in April.
Apr	RAC finalizes the process to onboard new members during the year on a case-by-case basis. Andrew gives an update on just cause evictions to better understand why disruptive residents cannot be removed quickly.
May	RAC members restate their motivations for being on the RAC and learn about self-advocacy.
June	RAC approves interest form for folks interested in joining RAC. Discussion on ways to create interest in joining RAC and learning about advocacy letter for issues.
July	RAC approves the role of officers, and the language is added to the Charter.
August	Members approve final Charter. Members declare interest or nominate others for officer positions. Wish farewell to facilitator Pat Hughes and member Kirk Blackden.
September	RAC votes in officers and RAC members for the 2025-2026 year. Andrew gives a presentation on CRH's legal and financial constraints when resolving resident concerns.
October	CRH's new CEO, Colleen Echohawk, was introduced to the RAC and does a joint Q&A with the outgoing CEO, Chris Persons. RAC members then brainstormed ways they can personally support safety efforts at their buildings.
November	SPD gives a presentation on personal safety practices and answers questions from RAC members and residents. Two interested residents, Robin Rowedder and Doug Sturdivant, are voted in as official members of the RAC. The group reflects on 2025 goals to establish new ones for 2026.