



Making a difference...together



TENANT ADVISORY COMMITTEE

Meeting of December 14, 2020

3:30 – 5:00 p.m.

Room 652 CRD Boardroom
625 Fisgard Street, Victoria, BC
and via Webex

AGENDA

ITEM	DISCUSSION LEAD
1. Welcome and Introductions	Laura Reid
2. Adoption of Minutes of September 28, 2020	Laura Reid
3. Business Arising from the Minutes <ul style="list-style-type: none">• Online Banking Update	CRHC Staff – Sharon
4. Pride of Place Discussion	Laura Reid
5. Reporting Outcomes Measures	CHRC Staff – Don
6. TAC 2021 Membership	CRHC Staff – Sharon
7. Pet Policy Update	CRHC Staff – Kate
8. Roundtable	Lisa Helps
9. Adjournment	Lisa Helps

Source Document Attached:

- Tenant Advisory Committee 2020 Annual Plan – Amended December 2020

**TENANT ADVISORY COMMITTEE
2020 Annual Plan**

Amended December 2020

February 24	<p>Business Arising:</p> <ul style="list-style-type: none"> • Online Banking Update • Communication Strategy re: Unit Upgrades <p>New Business:</p> <ul style="list-style-type: none"> • (New) Customer Service Standards Presentation
April 27	Cancelled
June 29	Cancelled
September	<p>Business Arising:</p> <ul style="list-style-type: none"> • Online Banking Update <p>New Business:</p> <ul style="list-style-type: none"> • Tenant Advisory Committee Website Representation • Tenant Handbook Update Presentation • Rebranding our Image – Pride of Place (<i>tabled to December meeting</i>)
December	<p>Business Arising:</p> <ul style="list-style-type: none"> • <p>New Business:</p> <ul style="list-style-type: none"> • Pride of Place Discussion • Pet Policy Update • Outcome Measures

2021 Meetings

Non-Smoking Policy Update

Tenant Orientation Pilot Project Presentation

Accessibility in all its forms, including accessibility awareness and parking spaces

Resources for snow removal

Community-building within communities

Safety Issues and CRHC staff processes to handle them