



TAYLOR MANOR COMMUNITY ADVISORY COMMITTEE

September 29, 2015

Committee to date:

The Kettle Project members (4)

- Kettle senior management representative (1) Janet Smith, Director of Housing, alternate Nancy Keough, Executive Director
- Program Manager (1) Ron Skolney-Elverson
- Property Maintenance Supervisor (1) Paul Buckley
- Tenant representative (1 + alternate) TBA

Partners and Agencies (4)

- Vancouver Police Department/Community Policing (1) Cst. Ali Gailus, Alternate Cst. Graham Edmunds 2303
- BIA representative (1) TBA
- City of Vancouver, Department of Social Development (1 + alternate) Daniel Naundorf Alternate: TBA
- Mental Health Housing Services or NE Mental Health Team (1 + alternate) Andrew Neale, Alternate: Anna Richley

Community Members (4)

- Community representation will be drawn from the following groups:
- Local organizations
- Neighbouring residents: Margit Dunn

Present: Janet Smith, Nancy Keough, Ron Skolney-Elverson, Paul Buckley, Margit Dunn, Daniel Navndorf, Andrew Neale, Graham Edmunds

Minutes: Laura Stobie (Kettle)

MINUTES

1. Introductions- round table introductions by everyone present
2. Operations Management Plan
 - a. Reviewed the Operations Management Plan (specifically pages 9-17)
 - b. Overview of Tenant Selection
 - c. Overview of Tenant Program Goals (Life skills, health, nutrition, psycho-social rehab)
 - d. Overview of Security (running smoothly with night roaming)
 - e. Reviewed Terms of Reference

3. Purpose of the CAC - from p.9 of the Operations Management Plan
 - a. Identify a tenant representative
 - b. Include more representatives from local businesses and community and City of Vancouver
 - i. Graham from Community Policing to find a rep from BIA (will bring names forward to Janet)
 - ii. Ron will look at finding a resident from Taylor Manor (will bring names forward to Janet)
 - iii. Ideally recruit one or two more community members
4. Decision that meetings will be once a month in the beginning. At some point will transition to once every two months.
5. Manager's Update (Ron).
 - a. Security is running smoothly with night roaming.
 - b. Kitchen is fully functioning and serving 30-40 meals a day.
 - c. Have had some problems with tenancy. Noise complaints, hoarding and have had to evict a couple of people. Staff is on top of it now.
 - d. Tenancy support committee is in process of being set up.
 - e. Mental Health issues that have come up with police or emergency services have come up and have been dealt with effectively. Good working relationship with community policing.
 - f. Taylor had a fire last month, all tenants got out safely and all damage to the building was from water damage (8) suites damaged.
 - g. Monthly tenant meetings - 25 people came out this month. Tenants talked about meal choices, multi-purpose room open 24/7, and needle disposal (harm reduction).
6. Maintenance/Security Update: (Paul)
 - a. Perimeter of building and grounds: Keeping it clean, taking care of debris. Are taking care of park as well. Don't want neighbourhood to think it's the Kettle so widening the perimeter.
 - b. Fall weather is helping. Not as many people are living in park anymore. They are back inside where it's warm.
 - c. Please let Paul know if you see him out and about if you have any concerns.

- d. Collection and stashing of belongings is an ongoing issue and is being addressed proactively by Kettle staff. (Example: belongings stashed behind dumpster outside).
- e. Needle sweeps and roaming security checks conducted regularly.
- f. Good Neighbour Policy.

7. QUESTIONS FROM COMMUNITY MEMBERS TO KETTLE:

- a. What happened to people whose suites were damaged in the fire?
We were able to re-house five tenants in their suite that day after water clean-up completed by the restoration company. The other two tenants that were displaced were moved to vacant suites in the building. Kettle staff moved the tenant's belongings and help set up their temporary new apartment.
- b. What happened to people who were evicted due to breach of tenancy?
Kettle worked with each person to help find appropriate next housing through the original referral source. Worked with partners on this (Raincity, Lookout, MHHS). However, in one case the tenant had violent assaults and was banned from building and would not engage in assistance for new housing placement.
- c. Margit from Adanac Lodge asked if Taylor Manor would share comprehensive Fire Plan . It was agreed to share once completed.
- d. Andrew Neale will pass on contact information for Hoarding Team to Ron and Janet. They may be able to provide support around hoarding and possible eviction due to hoarding.

8. Housing Director's (Janet) update:

- a. Have had some really great successes with a few of the tenants.
- b. Went over complaints and how each complaint from community was handled and dealt with. Margit passed on a new complaint to Graham (police rep) about a vehicle out in front of the building. Graham took the plate number and will follow up with this.
- c. Roams: Staff are roaming perimeter of building during the day and night. Tenants are learning that they can't store/stash belongings in the park or in areas around the building.

- d. Commend the staff for the way Taylor Manor started. Number of move-ins per day was very high and staff really stepped up.
- e. Staff engaged in programming: Bingo, Gardening, hand watering, etc.
- f. Next phase: Have started discussions with REACH medical to run a clinic for tenants in Taylor Manor. Continue to work on building life skills and programming. We are working with tenants in their suite daily re garbage and recycling, future planning for tenant employment Community Street cleaning or a Tuck shop are possible ideas.

Questions:

- a. Will there be an Open House for community? Yes. We wanted to really give it some time and time for the tenants to get settled and used to this kind of living before it happens. Kettle will follow up with this. It may not be until next year- so there could be an outdoor BBQ and a way for community to see in building in a respectful way.
- b. Are there groups the Kettle will invite to be on the CAC? Yes. Anyone who's concerned and interested. Ideas are: Burnaby merchants association, Co-op, churches. Kettle will follow up on this.
- c. What would the medical clinic look like? Doctors would come and see patients on site.
- 9. Margit offered to share with Kettle how they run their tuck shop as Kettle is interested in starting up a Tuck shop at Taylor Manor.
- 10. Community Policing Update (Graham):
 - a. Police are very happy overall with how staff is dealing with tenants at Taylor Manor and any issues that have arisen.
 - b. Stats have gone up slightly. This is usual for a new building. It goes up slightly but after a year it usually stabilizes again. It has been a very minor increase from 20 calls in a month to 22 calls now.
 - c. VPD feel it will stabilize and is very happy over all.
 - d. Margit, from Adanac Lodge reports some additional noise complaints.

Next meeting will be: Last Tuesday of the month, October 27th at 3pm.

Location: Adanac Lodge.