



Hamilton

## **TENANT ADVISORY COMMITTEE MINUTES**

June 12, 2013

11:30 am – 1:30 pm

Housing Services Boardroom – 350 King Street, 1st floor

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Present: Larry Husack, Marie Raftis, John Hawker (Chair), Don Britton,  
Connie Bellamy

Regrets: Andy Cranbury (Vice-Chair), Laura Ryan

Also Present: Janet Surmanski (Staff Liaison), Dave Brodati

### **1) WELCOME AND INTRODUCTION**

John welcomed everyone to the meeting

### **2) APPROVAL OF THE AGENDA**

Agenda approved.

### **3) DECLARATIONS OF CONFLICT OF INTEREST**

None declared.

### **4) APPROVAL OF THE MINUTES of March 26, 2013**

Minutes of the April 30, 2013 meeting approved.

### **5) STANDING ITEMS**

#### **a) Tenants as Voters**

Tony Fallis, Manager of Elections for the City, presented on the feasibility of municipal election stations in multi-residential rental apartment buildings. Tony raised the issue of the accuracy of the voters list.

Tony discussed criteria for location of voting stations – primarily accessibility. Adding additional voting locations is not feasible primarily because of the costs involved. It would be a considerable cost to add a new polling station. Tony did not know the exact cost, but said it would be substantial. Budget for municipal elections is fixed. It would be up to Council to increase budget. Hamilton's budget for elections is below that of other large municipalities. Cost of machines is \$400,000. Currently, the City owns the machines, but potential for leasing in the future (may be more cost-effective).

Tony indicated that 2015 may be a good time to approach Council about additional polling sites as that is when a review of Ward boundaries will happen. A review of polls is done after every election.

Don suggested that maybe the Hamilton Civic League could work with the City to get people out to vote.

The question of on-line voting was raised – Tony indicated that there are problems with security of the web site to prevent hacking.

## **b) Tenants Access to City Hall**

Jay Adams, Service Delivery Analyst with the Corporate Services Division of the City, presented on the City's Web Redevelopment Strategy. This is an 18-24 month project to totally redevelop the City's web site, which currently is not very effective or user friendly. The goal is to simplify the site. Currently, 95% of the traffic on the web site is for only 20% of the site, and only 5% of the traffic is for the remaining 80% of the site. Jay provided an overview of the work program broken down as:

1. Review of governance and policies
2. Identify on-line services and those used most often
3. Content review including AODA requirements
4. Future e-government (more on-line business transactions and services)

The priority areas in the strategy are transit, recreation, animal licensing, business services, Clerks, taxation. The 4 goals are:

1. City image and AODA requirements
2. Communications and citizen engagement
3. Customer service
4. Provide services at lower cost/increase revenue

Trying to make the web site easier to use and navigate to find information based on the way people think, not based on an administrative structure. Jay was asked if citizens identify interests to the City, would the City send out bulletins or newsletters. Jay responded that the City is looking to produce an e-newsletter

that people could opt into receiving. Details are yet to be determined and resources would be an issue.

The overall budget for the project is \$2.5 million. Phase 1 funding has been approved by Council for \$575,000. Jay said that more consultations will be done and that there could be a role for Citizen Advisory Committees to be involved. Possibly come back in the Fall to inform TAC of any updates and testing of the transit web site. Also some discussion of English as a second language ensued.

#### **c) Rooming Houses/Licensing**

The issue of licensing rental housing was going to Planning Committee of Council on June 18<sup>th</sup>.

### **6) BUSINESS ARISING FROM THE MINUTES**

A contact list of City employees was handed out.

### **7) REPORTS**

#### **a) Solutions for Housing Action Committee**

AHAC has not met since March. To be removed as a standing item.

#### **b) Bed Bug Action Group**

Meeting end of June or early July.

#### **c) City of Hamilton**

Janet discussed 235 Rebecca Street. Tenant education on-site via Housing Help Centre could be a possibility in the future.. Henry Alvires may be able to do a session again at this site. Also the property manager for the site has contracted a pest control company to deal with the pest issues.

Dave updated TAC on the organizational changes at the Housing Services Division. Dave is the manager of a new section called Investment in Affordable Housing.

### **8) OTHER BUSINESS**

Andy will not be able to fulfill duties of Co-Chair. A motion was passed that Connie take on the role of Co-Chair.

It was agreed that the issue of multi-residential tax rates be removed from TAC's work plan list.

TAC is involved with National Housing Day November 22<sup>nd</sup>. To be discussed further at the next meeting.

TAC's work plan is to be discussed at the next meeting as well as a process to develop a new work plan for 2014.

#### **9) NEXT MEETING AND ADJOURNMENT**

The next meeting is scheduled for Monday August 19<sup>th</sup> from 11:30 to 1:30 at the Housing Services Division.