



Hamilton

## **TENANT ADVISORY COMMITTEE MINUTES**

April 3, 2014

11:30 – 1:30 pm

Boardroom – 350 King Street, Hamilton

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Present: Connie Bellamy (Chair), Marie Raftis, John Hawker, Larry Husack ,  
Laura Ryan

Regrets: Andy Cranbury, Don Britton

Also Present: Janet Surmanski, Dave Brodati

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

Connie welcomed everyone to the meeting.

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

Agenda approved.

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

There were no conflicts of interest declared.

### **4) APPROVAL OF THE MINUTES**

It was moved by Marie, seconded by John that the minutes of February 6<sup>th</sup> be approved.

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

Connie advised that she did not have an update regarding the “tenants as voters” discussion with Larry Huibers and the Housing Help Center, but there will be an update at the next meeting. Connie has contacted the Hamilton Legal Clinic and will provide an update at the next meeting.

## **6) CITY CALL CENTER OVERVIEW – JUDY SALISBURY**

Judy Salisbury advised that the City call center was introduced as a public service in 2001 after the City amalgamation. The City call center receives 500,000 calls per year and provides a response time of 24- 48 hours. The emergency dispatch call line started in 2006, providing after hour services, 7 days a week ,24 hours a day. Recently a “language line” was initiated to assist with multi-cultural enquiries from non- English speaking residents.

In response to a question concerning address information, Judy advised that a municipal address is not always required in order to log caller information on general issues. In order to provide an accurate response time, it is important to assess whether adequate information is provided to the staff representative. The committee members suggested that it is important to categorize the types of calls and requested feedback on the system’s capabilities for this purpose. The committee requested that the work plan could be re-visited at a future meeting to see if there is a need for additional work on “tenant access to City Hall”.

## **7) UPDATES**

### **Housing and Homelessness Planning Group**

John Hawker advised that this item be deferred for a future meeting update.

### **March 26<sup>th</sup> Homelessness Event / Housing and Homelessness Action Plan Launch**

Dave Brodati advised that there was a positive community response from the public and community agencies at the open house information session. City staff were available to answer questions on the implementation strategies contained in the plan.

### **Other Updates**

Janet provided an update on the Cannon Street family and the City staff assistance. The committee noted the importance of pro-active municipal by - law enforcement and discussed whether future discussions were required in this area.

## **8) ADJOURNMENT**

It was moved by John Hawker, seconded by Marie Raftis and carried that the meeting be adjourned.