



## NORFOLK HOUSING ASSOCIATION

July 12, 2022

### **COMMUNITY ADVISORY GROUP - INVITE & AGENDA**

Dear Resident of Norfolk Housing Association,

Next week we will be hosting our Community Advisory Group (CAG) meeting and we would love for you to join us IN-PERSON! A virtual option will be made available if there is interest.

The agenda for the meeting is on the back of this invite; if you would like to add anything to the agenda, please email Charlaine BEFORE Tuesday, July 19, 2022 at [charlaine.p@norfolkhousing.ca](mailto:charlaine.p@norfolkhousing.ca).

We are hoping to share more information with residents about the grant we received to explore future resident needs and how Norfolk can support those needs. Please note that we are not seeking personal resident information at this meeting, but rather, we are looking for residents who wish to participate and provide insights and feedback on the project.

**Please join us by RSVPing by July 18<sup>th</sup> for the CAG on July 19, 2022 from 5:00pm to 7:00pm.**

Please RSVP to Charlaine at [charlaine.p@norfolkhousing.ca](mailto:charlaine.p@norfolkhousing.ca) and put "CAG" in the subject line. If you plan to attend virtually, please request a link at this time.

All residents are welcome.

Best regards,

Charlaine Power  
Director of Operations



## Community Advisory Group Agenda

**MEETING: July 19th, 2022, 5-7pm**

### Agenda

#### Notes In Blue

1. Meeting Opening (10 minutes)

- 1.1. Introductions of everyone present
- 1.2. Welcome & Respectful Communication Policy
- 1.3. Brief overview of agenda

2. Communications and Events (60 minutes)

2.1. Wellness Strategy Project Introduction – Maya Kambeitz

2.1 NHA received a Housing Transformation Centre grant to engage residents and gather information about current and future needs beyond housing affordability. We hope to use the grant to define resident wellness, identify current and future needs, explore best practices in community housing programming to meet the identified resident needs, better understand what the investments to make and what to seek additional funding for, and inform our advocacy priorities when speaking with government. The project and engagement of residents will be conducted through our partners at Calgary Dollars. We will also leverage this current partnership and use of Calgary Dollars to incentivise resident participation and recognize resident volunteer hours.

Some common themes or areas of focus already identified by residents as critical to wellness include: Social connection, accessibility features, climate resiliency of NHA buildings and ensuring comfort during severe weather events, mental health supports, and access to financial supports.

The project will engage residents, staff, board, and sector partners. The CAG will receive updates on the project findings over the course of the coming year. The CAG can provide critical insight and feedback as the project progresses.

By October 2023, we anticipate to have a final project report that identifies top resident priorities, options for addressing those priorities and concerns, and a recommendation to our board of directors for implementation.

## 2.2. How can residents help inform the project?

2.2 Residents will be engaged to answer critical questions about their current and future needs and priorities. Engagement will be done by non-NHA staff and various methods will be used to ensure high resident participation. For example, surveys, cold-calls, door knocks and other means of engagement will all be used to ensure feedback and insight from an array of residents.

The CAG will not be used to collect personal information from participating residents. Rather, the CAG will be a critical opportunity to gather insight on findings to ensure the project stays on the right path.

## 2.3. Related questions from residents

### 3. Resident Led Ideas & Questions (15 minutes)

#### 3.1. Any questions or concerns not of a personal nature

3.1 Residents discussed the difference between non-profit status vs charitable status due to NHA not qualifying for casino nights. Maya explained that it is a constant discussion they revisit to see whether NHA should obtain charitable status or remain solely a not-for-profit. In the future, there may come a time where it is in the societies best interest to gain charitable status to gain access to different funding streams, etc but for now, being a not-for-profit affords us many of the grants and other perks without being a charity.

3.1 Recycling bins at Norfolk house are still a concern. They get messy and things don't seem to be sorted or broken down like they should. Other residents see this concern at their buildings as well. NHA will look into different bin solutions, communication to residents regarding 'how to recycle' and posting on bulletin boards to provide assistance to anyone who may need help

with breaking down boxes. The Building Ambassador role may also require an extra look around during their inspections.

### 3.2. Discuss Unit Cooling Ideas & Accessibility Additions for Residents

3.2 A very real concern of severe weather events has opened the door for conversation around how we can keep the buildings and individual units cool and comfortable. Residents are susceptible to intense heat in the summer months and solutions must be found to combat this issue in the months/years ahead. A variety of options were brought up as solutions to the ever-present heat concern, particularly in the summer months.

1. Immediate solutions: dark out curtains for those residents who request them, closing of blinds during the day, potential for window tinting being installed and Sam will look into installing exhaust fans in the hallways. Cost sharing of items will also be explored for permanent items that remain in the units; this will be on a case-by-case basis. Any resident interest is asked to reach out to Sam or Charlene.
2. Communication around “tips & tricks to beat the heat” will also be circulated for those days that are getting close to the 30 degree mark in the newsletter and social media. Residents will also check-in with their neighbours to ensure they are ok and managing the heat.
3. Long-term solutions: The Resident Wellness project will help NHA determine specific concerns about suite comfort and battling extreme weather events and their impact on the buildings and units. We anticipate that gathering this information will help us understand what investments NHA needs to make to better equip the buildings for climate resiliency and resident comfort. Some suggestions were painting the roof white, looking into different fan systems within the building that circulate cooler air (not A/C units). This will be an on-going discussion that Maya will continue to bring the board as future planning takes place.

3.3 Residents with accessibility concerns may find notices under doors difficult to reach down and grab. A solution is to put a wall pocket on the exterior of

their door to allow for easy access. Staff will work with residents who are interested in a pocket to have it installed.

- 3.3 Building Ambassador posters will be made showcasing what the duties of a building ambassador are and how long their term is for. It is important that residents understand the role of the ambassador is not as an informant but rather to assist with the cleanliness and overall appearance of the building.

#### 4. Closing remarks (15 minutes)

- 4.1. Items for next CAG meeting

- 4.2. Thank you for attendance