



NORFOLK HOUSING ASSOCIATION

October 11, 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.

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.

RSVP by October 17 for the CAG on October 18, 2022, from 5:00pm to 7:00pm.

Please **RSVP** to Liz at liz.m@norfolkhousing.ca and put “CAG” in the subject line.

The agenda for the meeting is on the back of this invite; if you would like to add anything to the agenda, please email Liz **BEFORE** Tuesday, October 18, 2022. If you plan to attend virtually, please request a link in your RSVP.

All residents are welcome.

Best regards,

Liz Macleod
Housing and Programs Coordinator



Community Advisory Group Agenda

MEETING: October 18, 2022, 5-7pm

Agenda

1. Meeting Opening (10 minutes)
 - 1.1. Introductions of everyone present
 - 1.2. Welcome & Respectful Communication Policy
 - 1.3. Brief overview of agenda
2. Wellness Strategy – Jared (30 minutes)
 - 2.1. Introduction to Wellness Strategy

Jared introduced himself and his vision for the Wellness Strategy including his related role with Calgary Dollars/The Arusha Centre.
Liz will help connect Jared with residents who are interested in participating. Jared will continue to attend CAG meetings and provide updates
 - 2.2. Provide information around major goals outcomes timelines question structure and honorariums
 - 2.3. Collaboration with the RDN

Sean from the Rural Development Network (RDN), shared his organization’s ongoing research and policy projects geared towards affordable housing initiatives. Sean is hoping to work with Jared and Norfolk residents to understand our model and community. He will use the findings in RDN’s various projects.
3. Maintenance and Operation (30 minutes)
 - 3.1. Update on Previous Action items

Recycling bins at Norfolk House. Sam explained that larger bins cannot be used in the hallways as this is a fire code issue. Potential solutions are:

 1. To re-engage residents around how/what to recycle and taking extra recycling down to the overflow bin.
 2. Have the recycling company come a second day/week.
 3. Sustainability ambassador to remove excess recycling.
 4. Add a second bin outside.

Option two is not feasible because recycling pickup is already sub-

contracted by Blue Planet as they come up the stairs into the building. Option 4 is possible but doesn't address the issue of recycling being left in the hallways. NHA will start with #1 and move to #3 if needed.

3.2. Update on cooling solutions

Black out blinds are available to any resident who requests them. Cost sharing is also available for residents who want window fans (\$100, \$50 for the resident). Maintenance researched window film and found the cost to be prohibitive (~\$700/unit) and the impact to be negligible (3-4% temperature difference). NHA will not cost share on A/C devices as these increase utility cost and environmental impact. Long term cooling solutions will continue to be explored.

4. Resident Led Ideas & Questions (20 minutes)

4.1. Any questions or concerns not of a personal nature

4.1.1. There was some confusion around whether Calgary Dollars are provided for attending CAG meetings. It was suggested that an incentive be provided around HSCA membership renewal time (January) and encourage people to use the C\$ to renew their membership.

4.1.2. The intercom dispute at Bowen House last week prompted a discussion around relevant communications. Residents commended Maya for coming to Bowen to hear their concerns. Residents want to ensure they are notified of major changes to the building. What constitutes a "major change" was discussed.

4.1.3. Re-enforcing positivity in communications (Norfolk listened)
It was suggested that Norfolk communications specifically highlight steps that have been taken to address resident concerns. Thereby putting a positive spin on any changes and providing context.

4.1.4. Snow Removal at Riley Park

Ahead of the winter season, residents at Riley Park would like to ensure their snow clearing is more efficient this year. The issue being that cleared paths often end at snowbanks and do not provide access to garbage bins or the sidewalk. Sam will coordinate with the contracted snow clearers.

4.1.5. Norfolk residents would like to see a designated cover for notices that go next to the elevator. This way notices can be easily updated without the need for tape or tacks.

4.1.6. Community Notice Boards

Residents expressed a desire to make use of building notice boards for community events/services/etc. There is no NHA policy against residents using the boards. The only concern is ensuring notices are appropriate and respectful.

5. Closing remarks (15 minutes)

5.1. Items for next CAG meeting

5.2. Thank you for attendance

