

Jan 12, 2022

## Tenant Relations Board Report

### Vacancies

- Riverstone new units remaining: 4
- Main reason for delay is lack of qualified applications for 2-bedroom units. Been working with AHMA and Janice to get policies adjusted to account for this. Projected to have the last 4 filled by Feb 15<sup>th</sup>.
- General vacancies are 2- 4 per month.

### Staff

- TRL West Keenan has recently passed his probation visit and continues to be a good asset to the team. Learning and getting better each day.
- TRL East and TRA Christie and Michelle, both passed their one year mark before the holidays. The team is working well as a whole and its been a relief to have some stability in staff and from covid.
- TR is really focused on preventative and educational work with residents now that we have more capacity; while still putting out the metaphorical fires each week.

### Waitlist/Applications

- For the first time in three years MQHS will not be opening a new building, so the focus will be waitlist maintenance and ensuring systems are streamlined and prepared for our next opening of 74 units. This entails updating forms, contacting applicants to get up to date info, website information updated, new programs active and adjusting work flow for new procedures.

### Covid

- Continues to be a concern; isolation and restrictions add to resident discomfort and complaints/issues. Mental health, income instability and more put pressure on residents and we see that translate into more tenancy issues.
- Focusing on creating positive safe ways tenants can connect and maintain normal positive interactions. Researching and adapting ways to be more virtually accessible.