

---

## M'AKOLA GROUP OF SOCIETIES - TENANT ADVISORY COMMITTEE TERMS OF REFERENCE

---

**PREAMBLE:**

This document provides the “Terms of Reference” under which this committee will operate.

The development, preservation and improvement of the processes and status of tenants is essential to the operations of the group and it's mission and mandate. A sound objective process is the basis of the tenancy relationship which starts at the application process and ends with the expiry of the tenancy agreement (Move-Out) for whatever reason.

In keeping with the principle that tenancy within the Group is to be viewed in it's entirety, the roles, and functions of the Tenant Advisory Committee (TAC) will be:

**1. PURPOSE**

To ensure that the tenancy relationship and treatment throughout the tenancy is maintained in a professional, objective and fair manner.

The role of the Tenant Advisory Committee is to provide advice and make recommendations to the full Board of Directors with respect to tenancy issues. TAC is not constituted to implement or instruct staff of the group.

**2. STRUCTURE**

- i.) The Committee is comprised of 6 members – 2 staff representatives (1 tenant relations staff, 1 Regional Property Manager), 3 elected tenant representatives (1 from each region) and 1 board member. One of which will be chair.
- ii.) Representative of the Board will be appointed from time-to-time as required.
- iii.) Membership will be for the duration of the property(s) under management.
- iv.) The Executive Director shall sit as an ex-officio member of the Committee.

Deleted: .

**3. RESPONSIBILITIES**

The TAC will:

- i.) Review the tenancy process and relationship starting with initial application and ending with the expiration of the tenancy agreement, i.e. the Move Out;
- ii.) Review, and recommend amendments to the tenancy agreement, initial application, move-in/out forms, letters or warning, income verification, letters of termination, and any other correspondence used by the Tenant Relations Department;
- iii.) Review the application process, the statistics of wait-lists and will adjust selection policy from time to time to recognize the changing environment of our unit inventory;
- iv.) Review, and recommend for adoption by the Board of Director's the selection criteria, relocation criteria, the process and procedures;

- v.) Recommend priorities, policy changes and amendments and strategic direction of the Group where necessary to meet the needs of the clients and tenants of the Group;
- vi.) Provide input to be included in the budgetary process including maintenance, and administration functions;
- vii.) Take a strategic global and regional view of all issues facing and including wait lists, tenancy;
- viii.) Develop and provide objective policy surrounding, wait list, tenant selection criteria, tenant relocation criteria, tenancy agreements, functions and roles of tenant staff, reporting and communication with the maintenance and finance and administration departments;
- ix.) Review and recommend changes to tenancy agreements from time-to-time for factor's and issues not currently addressed in the agreement;
- x.) Will liaise with the various departments where required from time-to-time to ensure that recommended changes have been reviewed and approved by other departments where the changes directly affect the performance of their department's objectives, responsibilities and duties;

#### **4. CONFIDENTIALITY**

Committee members shall agree to not disclose confidential information to any third party nor to use such information for their own personal gain or benefit.

#### **5. CONFLICT OF INTEREST**

Committee members shall disclose any perceived or real conflict of interest to the chair. The chair shall rule on the potential conflict and record the conflict and the ruling. Committee members will be asked to excuse themselves from either the entire meeting(s) or from the portions of the meeting as applicable. If the Committee Member is also a board member of the Group, they must excuse themselves from any discussion and or decision presented at any board meeting.

#### **6. ACCOUNTABILITY**

The chair of the committee shall, when appropriate, include updates on the Committee's work through regular board meetings.

#### **7. BUDGETS**

None.

Requests for reimbursement for reasonable travel and meeting expenses may be submitted to the Group's Finance Department.