

MPA Society
Sanford Apartments and Resource Centre
Community Advisory Committee
Meeting Notes – November 27, 2012

AGENDA

1. MPA and KSHS & Partner update
2. Successes
3. Community Impact notifications
 - a) Complaints received
 - b) Status report and review of any unresolved complaints
4. Other business
5. Next CAC Meeting
 - a) Suggestions for items to include in the next CAC meeting
 - b) Date for next meeting

Attendance (bolded names indicate attendance)

Community Members:

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| • Tony Podlecki | Neighbour |
| Jennifer Podlecki (alternate) | Neighbour |
| • Kathy MacDougall | Neighbour |
| • Rev Mark Swanson | Grace Church |
| Matthew Smed (alternate) | Grace Church |
| • Lindsey Joy Fox Parker | Neighbour & Community Garden |
| Tracy Joy Parker (alternate) | Neighbour & Community Garden |
| • Penny Rogers | Kits Shower Program |
| • Donna Barker | Burrard Granville Residents Association |
| • Jerilyn Lee | Terraces |

Sanford Apartments Representative

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| • Angela Hume | Sanford Apartments |
| Albert Duncan (alternate) | Sanford Apartments |

Resource Centre Representative

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| • Ian Anderson | Resource Centre |
| Terry Ryan (alternate) | Resource Centre |

MPA Society

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| • David MacIntyre, Executive Director | MPA Society |
| • Kim Capri, Director of Resource Cent | MPA Society |
| • Sue Baker, Director of Supported Housing | MPA Society |
| • Slinder Balaggan, Resource Centre Manager (alternate) | MPA Society |
| • Joanna Gallivan-Smith, Sanford Apts Manager (alternate) | MPA Society |
| • Yvonne Demers, Executive Assitant | MPA Society |

Katherine Sanford Housing Society:

- Bonnie Rice
Gilles Brunet (alternate)
- Katherine Sanford Housing Society
Katherine Sanford Housing Society

City of Vancouver:

- **Abi Bond**
Daniel Naundorf (alternate)
Jim De Hoop (alternate)
- City of Vancouver**
City of Vancouver
City of Vancouver

Community Policing:

- Paul Hogan
- Community Policing

Vancouver Coastal Health:

- Lorna Howes
Anna Richley (alternate)
- Vancouver Coastal Health
Vancouver Coastal Health

BC Housing:

- Dominic Flanagan
Lindsey Milburn (alternate)
- BC Housing
BC Housing

Facilitator:

- **Raymond Penner**
- Strategic Action Group**

1. MPA Society, KSHS and Partner Updates

In the building, MPA Society provides the support services and KSHS provides property management and building maintenance.

KSHS –

- There will be ashtrays and garbage cans installed close to the entrances of the building by early December.
- Regarding the issue of stairwell lighting in the south-east corner of the building. KSHS did extensive research into reducing the impact of the lighting from the stairwell and did not find a solution that would have made a reasonable impact. This issue is a result of densification, and that it wasn't necessarily a product of this specific building. Any time a new building is put up it will produce light. Due diligence was done and the issue is closed.

MPA –

Sanford Apartments - Resident tower was fully tenanted by September, 2012. Residents are involved in exercise and walking groups, meditation groups, etc.

Resource Centre – Activities are programmed daily based on what the members express interest in. There is a yoga class 2-3 times weekly, art program, outings such as swimming, Bloedel Conservatory and the Museum of Anthropology. Also, seasonal activities such as the Pumpkin Patch and Christmas Craft markets. Advocacy Program on the 2nd floor is focusing on outreach and giving presentations to mental health teams, welfare offices, etc. January will start with tax preparation season which is always very busy.

2. Successes

Official opening of the building took place on November 8, 2012, hosted by the Minister of Health, Margaret McDiarmid. Also present was the BC Premier, Christy Clark and Vancouver Mayor Gregor Robertson. Katherine Sanford, whom the building was named for was also in attendance.

Sanford Times, a publication for residents and by residents, has been launched with two issues to date. Residents meet to discuss the publication on a monthly basis, further fostering the sense of community that has been growing within the building.

The Homeless Action Week grant received from the City of Vancouver was put to good use on an Art project aimed at changing perceptions of homelessness in a younger generation. 12 members of the Resource Centre and 24 students from Lord Byng High School created two paintings with a theme of 'Community'. It was a great success.

The Petley Jones Galley on 6th Ave West was the site of a showing of Resource Centre Member Art projects. It was well attended.

3. Community Impact Notifications

a) Complaints received (move in date was June 26, with tenanting beginning July 2, 2012)

Date/Time	Comments	Follow Up
Sept 25/12 10:51am	Neighbor notified staff about a shopping cart in front of bldg	Shopping cart removed
Sept 26/12 7:45pm	Anonymous – caller complained about 'excruciating noise' coming from the building	Staff identified suite and resident advised to lower volume (506)
Sept 26/12 8:15pm	Anonymous – caller complained again requesting noise suppression. Staff reported that caller was rude and impatient	Noise suppressed at 8:30pm (904)
Sept 26/ 12 11:00pm	Different neighbor called, didn't leave name – notified staff to noise.	Staff suppressed noise at 11:10pm. (904) Sept 27 – manager met with resident re. ongoing noise complaints. Came up with a behavioral agreement together which resident signed off on.
Sept 27/12 7:00am	Neighbor called to say that he had called the night before about the noise (first 2 calls). He was displeased with the way that staff spoke to him and said that he was advised to 'wear ear plugs'. Thought that it may have been a resident who spoke to him as staff had never been rude to him before.	Manager called caller to confirm that both resident and staff would be followed up with. By the end of the conversation, caller seemed satisfied with the outcome. Manager spoke with staff who was adamant that he did not suggest caller wear ear plugs, and whose experience of the caller was that the was quite rude and demanding.
Oct 2/12 2:08pm	Neighbor notified staff of shopping cart out front	Staff attended and found the owner of the cart, a known RC member sleeping on bench. Staff followed up with member.
October 3/12 (time not noted)	Neighbor notified staff of cart in front of building. Said "You are not doing enough to educate your people about keeping the neighborhood clean."	Cart removed by staff
Oct 16/12 (time not noted)	Neighbor notified staff about a cart in front of building	Staff followed up, only saw cart that was across the street. Staff called neighbor back to let him know they would not

		be able to move the cart as it was not on MPA property. Neighbor wanted to ensure that the manager was informed; staff confirmed that the manager would be informed.
Nov 1/12 (time not noted)	Neighbor called to compliment staff on removing trash and carts from around the building. He stated that he has noticed our efforts for the previous two weeks.	

b) Status Report and review of any unresolved complaints

There are no unresolved complaints to report	
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Question: Why the lights are always on on the third floor – it was explained that the staff office/resident lounge is on the third floor and it is staffed 24/7. The lights are dimmed at night but are never turned off.

Question: About the fire that occurred in the building. A resident had an accident in his suite which caused a small fire and set off the sprinklers in that suite. All residents were evacuated and no one was injured. The fire was put out by the sprinkler system.

Contact information:

Kitsilano/Fairview Community Policing Centre

Phone (604) 717-4023

#78-1687 West Broadway, Vancouver BC

Email kitsfaircpc@gmail.com

Hours of operation are Monday to Friday, 10:00 a.m. to 3:00 p.m. Closed on weekends and holidays.

Sanford Apartments Staff Office - 24 hour telephone line - 604-682-6776

306-1601 West 7th Ave, Vancouver BC

6. Other business

If any committee members are interested in a tour of the building, one can be arranged for the next meeting on February 11, 2013. Please let Yvonne at ydemers@mpa-society know so that arrangements can be made in advance.

7. Next CAC meeting

The next meeting is scheduled for February 11, 2013 at 7PM. 2275 Fir Street, Vancouver, BC