

MPA Society
Sanford Apartments and Resource Centre
Community Advisory Committee
Meeting Notes – September 17, 2012

AGENDA

1. Introductions
2. Review of CAC Terms of Reference
3. MPA and KSHS & Partner update
4. Successes
5. Community Impact notifications
 - a) Complaints received
 - b) Status report and review of any unresolved complaints
6. Other business
7. 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 Jennifer Podlecki (alternate) | Neighbour 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 Albert Duncan (alternate) | Sanford Apartments Sanford Apartments |
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Resource Centre Representative

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

Raymond Penner welcomed everyone to the meeting. He will be the facilitator of the first couple of meetings. He asked everyone around the table to introduce themselves. The meeting was recorded for the purpose of minute taking only. The recording will be destroyed after the minutes have been approved by the committee.

2. Review of Community Advisory Committee - Terms of Reference

The Committee was referred to the Terms of Reference document.

The Terms of Reference is an official document approved by the City of Vancouver as a component of the Operations Management Plan.

This committee is an advisory committee only and will not be making decisions regarding the management of the building. Input by the committee is valued by MPA/KSHS and will be considered by the management on any issues brought forward.

A 24 hours phone line (604-682-6776) has been established and all concerns from the community are logged, investigated and resolved. Any calls received, action and resolution will be reported to the committee during their quarterly meetings.

3. MPA Society, KSHS and Partner Updates

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

KSHS – Gilles Brunet reported that there are minor building deficiencies remaining post-construction and all are internal. The building is staffed 7 days per week, 8 hours per day with maintenance staff. Exterior cosmetic maintenance will be brought up to speed in the next few weeks with a full complement of staff expected to begin employment this week.

MPA – David reported that the two programs in the building are the Resource Centre/Advocacy on the first and second floors and the housing program on the 3rd to 9th floors. The tenanting for the housing program is now completed with the 62 suites now fully tenanted.

Many stakeholders were involved in tenant selection including Vancouver Coastal Health, City of Vancouver, and BC Housing.

MPA Society's intention and strength is developing a community that is a home for all tenants.

4. Successes

Angela Hume reported going to the Grace Church on 6th and Pine and finding it a welcoming place with very helpful staff. She was impressed with the project they work on regarding raising money to build a school in India.

Slinder Balaggan spoke about the transition from the old centre to the new being very successful. She gave kudos to staff and members for creating a real sense of community. Members are excited about being based in more of a residential neighborhood. Another success is the impact that the new space has had on the mental health and wellbeing of the members and the staff enjoying the environment.

Many neighbors have come to the centre with well wishes, and offering their help if it is needed in any way.

Kim Capri, as the Director of the program, welcomed everyone to the meeting and said she looked forward to working with everyone on the committee in the future. She announced an art showing of Resource Centre member's art at the Petley Jones Gallery, October 25-27 with opening night October 26 from 6 to 8pm located at 2235 Granville Street in Vancouver.

Joanna Gallivan-Smith, manager of Sanford Apartments reported that the residents of the apartment building have been taking advantage of various programs offered to them. They have been making good use of the third floor patio and are beginning to develop a sense of community.

5. Community Impact Notifications

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

| Complaints Received | Resolution |
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| June 24/12 – complaint received from neighbor about cigarette butts outside the building and suggested ashtrays | Problem was reported to KSHS. They have looked into ashtrays to be used outside of doors and are waiting for an order to arrive |
| July 22/12 – Garbage in front of 1605 W.7 th Ave | Staff attended-picked up 2 empty pudding containers and 1 granola bar wrapper |
| Aug 1/12 – Complaint anonymous - Hypodermic needle behind locked BC Hydro gate on property. | Staff offered to attend with sharps container however neighbor did not have access to locked area. Neighbor advised that he would contact BC Hydro for access and follow up with staff. |
| Aug 9/12 -- Abandoned shopping cart on east side | Staff placed cart in cart storage room. |

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| of 7 th /Fir | |
| Aug 11/12 – 21:00PM neighbor came to Sanford Apts office to complain of loud music. | Staff went to the residents room and asked that the music be turned down. Resident was intoxicated and did not respond immediately to the request. Within 5 minutes staff entered the room and turned the music off. |
| Aug 13/12 – Neighbor called about loud music – the same tenant as on Aug 11 had the music turned up loud and was sleeping. | Staff woke the resident who turned down the music. Staff is following up with the resident about the issues with the loud music to prevent this in the future. Sue Baker mentioned that when staff is sweeping the hallways they cannot hear anything coming from the rooms as the doors are very thick. In some cases the sound is only heard from the outside of the building. |
| Aug 13/12 – Anonymous call to Sanford Apts office about loud drumming outside of building during the day. | Caller did not leave a name or number so staff was unable to follow up. They were not aware of any drumming and after investigating outside were unable to find the source of the noise |
| Aug 15/12 - Report of people drinking alcohol on bench outside of 1648 W.7 th . Neighbor had confronted them and people had since left via cab. | Manager contacted G.R. next day. After discussion it was agreed that individuals in question were not affiliated with MPA. Manager also connected G.R. to VPD Community Policing for further assistance. |
| AUG 16/12 - Report of person laying on bench and another person sitting on sidewalk on 1601 side of building. | Staff asked person sitting on sidewalk to move to bench or patio. |
| Aug 16/12 – Report of member walking on ledge of 2 nd floor balcony. | Staff of RC notified of incident. |
| Sept 8/12 - Concerns regarding behaviour of person on street. | Staff requested person return to their apartment as they were intoxicated. |
| Sept 15/12 – 7:30AM Neighbor came to the 3 rd floor office (presented quite angry) complained about loud music blaring from one of the units. | Staff attempted to discern the location and were unable to (music stopped at that point). Staff gave neighbor the managers contact information to follow up on Monday. |
| Sept 16/12 –Neighbor reported that there was loud yelling and swearing coming from the Resource Centre patio. He reported that it lasted 10 minutes and he was concerned that his grandchildren who were visiting could hear. He asked that staff intervene sooner next time. | When investigated, staff said it had lasted much less than 10 minutes as staff report that they intervened immediately. |
| Sept 17/12 – Neighbor called to speak with the manager and wanted to know if the staff had determined where the loud music had come from on Sept 15 (see above). | Staff are following up with the request |
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David MacIntyre reported that a number of the complaints received were from one person. This person appears to attribute any community disorder to MPA and has reportedly been disrespectful to members and staff. While MPA is interested in receiving community feedback, it is important that concerns are delivered in a respectful and appropriate way.

This person has been asked to provide his comments or concerns to the 24 hour phone line, email or letter rather than attending in person given recent experiences. He is also encouraged to contact the police should he have concerns. Paul Hogan, Community Policing Officer, has also had conversations with this person and has advised him to call the police if there are any concerns regarding incidents on the street.

b) Status Report and review of any unresolved complaints

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| Reports that some neighbors are seeing people going through the garbage bins belonging to the building next door to the Sanford building. | MPA Society cannot control whether or not the neighbors bins are locked or not. A member of the committee asks how can the neighbor be sure it is an MPA client or tenant as there are many 'binnners' in the neighborhood who work throughout the entire city. |
| There were questions about shopping buggies in the area as there have been buggies spotted in the neighborhood, not just on MPA property. | MPA Society Resource Centre has a storage room in which the members can store their carts for the day while attending the centre. Any other buggies in the neighborhood, MPA is not responsible for and we cannot do anything about items left on the street or sidewalk that is not on our property. It was suggested that the City hotline at 311 be contacted to remove the cart should an abandoned cart be sighted in the community. |

Raymond suggested that the member/tenant representatives of this committee go back to their respective groups and discuss issues and to set expectations. Members/tenants should take an active part in creating positive expectations for all people.

There was a question about block watch in the area. Currently there is no block watch set up. Each strata unit or building is interested in watching their building only. Block Watch are more common in a neighborhood with single family homes.

Contact information:

Contact the 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

Raymond wanted this committee to come away with the knowledge that when complaints or issues are received they are being logged and reported back to management, investigated and dealt with. He asked the committee to keep their eyes and ears open and if they have any suggestions to please bring them forward at the next committee meeting. It is very important that the committee understand that management will be responsive to community concerns. As well, people who are representing the tenants and members of the Resource Centre care about being on the committee, and if they feel there are issues they can take back to the groups they represent.

Gilles received a complaint regarding light pollution coming from the building's South East stairwell. Bulb wattage was reduced to as low as possible and feedback from the complainant is that it is still giving off a high level of glare from that stairwell. Other resolutions are being considered, such as window film, won't reduce the glare, or 'light pollution' from the building. The investigation into other options continues.

7. Next CAC meeting

Anne asked when the committee could expect to see the minutes and was told that it would be several weeks before they are posted on the MPA website. Committee members will be notified by email once that is done.

It was suggested that the next meeting be held slightly less than 3 months from this date so as not to have it too close to Christmas. Members of the committee will be notified of the date well in advance of the next planned meeting.