

**MPA Society**  
**Sanford Apartments and Resource Centre**  
**Community Advisory Committee**  
**Meeting Notes – November 3, 2014**

**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

- |                               |  |
|-------------------------------|--|
| • Tony Podlecki               | Neighbour                                      |
| Jennifer Podlecki (alternate) | Neighbour                                      |
| • <b>Kathy MacDougall</b>     | <b>Neighbour</b>                               |
| • Rev Mark Swanson            | Grace Church                                   |
| Matthew Smed (alternate)      | Grace Church                                   |
| • <b>Tracy Joy Parker</b>     | <b>Neighbour &amp; Community Garden</b>        |
| • Penny Rogers                | Kits Shower Program                            |
| • <b>Donna Barker</b>         | <b>Burrard Granville Residents Association</b> |
| Marc Dennis (alternate)       | Burrard Granville Residents Association        |
| • Jerilyn Lee                 | Terraces                                       |

Sanford Apartments Representative

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|---------------------------|---------------------------|
| • <b>Angela Hume</b>      | <b>Sanford Apartments</b> |
| Albert Duncan (alternate) | Sanford Apartments        |

Resource Centre Representative

- |                        |                        |
|------------------------|------------------------|
| • <b>Ian Anderson</b>  | <b>Resource Centre</b> |
| Terry Ryan (alternate) | Resource Centre        |

MPA Society

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|---|--------------------|
| • <b>David MacIntyre, Executive Director</b>            | <b>MPA Society</b> |
| • <b>Kim Capri, Director of Resource Centre</b>         | <b>MPA Society</b> |
| Slinder Balaggan, Resource Centre Manager (alternate)   | MPA Society        |
| Joanna Gallivan-Smith, Sanford Apts Manager (alternate) | MPA Society        |
| <b>Yvonne Demers, Executive Assitant</b>                | <b>MPA Society</b> |

Katherine Sanford Housing Society

- |                           |                                     |
|---------------------------|-------------------------------------|
| • Bonnie Rice             | Sanford Property Management Society |
| Gilles Brunet (alternate) | Sanford Property Management Society |

City of Vancouver

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

Community Policing

- Paul Hogan Community Policing

Vancouver Coastal Health

- Anna Richley (alternate) Vancouver Coastal Health

BC Housing

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

David welcomed all attendees to the meeting. The October 21, 2013 meeting notes were distributed by email and at the meeting and reviewed. No changes required.

**1. MPA Society, Sanford Property Management Society and Partner Updates**

In the building, MPA Society provides the support services and Sanford Property Management provides property management and building maintenance.

**Sanford Property Management**

There was no representation from Sanford Property Management. MPA provided update on their behalf.

**MPA Society**

The building is functioning at full capacity with no issues.

**2. Successes**

The “Sock Granny” from the Terraces will be collecting socks this season and donating them to members of the MPA Society. Thank you Sock Granny!

One success we would like to report is the low turnover of residents in the Sanford Apartments. With 85% of residents who moved into the building in June, 2012 still housed, that is a great success. Sense of community in the building is very strong with residents participating in both inside and outside community involvement.

**3. Community Impact Notifications**

**a) Complaints received**

An overview of the concerns and calls to MPA were reviewed with the Committee. MPA reports a significant decrease in reported concerns and is pleased with the integration into the community. MPA will continue to monitor and actively respond to concerns and encourages neighbours to bring their concerns or issues forward.

Date	Issue reported	Resolution
05-12-2014	Neighbor called to inform staff about a woman he believes to be a resident who is regularly getting picked up outside our or his building in a black car. He believes this to be drug related behavior and doesn't think it is appropriate for the neighborhood and children in it. He also	Not enough information to follow up

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	stated that the woman was acting strangely while she waits.	
05-24-2014	Neighbor approached RC staff as they were dealing with an altercation outside of building between a Sanford resident and visitor (both also use the RC). Neighbor yelled at staff about the neighborhood being ruined as a result of our presence. Neighbor stormed away – staff had no chance to dialog.	Staff spoke with the 2 individuals in question, reminded them of our Good Neighbor policy, advised that they were being disruptive and in violation of our Code of Conduct. Both suspended from services
05-24-2014	Sanford staff advised by call from a neighbor that a service user was breaking cups in the parking lot	Staff followed up, spoke with service user about his behavior. Service user suspended.
06-03-2014	Neighbor reported by email that the previous evening a very enraged and intoxicated man began yelling at the MPA building; swearing, kicking garbage cans, etc. yelling expletives. Staff eventually confronted him and sent him away. He kept returning during the evening and at one point there was a physical altercation between him and another person (staff or resident?) Something of this nature has occurred two previous times in the past two weeks (different people?) In both previous incidents the person did leave after some persuasion. Neighbor believes police were called but do not know if they showed up.	The altercation reported on June 2 – police did attend, called by MPA staff and the service user was suspended for one month from the RC and from visiting any resident of the building.
06-03-2014	Another neighbor reported by email on the same incident as reported above – a man arguing with another person (resident) and yelling very loudly. Neighbor called police and was told that they had already received a call about the incident. Neighbor questioned if MPA staff call police when there are disturbances	Email was responded to assuring neighbor that the MPA Society has a clear policy and practice to manage situations that may occur which does include contacting the police as appropriate, then following up with the neighborhood police liaison.
06-18-2014	Neighbor walked in and expressed concerns to RC staff about people smoking drugs near his office, approximately one block away. Requested to see manager.	Manager attended with neighbor to area as neighbor stated the individuals were still there and wanted manager to see what was happening. Upon attendance no one was there. Manager provided neighbor with contact info for 24 hour concerns line and encouraged continued contact if concerns persisted.
06-25-2014	Neighbor called asking if anything was going to be done about the “drunks sitting in front of the building”, and stated that she was getting tired of them being out there and it was preventing her to use her patio. She asked if police were going to be called.	Staff provided manager Joanna’s phone number to caller. Staff then asked individuals to move along, they complied with no incident at 19:30.
06-26-2014	Neighbour called to complain about a sheet that was hanging on the exterior of the blinds.	Resident asked to remove. Situation resolved.
07-15-2014	Neighbor called regarding a dog barking from a vehicle parked near the RC. Vehicle belongs to a service user	This individual has been spoken to on numerous occasions regarding the dog barking. At the time, service user was not in the building. Bylaw Officer did attend and ticketed the vehicle.
07-24-2014	Neighbor called manager directly and asked about a window with a mattress up against it, and a wire going from that window to the one below. She requested the mattress and wire be removed.	Staff left a note for resident with said request; resident complied.

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07-25-2014	Neighbor called with noise complaint of loud music, also stated he had heard yelling/screaming at one point.	Staff investigated and located the unit, resident turned off music at staffs' request.
07-30-2014	Neighbor left a voicemail advising of service users hanging around north side of building with belongings spread out across alleyway. Stated that he was only concerned, not complaining.	Staff spoke with the individual who was sorting his belongings in the alleyway and asked that the area be cleaned and his sorting take place where it will not disrupt others. Service user complied and moved.  Manager and neighbor exchanged voice messages for approximately a week before finally speaking. Neighbor expressed overall concerns about the effect that the building and its patrons have had on the neighborhood. Neighbor was under the impression that service users were not permitted to hang around outside of the building. Long discussions clarifying the programs expectations and service users' rights. Neighbor encouraged to continue contacting 24 hour line if any concerns arose and to contact police if he suspected illegal activity.
08-16-2014	Neighbor called regarding a cart that was left outside of the cart room on the north side (alley) of the building.	Staff moved cart into cart room.
08-22-2014	Neighbor called to inform staff that a man wearing Hawaiian print shorts and a baseball cap was urinating on the west side of the building. Stated that this person also does same on his building walls.	Staff went outside to attempt to view the individual but were unable to locate him. Will continue to monitor.
09-03-2014	Neighbor left message about loud music.	Staff located room with loud music playing and resident turned if off
09-04-2014	Neighbor called RC to inform that blankets were hanging on a tree on east side of building.	Staff requested that service user not use the tree branches for drying his wet blankets. Service user complied and removed blankets immediately.
09-08-2014	Neighbor reported that for the past two weeks loud music was heard at 3am. Music was turned off within 10 minutes, not sure which floor the music was coming from	Will continue to monitor for disturbance
10-06-2014	Neighbor called to inform staff that a man was yelling outside near the north end of the building	Staff attended but the individual was being arrested by the time they got there. This was not a Sanford resident.
10-29-2014	Neighbor walked in and expressed concerns for the well-being of a male resident who was known to her pacing in front of her apartment building with no shoes and an unbuttoned shirt on.	Staff thanked the neighbor for expressing her concern and assured her that the Sanford staff would be informed of her concerns and the matter followed up with accordingly. Staff notified Sanford staff of concern via phone and were advised that a follow up would occur.

**b) Status Report** and review of any unresolved complaints

No unresolved complaints.	It was suggested that maybe a sign be posted reminding people of the good neighbor policy.
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**Contact information:**

Kitsilano/Fairview Community Policing Centre

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Phone (604) 717-4023

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Email [kitsfaircpc@gmail.com](mailto: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 7<sup>th</sup> Ave, Vancouver BC**

**4. Other business**

Kathy wanted to compliment the janitor who does a great job of cleaning up the lobbies, windows and exterior of the building.

**5. Next CAC meeting**

Date to be announced by email – May, 2015