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| Management Directive No.: | MC70 |
| Management Directive Name: | Housing Advisory Group |
| Date Approved by CEO or Designated Person: | February 3, 2015 |
| Date revision approved by CEO or Designated Person: | December 5, 2018 |
| Related SOP, Management Directive, Board Policy, Forms | |

Policy Statement and Rational:

KLH Housing Corp. is committed to the provision of opportunities for tenants to make recommendations for improvement of KLH Housing Corp. facilities and services. A Housing Advisory Group will permit tenants to have direct input into the recommendation process and KLH Housing Corp. staff and Board will have the opportunity to draw from a slate of tenants who have chosen to participate in the process.

Scope:

The Housing Advisory Group will comprise of all tenants who live within KLH Housing Corp. housing sites, are in good standing, and wish to participate in the Group.

Policy, Implementation and Procedure:

Policy:

When KLH Housing Corp. staff or Board desire tenant input or participation in projects or endeavours, staff will invite tenants from the slate of tenants in the established Housing Advisory Group.

Implementation:

KLH Housing Corp. staff will create and maintain a list of tenants who have indicated that they wish to be considered for participation on the Housing Advisory Group. All KLH Housing Corp. tenants will be made aware of the Housing Advisory Group at lease signing, through Tenant Newsletters and Community/Tenant Meetings and on the Tenant Annual Review Form.

Procedure:

1. KLH Housing Corp. will implement and maintain a slate of Tenant's names, addresses, telephone numbers and email addresses.
2. KLH Housing Corp. will keep records regarding which tenants participated in each request.

Tenants may be added to the Housing Advisory Group if a minimum tenancy period of six (6) months is met.

3. All Tenants on the Housing Advisory Group will be required to sign a Confidentiality Agreement.
4. Tenants may be removed from the Housing Advisory Group if there has been a breach of confidentiality.
5. When KLH Housing Corp. desires tenant participation or input, staff will determine the number of tenants required and provide a notice to all Tenants on the Housing Advisory Group.
6. The Notice to Tenants will indicate:
 - a) The issue or project
 - b) Expectations of the tenants for participation including time involvement
 - c) The number of tenants who will be selected for participation
7. Tenants will note their desire to be included in the current process by advising KLH Housing Corp.
8. KLH Housing Corp. staff will select the tenants for participation based on:
 - a) Current tenancy standing:
 - i. No outstanding Landlord Tenant Board Issues
 - ii. No ongoing concerns regarding the tenancy
 - b) Dates of previous selection: KLH Housing Corp. will rotate the selection of applicants.

Revision History:**Proposed Date of Review:** December 2020

| Revision | Date | Description of changes | Requested By |
|-----------------|-------------|-------------------------------|---------------------|
| v1 | Feb 2015 | Initial Release | |
| v2 | Dec 2018 | New template format | CEO |
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