



Community

Strengthening tenant satisfaction and retention through improving quality of life for residents and the wider community. This can be through fostering a sense of community in the building, strengthening tenant communications and feedback, creating common spaces for tenant and community use, encouraging active and healthy living, strengthening opportunities for resident training and employment, and much more.

Participants

- Assess opportunities to improve amenities, common rooms, outdoor areas, and potential spaces for use by residents and local agencies
- Have at least one resident communications piece, for example a newsletter or a bulletin board (beyond posting about building operations)
- Have at least one easy way for residents to provide feedback (beyond maintenance requests – e.g. suggestion box, online portal, clearly posted staff numbers around building, and more)

Performers

- Enhance engagement with residents – for example through regular tenant/landlord meetings or regular surveys
- Make effort to identify language and translation needs in building and respond accordingly
- Host and/or fund inclusive resident events
- Provide weather protected exterior seating
- Install exterior bike racks for bicycle parking
- Support and promote other sustainable and active transportation initiatives (e.g. easily accessible transit information, promoting carpooling, or car-sharing opportunities on-site)
- Provide access for residents to information and services in the local community, for example through a brochure stand in a common area or allowing local service providers to do booths or door-to-door flyer drops
- Common space - Designate interior and/or exterior space for residents to use
- Common space - Make upgrades to interior and/or exterior common areas (within the past 5 years)
- Enlist the support of local community groups to provide programming for the resident community, for example, to attend on-site events, or to provide training or classes on-site

Leaders

- Install interior, secure bicycle parking
- Dedicate outdoor space for gardens and support tenant and community participation
- Support site-level commercial or community use of space initiatives (e.g. RAC zoning initiatives)
- Train and hire tenants for on-site employment (e.g. custodial, opportunities for youth tenants)
- Make investments (funding, resources, space, or other) to support improvements based on resident and community priorities
 - Examples: participating in healthy food pilots, participating in other City and partner programs or pilots, offering public Wi-Fi hotspots
- Provide permanent on-site space for community programs and services offered to tenants and the wider community