Residents Council Policies and Procedures

(Revised 6/18/06, approved 7/14/06)

Purpose:

- To create a role for the Tenants through Residents Council and Tenant Organizing within the structure of Bickerdike Redevelopment Corporation (BRC).
- To provide a forum for tenants to discuss common problems, share ideas and concerns.
- To enable tenants to give support to one another.
- To improve communication and understanding between management, staff and tenants.
- To improve accountability between staff and tenants, and to improve accountability among tenants.
- To encourage tenants to organize around issues that effect the well being of the community.

Residents Council Organization:


Voting Rights: Each unit (apartment) is entitled to one vote on each matter submitted for vote of the tenants' body during individual cluster meetings.

Tenure: Membership is not transferable.

Notice of meetings: Written or printed notice stating location, date and time of tenant meeting. Any meeting and the purpose for which the meeting is called, shall be delivered by tenant coordinator personally or by mail (with the help of tenant representatives and tenant organizers of clusters) not less than 3 days or more that 7 days from the date designated by each cluster (Vote Role of the Residents Council Representatives). All meetings shall be held at each place within the cluster/neighborhood area. In absence of any such provisions, meeting can be held at the BRC offices.

Site Decisions: The majority of eligible tenants present at the meeting will decide any matters brought before the site that requires a vote.
Special Meeting: The Residents Council "Tenant Representative" or Tenant Organizer (in absence of a tenant representative) may also call a special meeting. Notice of special meeting will be the same as notice for regular meetings.

Removal of a Tenant Representative: Tenant Representative/s may be removed by the tenants in their area for failing to carry out the responsibilities as a Tenant Representative. This includes failure to attend meetings (Residents Council and Site Meetings), harassment of tenants, conflicts and failure to communicate concerns of the tenants to the Residents Council and conduct issues.

1. The tenant concerned must gather petition signatures from site members in agreement. The petitions must include their phone numbers and addresses.

2. The petitions must be presented to the organizer or organizer's supervisor.

3. Call a special meeting of the Residents Council Executive board (excluding the Representatives in question) to discuss special site meeting.

4. The Executive board, site representative in question, and every person who signed the petition must attend the special meeting (Any person, not attending the meeting, who signed the petition, but did not appear at the special site meeting, signature will become void).

5. At the special site meeting, the representative in question shall present his/her side. After which a final decision will be made by residents present whether or not the Representative will be removed.

6. Also see addendum Tenant Representative on Leave

Residents Council "Tenant" Representatives

Role of the Residents Council "Tenant" Representative:

- To work in conjunction with the tenant organizer to make sure that all notices of meetings and other beneficial information is circulated to the tenants of their site.

- A Residents Council member, who is also employed by RicketyRicky Residents Council, the roles must not conflict. A staff person who volunteers on Residents Council must not mix job time with volunteer time. If the person is working and there are Resident Council activities going on the volunteer must seek approval from their supervisor and shall understand that this will not be considered work unless otherwise told by his or her supervisor.

- To make sure all information, decisions and votes from tenant meetings are brought to the Residents Council and Vice Versa.

- Attend meetings on regular basis 9 meetings out of 12 per year for regular representatives and four per year for alternate representatives (optimally) concerning Residents Council and all of his/her site meetings.

- To insure that their site is represented at all Residents Council meetings. (If you cannot make a meeting, you are responsible to see that your charter's alternative attends.)

- The Council Member should be respectful to all members of Residents Council, residents, and staff. As representing Residents Council requires interaction with others on a regular basis, the member shall always act in a courteous, respectful, and non-confrontational manner. If a member becomes involved in a situation that has become unpleasant or confrontational, who should if necessary walk away form the situation, seek assistance form another member or staff;
At the same time the member should not be treated disrespectfully by other members tenants nor staff

- Should any incident occur:
  - The Residents Council member would be asked to meet with Residents Council to discuss the incident.
  - At the meeting the next steps will be decided
  - The resident or person involved will be asked to meet with the Executive Residents Council members and steps decided on the Council level shall be implemented.
  - If the resident or person involved continue to be a problem, they will be barred from Residents Council events.

**Election of the Tenant Representative:**

- If a site has less than 20 units, the site is a tenants are eligible for one Representative and one alternate. If a site has more than 20 units, they are eligible for two Representatives and one alternate.
- The term of Office of the Tenant Representative is in increments of two years (with a maximum of 6 years). The two representatives will be elected on staggered terms so that there will always be at least one experienced Representative from each site (This however is dependent on participation, so willing volunteer will be asked to step down if there are no volunteer to replace that Representative).
- The regular elections for Representatives will take place in the first quarter (January, February, or March) and will be announced one month in advance at the meeting and results will appear in the tenant newsletter
- To be eligible to vote in an election, you must be a Bickerrhino tenant at least 18 years of age (One vote per household).
- Vacancies (suggestions: if a site has Tenant Representative vacancies, the vacancies can be filled by elections held at the site meeting or interested eligible participant can approach Residents Council, by contacting the tenant organizer. The Residents Council members will then meet proposed representative and vote to accept or reject the participant.)

**Addendum:** If a Tenant Representative takes a leave of absence for a minimum of 3 months and a maximum of 6 months and another person becomes interested in filling the Residents Council seat. The representative on leave will be notified in writing. If the absentee Representative can not return within 30 days (from the date of notice), otherwise their seat will be filled by the interested party (who meets the Tenant Representative requirements and who has expressed the desire to become a Tenant Representative at his/her site meetings by approaching Residents Council. If the new representative has filled the absentee Representative’s position and the absentee Representative desires to return the master will be put to vote at the next site meeting for the area or at a general meeting if the regular site meeting has already occurred.

**Resident Council Meetings:** The Residents Council shall hold regular meetings the second Monday of each month except December when no meetings are held and other circumstances that may conflict
with this routine, a special meeting of Residents Council may be called by or at the request of the President or Vice President with 48-hour notice. *Except in the case of the Presidential vacancy, which shall be filled by the Vice-President, all others require majority vote appointment.

Quorum: One half of the Residents Council shall constitute a quorum for the transaction of business at any meetings, if less than one half of Residents Council is present, no decision that requires voting can happen. Votes: Regular representatives get one vote each. Alternate representatives do not vote unless two representatives are present.

Voting Rights: Each Site has one to two votes (Dependant upon the number of units at a given site):

- A Site (42 Units) 3/1*
- Greenview (6 Units) 1/1*
- East Wicker (38 Units) 2/1*
- B Site (21 Units) 3/1*
- Howard Site (49 Units) 3/2*
- Humboldt Site (66 Units) 3/1*
- C Site (48 Units) 3/1*
- D Site (48 Units) 3/1*
- Augusta Site (42 Units) 3/2*
- E Site (65 Units) 3/1*
- Secomomo Site (62 Units) 3/1*
- F Site (47 Units) 3/1*
- La Paz Site (44 Units) 3/1*
- Darwin Site (43 Units) 3/1*
- St. Marka Site (40 Units) 3/1*

Officers: The officers of Residents Council shall be President, Vice President, Secretary and Treasurer. All officers will be nominated, voted on, and elected by Residents Council members on an annual basis. Any officer may give notice of resignation at any time by giving one-month notice to the group.

Vacancies: Council members of the Residents Council may fill a vacancy in any office, however caused, for the unexpired term.

President: The President shall be the principal executive officer of the Residents Council and shall in general supervise the control of the business and affairs of the Residents Council. She shall preside over all meetings of members and the Residents Council.
Vice President: The Vice President shall, in the absence of the President, perform her/his duties and those assigned to her/him by the President or by the Residents Council.

Treasurer: The Treasurer is responsible for all funds and securities of the Residents Council. Receive and give receipt for monies due and payable to the Residents Council, in such banks, trust company of all members and in general, perform all duties as may be assigned to her/him.

Secretary: The Secretary shall keep the minutes of all meetings of Residents Council and see that all notices are dutifully given in accordance to the provision of these Rules & Procedures, be custodian of the Residents Council's record, keep the names, addresses and phone numbers of all members and in general, perform all duties as may be assigned to her/him.

General operating funds of each apartment complex.

The owners of each apartment complex may allocate money from that project's operation for social programs. This money, however, is not guaranteed and depends on how much cash is available each year.

This allocation of money is approved by project owners and allocated on an annual basis.

Fundraising and contributions by tenants.

Other contributions:

Monies for refreshments and baby-sitting for tenant meetings are available upon request. Monies for general social programs will be approved at meetings of Residents Council and submitted to Property Management for approval.

A cluster or site requesting money from the Residents Council must be able to match their request dollar for dollar. When voting takes place on an issue concerning money, each cluster has one vote only.

The Property Manager and/or Tenant Organizer will meet quarterly at which time the manager will provide a quarterly report on Social Programming expenditure (as related to social activities), to the tenant organizer, who will then provide the information to the Residents Council Treasure, who will meet prior to each Residents Council Meeting to prepare a written statement showing expenditures for Social Programs (this means that all check requests and petty cash requests should be copied and presented each month in financial reporting by Treasurer).

The Treasurer will present this statement to the Residents Council. Residents Council will look into opening a bank account. If they are able to open this account then, monies will be held in a separate account at a bank of Residents Council approved choice. There will be five authorized signatures on the account. Three will be members of the Residents Council. The other two will be the tenant organizer and Property Management Supervisor. Three signatures will be needed to withdraw money. One must be a staff and two must be members of Residents Council.

If the Residents Council is not able to open a bank account, Management will still provide the treasurer with a monthly accounting of tenant social program funds. The signatures listed above will still be necessary to get money for social programs. The fiscal year of the group shall begin on January 1 of each year and end on December 31 of that year.
Organizational Chart

Sub-Committees of Residents Council: The Residents Council will also appoint tenant to sub-committees of the Residents Council. Examples of these committees are fundraising and social activities.

Steering Committee: The Residents Council will appoint tenants to the sub-committees of the steering committee. The steering committee will appoint people who are not tenants to these same committees. The sub-committees of the steering committee will be responsible for:

Tenant Selection: Deals with screening new tenants and rules violations, which may lead to eviction of current tenants.

Tenant Appeals: Deals with tenant rights to appeal decision of the selection committee or other judgments made by Property Management (fees, evictions, maintenance charges, and loss of privileges).

Move-In Committee (Bridge): Deals with tenant issues, concerns and disputes that are not related to evictions (issues of that matter are taken to selection committee and appeals) and that cannot be handled at the regular tenant meetings or by appeals / selection committees. Works with Property Management to problem solve tenant related issues.

Guidelines for Committees

These committees will be structured to represent all areas equally, to encourage broader tenant participation in decision making and to develop new tenant leaders. The following guidelines are established to this end:

- No tenant should accept more than three assignments (from: Sub-Committees, Residents Council, etc.) at one time.

- The Residents Council will appoint each Sub-Committee, but individuals do not have to be on the Residents Council.

- Tenants will make up the majority of the members of each Sub-Committee.

RELATIONS BETWEEN RESIDENTS COUNCIL AND STAFF

Property Management Director: The Property Management Director supervises the tenant organizer in coordination with the Senior Organizer. The Property Management Director will meet with the tenant representatives and organizer on a quarterly basis (Move-In Committee) to discuss concerns raised at tenant meetings.

Senior Organizer: The Senior Organizer supervises the tenant Organizers and tenant organizing activities on a daily basis in coordination with the Property Management Director.

Tenant Organizer: The Tenant Organizer will work directly with the tenant leaders to help them organize tenant meetings, distribute event notices about tenant meetings, communicate with tenants about issues and concerns, and in general help tenant leaders plan and strategy about issues and concerns of tenants.
**Participatory Recognitions and Awards (Addendum)**

**T-Shirts**

- Every Residents Council Representative will receive a Residents' Council/BRC T-shirt upon joining the Council (this could mean as early as his/her second to third meeting or as long as it would take to refurbish the Council's supply).

**Jackets**

- All Residents Council/BRC Jackets will be awarded to Representatives who have earned special recognition for their Council and Site Participation.

- This award is awarded to those who have met or exceeded in the duties and responsibilities as a Residents Council Representative.

- The criteria for reward is as follows:
  1. Representative must attend 9 out of 11 Residents' Council Meetings (except for excused absences)**
  2. Attend the Representative's site meetings (one each round) or a general site per round of site meetings.
  3. Participate in one or more of the Residents Council Sub-committees (e.g., Related).

- This award will take place at the Annual Residents Council Holiday Dinner after meeting or exceeding expectations of the goals/criteria for recognition of the Residents Council.

* However, it is understood that the persons joining the Council is serious about their commitment to the Council and by accepting a T-shirt from the Council, she agrees to continue to attend regular Council meetings there forth.

** If a person joins the committee after July, she will not be considered for a Jacket until the following year.

*** Alternatives must attend four meeting per year no exceptions.

**Clarification of considerations**

All active tenants will receive some type of recognition (e.g., plant, flowers, baskets) in the event of a tragedy such as death related to persons or major illness (such as terminal illness, major surgery), all other related recognitions (marriage, childbirth, serious illness) will receive a card from Residents Council. However, in any instances in which BRC sends recognition, Residents Council will only send a card and will never send any recognition to active BRC participants who are not residents.