

DWELLING PLACE OF GRAND RAPIDS  
RESIDENT ENGAGEMENT COMMITTEE

October 6, 2020  
*November 3, 2020*

**MEMBERS PRESENT** Bill Anderson, Dondrea Brown, Annamarie Buller

**MEMBERS ABSENT** Leah Carpenter, Kristin Moretto

**STAFF & GUESTS PRESENT** Hannah Anderson, Julia Ervin, Heather Ibrahim, Katie James, Brian Molhoek, Zoe Post, Jenn Schaub, Latrisha Sosebee, Haley Stitchman, Alonda Trammell

The meeting was convened at 10:04 AM by Ms. Buller.

**APPROVAL OF MINUTES** **Approval of the September 1, 2020 meeting minutes were approved by consensus.**

**DEI PLAN** Ms. Buller gave a brief overview of the three DEI goals and some of the ways that Dwelling Place is already implementing these in areas of resident and community engagement. Ms. Schaub explained that the Larry Bratschie resident award is being redeveloped to allow for more resident recognition. The committee also suggested the following:

- Implement measures that ensure the committee and resident survey accurately reflect the population that they serve.
- Place organizational and/or DEI goals at the top of meeting agendas.
- Rotate the board and staff members that lead committee meetings to create a more inclusive environment.
- Pause to consider the implications of a committee decision on different groups that may be affected by it.
- Provide training to staff and residents and create space for these individuals to share what they learned.

Ms. Buller also suggested that staff draft some ideas for the committee to review at future meetings.

**RESIDENT SATISFACTION SURVEY** Ms. Schaub presented the results of the resident satisfaction survey for properties with the lowest scores and response rates.

New Hope Homes and Kelsey Apartments, which do not have an RSC on staff and did not have any CB&E activities in 2019, each received only one response. This year, however, staff have intervened at these properties with art activities, mindful money program information, outreach regarding the CLT, and a future playground at New Hope Homes.

Martineau and Chaffee, both located in the Heartside corridor, noted safety concerns due to loitering and smoking in the doorwells and trash collection areas. To address these concerns, a gate will be added between the buildings, cameras and speakers installed at doorways, paint and other repairs made to entrances, planters and decorations added to minimize seating areas, and local artists employed to activate the windows of the vacant Chaffee spaces. Since Martineau will soon host both owners and renters, the committee

suggested adding a question to the resident wellness call script regarding how to navigate these changes. It was also suggested to contact ICCF to gain feedback on best practices for fostering communication between residents.

Weston has a 23% response rate with no single area rated especially high or low. It scored a 68% for resident engagement with half of respondents reporting they had participated in an activity. Several comments mentioned bingo nights as a favorite activity and others reported they had little interest or time in activities of any kind.

Goodrich had a low score but the highest survey response rate (62%). Though there were no major activities specifically for Goodrich, the resident engagement score was 66%, likely due to participation in the community garden at Peterlien apartments. This property will also be targeted in the next wave of the mindful money program.

**OTHER BUSINESS**

The 2020 resident satisfaction survey will go out in early November. The committee will discuss participation goals at the next meeting.

**ADJOURNMENT**

The Resident Engagement Committee was adjourned at 11:34 AM by Ms. Buller.