

**From:** "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>  
**To:** "Direct to Mayor and Council - DL"  
**CC:** "City Manager's Correspondence Group - DL"  
**Date:** 1/15/2019 12:35:11 PM  
**Subject:** Renter Advocacy and Services Officer appointment

Dear Mayor and Council,

I am pleased to announce that Jennifer Hales was just appointed to the position of Renter Advocacy & Services Officer. As part of the Affordable Housing Programs team in ACCS, Jennifer will focus on coordinating City efforts to directly meet renter needs and maximizing external partnerships with existing renter serving organizations and advocacy groups. This is a part of the Housing Vancouver commitment to better administer, enforce, and monitor the City's Tenant Relocation and Protection Policies, coordinate internal staff to improve City services for renters and rental tenure, and support and enhance external community-based rental supports and work with rental advocates to support renters impacted by renovation and redevelopment.

Since joining the City in 2012, Jennifer has become a respected leader in the City's work to decrease homelessness and increase equity and inclusion. Along with extensive frontline experience directly assisting vulnerable renters and people who are homeless to secure housing and supports, she has led key projects and programs for ACCS as a Social Planner. These include implementing the City's annual Homeless Count, the Homelessness Action Week grant program, and an innovative de-stigma education program in Vancouver schools and universities that she co-designed and co-facilitated with people with lived experience of homelessness. Through her work, Jennifer has developed a strong network of federal, provincial and regional government and non-profit partners. Most recently, she led the City's collaboration with Indigenous partners on the 2018 Aboriginal Homeless Count.

Please note that as per the recent Council motion, staff are working on developing options for a more robust Renters Support Office and will be reporting back to Council on options in the spring. This work is being led by Sandra's team and involves multiple City departments. For now, however, we do have this dedicated position working on and responding to renter issues.

As per my email to you in December, it would be ideal if you could direct residents with rental concerns to:

- **CoV Vancouver Renter's Enquiry Line**  
Information on City of Vancouver renter protection policies and help in locating building specific information.  
604-673-8291  
renteroffice@vancouver.ca  
Phone line and email is monitored daily and staff aim to respond within 2-business days  
Closed from 3pm December 24 to January 2, 2019.

If you have a specific renter concern that you wish to track yourself and you want to email staff directly, please send your email to [sandra.singh@vancouver.ca](mailto:sandra.singh@vancouver.ca) with a cc: to [renteroffice@vancouver.ca](mailto:renteroffice@vancouver.ca).

Thank you,

Sadhu

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