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City of Kelowna

MEMORANDUM

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DATE: April 18, 2002  
FILE: 0230-20  
  
TO: City Manager  
  
FROM: Community Planning Manager  
  
RE: Council Policy for Residents' Associations  
  
REPORT PREPARED BY: Theresa Eichler

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RECOMMENDATION:

THAT Council adopt the Council Policy attached to this report to serve as a guiding document for communications between Residents Associations and City representatives.

PURPOSE:

To implement OCP policy direction to improve and clarify lines of communication between Residents Associations and representatives of the City in accordance with the following:

***The City of Kelowna will...develop a clear policy to effectively facilitate and support communication and co-operation with the Residents Associations and other grass roots organizations (OCP Section 17.3.12).***

BACKGROUND:

A planning report dated November 6, 2001, and entitled "Procedures for Residents Associations" was brought to Council on November 19, 2001. After receiving this detailed report, outlining research and consultations that had taken place on this issue, Council passed the following motion:

**R907/01/11/19** THAT the Community Planning Manager's report dated November 6, 2001 outlining a proposed Council Policy to provide rules of procedure for communication between the City and Residents Associations and/or other neighbourhood-level community groups be received for information of Council;

AND THAT the draft policy be amended as follows:

- No. 5(a) - change the word "*must*" to "*should*";
- No. 5(d) – change to read "The City Manager will coordinate appropriate representation and a response through the Community Planning Manager."
- No. 6 – change the word "*must*" to "*can*" in the first sentence.

AND FURTHER THAT the draft policy, as amended, be forwarded to the Residents Associations for comment and for any suggestions on how City Council can help the Residents Associations to be more effective, before the rules of procedure get adopted as Council Policy.

Carried

#### REPORT

Details and background of the reasons behind the development of the proposed Council Policy were provided in the November report. On November 19, 2001, a letter was sent to all Residents Associations, providing a copy of the draft Council Policy and requesting their response and comments. Although similar information had been presented to the Associations in the past, the wording of the draft policy was new to them and they requested adequate time to take the policy to their regular meetings and develop a review process. John Vielvoye, of the Rutland Residents Association, was appointed as a coordinator and a sub-group of representatives from the Okanagan Mission and Glenmore Associations worked with John in the revision process. Initially a draft of changes suggested by the Associations was returned to staff. Some of the changes requested involved significant alterations to the City's development processes. Most were wording changes that could be accommodated. A meeting was held between staff and the Residents Associations representatives, and staff prepared a second revision based on the conclusions of the discussions. Subject to some minor additional wording changes, the sub-group of Residents Associations has now confirmed its satisfaction with the revised policy that is attached to this report. A letter to this effect is attached.

A letter was sent on April 12<sup>th</sup>, 2002 (by email and/or conventional mail) to all Associations, with a copy of the attached draft policy, outlining the review process and asking that any further comments or concerns be forwarded to the City. Apart from some clarifications of understanding, no negative response has been received. Staff is therefore recommending that Council adopt the attached policy to serve as a guide to City representatives and Residents Associations to achieve a better understanding of expectations for both parties.

#### SUMMARY:

Years of research and background work have taken place with a view of developing a good working relationship between Residents Associations and the City. Dating back to the 1992 Strategic Plan, a commitment to work with these groups was made. City staff acknowledges that we are still in the beginning stages of the process, compared to larger North American cities. Resources and capabilities have yet to be developed as the City grows. However the proposed Council policy is intended to be a stage in this process to help facilitate dealings between the Associations and the City. Overall, the City views such groups as beneficial for involvement in long term planning of policies and development of facilities that serve the community. Residents Associations have now had the opportunity to review and revise the wording of the attached policy and have indicated their satisfaction with the document. It is recommended that Council now adopt the attached policy.

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Theresa Eichler, MCIP  
Community Planning Manager

Approved for Inclusion

R.L. (Ron) Mattiussi, ACP, MCIP  
Director of Planning & Development Services

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Attachments: electronic & paper