



## CONSUMER ADVISORY COUNCIL – TERMS OF REFERENCE

### Purpose

The purpose of the Consumer Advisory Council (“CAC”) is to provide guidance and advice to the HCRA Board of Directors on issues of importance to consumers pertaining to the HCRA’s mandate and activities as well as issues identified by the HCRA.

### CAC Objectives

Provide independent and non-partisan advice to the Board on:

- Emerging issues in the new home construction sector
- Approaches to enhance consumer awareness and engagement
- Opportunities for improvement with respect to service delivery, policies and procedures

The role of the CAC is advisory. Any advice or recommendations given will be reviewed and considered by the Board and may or may not result in action.

The role of the CAC does not include:

- Decision-making on strategic, operational or policy priorities
- Decision-making on allocation of financial and human resources
- Representing the HCRA in public or to the public, including the media

### Selection and Composition

#### Members

CAC members will be selected by the CEO based on the criteria outlined below.

The CAC will be comprised of a minimum of seven (7) and maximum of (9) members. The CAC shall include members from a variety of backgrounds and experiences such as:

- A new freehold buyer
- A new condominium buyer or a member of a condominium board
- A real estate agent or real estate lawyer (active)
- A chief building official or home inspector (retired or active)
- A consumer advocate

Additional members may be selected based on the criteria outlined above or through demonstrated experience in at least one of the following areas:

- Experience working in the public service
- Experience working in a regulatory environment

- Experience operating a business outside the new home construction sector
- Experience in communications or marketing

In addition to the requirements outlined above, the HCRA will endeavour to ensure that members of the CAC:

- Represent diversity in Ontario and include a range of perspectives (ethnic, gender, age, professional)
- Represent geographical diversity in Ontario
- Have demonstrated credibility, integrity and high ethical standards in their business dealings
- Are not employees of a licensed builder or vendor or connected to a family member employed by a licensed builder or vendor
- Are not employees of the HCRA or connected to a family member employed by the HCRA
- Are not a member of the HCRA Board of Directors or connected to a family member who is a Board member
- Are not a member of the Tarion Board of Directors or connected to a family member who is a Board member

#### Chair and Vice-Chair

The inaugural Chair and Vice-Chair will be selected by the CEO to serve for a one (1) year term. Thereafter, the CAC members will select a Chair and Vice-Chair from among the members of the CAC to serve for a two (2) year term. No CAC member shall serve as Chair or Vice-Chair for more than four (4) consecutive years. The inaugural one (1) year term does not contribute towards the four (4) consecutive years of service.

### **Terms**

Inaugural and returning members of the CAC will be appointed to serve staggered terms of one (1) or two (years). Thereafter, new members of the CAC will be appointed to serve a term of two (2) years. Members may be eligible for reappointment at the end of their term at the discretion of the CEO subject to a limit of four (4) consecutive years of service. The inaugural one (1) year term does not contribute towards the four (4) consecutive years of service. Eligibility for reappointment will be based on meeting the expectations set out in these Terms of Reference.

### **Meeting Structure**

The CAC will meet at least four (4) times and up to six (6) times on an annual basis. One meeting may be designated as a joint meeting with the Industry Advisory Council. Additional meetings to deal with urgent issues may be called at the request of the Chair or CEO.

At least one meeting per year will be conducted in person, the majority of the meetings will be conducted virtually via a teleconferencing platform.

A majority of the members must be present for the meeting to go forward. The meeting agenda and supporting material will be sent to each member prior to the meeting. Meeting minutes will be developed by HCRA staff and a draft will be distributed to CAC members following the meeting. Upon CAC Chair approval, minutes will be provided to the Board of Directors.

## CAC Member Expectations

CAC members will be expected to:

- Attend all scheduled meetings
- Be responsive and provide timely advice during and between meetings to the HCRA
- Be sufficiently familiar and aware of the HCRA's mandate and activities such that they can fulfill the purpose and objectives of the CAC
- Notifying the HCRA, as soon as practical, if any matter arises which may affect the work of the CAC
- Safeguard the confidentiality of materials and discussions, including refraining from posting details on any social media
- Refrain from using participation in the forum to gain benefit or influence the organization in a way that may be considered a perceived, potential or actual conflict of interest

The names of CAC members will be published on the HCRA website.

## HCRA Support

The HCRA will provide administrative support to the Council such as scheduling meetings, distributing an agenda and supporting materials and drafting meeting minutes. Members will be encouraged to recommend or request agenda items ahead of a meeting.

The HCRA will also provide an orientation for new members providing an overview of the HCRA's strategic direction, the CAC's mandate and member roles and responsibilities.

The HCRA will review and consider all guidance and advice from the CAC that aligns with the CAC's purpose and objectives.

### Remuneration and Expenses

CAC members will be eligible to receive \$250 per meeting. The CAC Chair (or Vice-Chair if acting as Chair at a meeting) is eligible to receive \$350 per meeting.

As indicated in the Expense Policy, financial support for out-of-pocket travel expenses to attend in-person meetings will be provided.

## Reporting Structure

The minutes of each meeting will be provided to the Board of Directors. The CAC Chair will report to the Board on an annual basis to communicate key recommendations and emerging issues. In addition, the activities of the CAC will be presented in the HCRA's Annual Report.

## Council Review

The CAC's effectiveness to meet its objective will be evaluated by the HCRA every two years, along with the Terms of Reference. These Terms of Reference may be amended, varied or modified in writing by the HCRA after consultation with the CAC.