

**Approved Dec. 13,
2012**

Thurs. Nov. 22nd, 2012
12noon – 2:00am
City Hall, Room 264
71 Main St. W.

The Board of Directors for CityHousing Hamilton – Meeting

There were present:

Councillor McHattie, President
Peter Schafft, Vice President
Brenda Osborne, Chief Executive
Officer and Secretary
Councillor J. Farr
Councillor T. Jackson
Patricia Reid
Chris McLaughlin

Regrets:

Councillor S. Duvall
Councillor L. Ferguson

Also Present:

CHH staff: Kelly Miller, Ramana
Ganesaratnam, Maria Zegarac, Sean
Botham
Legal: Paul Paradis
Guests:
Matt Bowen, CHH Property Manager
Crime Manager, Sgt. Mark Clausen;
Health, Safety & Wellness Specialist:
Michelle Lokun
Strategic Services: Janet Robinson,
Project Manager

1. **CALL TO ORDER** (Quorum is five)

Councillor McHattie, President called the meeting to order.
Regrets received from Councillor Duvall and Councillor Ferguson.

Addition to Agenda: (7e) CEO verbal item; Safety & Security Task Force Terms
of Reference amendment.

Councillor McHattie introduced and welcomed guests.

2. **Conflict of Interest Declaration**

In response to call from the President for conflict of interest declarations.

None received.

3. **Confirmation of Minutes Special meeting held October 25, 2012**

It was moved by Councillor Farr, seconded by Patricia Reid and carried that the
minutes of the meeting held October 25, 2012 be approved as distributed.

4. **Unfinished Business**

The Board was provided with the list of Unfinished Business. The
CEO/Secretary provided pending status of each unfinished business item.

Performance Appraisals: The Board asked staff to provide a comparison of the
City of Hamilton's PA's at the next meeting.

5. Presentations

a) Oriole Community Safety Plan – Crime Manager

Matt Bowen and Sgt. Mark Clausen presented and distributed copies of the presentation to Board members at the time of the meeting.

Patricia Reid resides in the area and as a leader in the McQuesten Community Planning Team commented that the neighbours are feeling more secure and safe in the surroundings, even walking at night.

Councillor Farr commented about the improved relationship between the neighbourhood children and the police officers because of the police presence and face to face interaction. Councillor Farr will share this presentation with the CHH Sub-Committee - Safety & Security Task Force at their next meeting.

Councillor Jackson commented on the good investment all around from strengthening the community, making it safer and tenants taking pride in their home and surroundings is very positive and encouraging that this safety plan has made a huge difference in a short period of time.

It was moved by Patricia Reid, seconded by Chris McLaughlin and carried:

That the Oriole Community Safety Plan presentation be received for information.

b) Health, Safety and Wellness Specialist, Michelle Lokun

Michelle Lokun gave a presentation and confirmed that CHH is covered under Strategic Services Joint Health & Safety Committee (JHSC) through the crossover during the transition to CHH having their own JHSC. Michelle explained the multi-workplace definition and the Ministry of Labour directed CHH to have its own JHSC as per the Ontario Health & Safety Act. CHH remains in compliance during the transition and there is no contravention of the act. CHH have begun the steps to establish their own JHSC. Meetings, communication, training, site-inspections will continue to be provided to CHH.

The Board commented that this presentation addresses the concerns expressed at the meeting held on October 25, 2012 and this information would remove the request for a continuous service letter.

It was moved by Councillor Farr, seconded by Councillor Jackson and carried:

That the Health, Safety and Wellness presentation be received for information.

6. Finance

a) August 31, 2012 Operating Variance

The Board was in receipt of Recommendation Report #12031 from the CEO/Secretary dated November 22nd, 2012.

Maria Zegarac gave an overview of the year-to-date results as at August 31, 2012 and reviewed Appendix A, B and C.

Councillor McHattie inquired about the vacancy loss and requested to have a separate report for this item including comparisons from other housing providers.

The Board requested a report on vacancies only in order to determine where improvements can be made.

Peter Schafft commented on the process of move outs, unit ready and timing of turnovers and for staff to review all these areas.

Brenda Osborne explained the current turn around time has improved from 5 months to 2 or 3 months. The bigger dilemma is the age of the buildings and the amount of work and costs needed to update the units. Staff are currently looking at data to identify these areas.

It was moved by Councillor Farr, seconded by Councillor Jackson and carried:

That Report #12031 be received for information.

b) Bad Debt Write Off

The Board was in receipt of Recommendation Report #12034 from the CEO/Secretary dated November 22nd, 2012.

Maria Zegarac explained that this is a standard annual report to the board and highlighted the write-off of former tenant balances and that this is not an additional expense to CHH's financial statements. Tenants who are making efforts to pay their rent arrears are excluded from this amount.

It was moved by Councillor Jackson, seconded by Chris McLaughlin and carried:

That the Board of Directors authorize the 2012 write-off of former tenant balances for CityHousing Hamilton Corporation totalling \$352,397 for the period July 1, 2011 – June 30, 2012.

c) Insurance Renewal

The Board was in receipt of Recommendation Report #12033 from the CEO/Secretary dated November 22nd, 2012.

Maria Zegarac explained the insurance renewal process and that the percentage is slightly down from last year. The insurance policy was marketed for this renewal period. Underwriters who were willing to quote separately demanded higher deductibles, most companies refused to quote outright. Sotto Insurance Inc. achieved better results when presenting housing providers as a group.

It was moved by Councillor Jackson, seconded by Councillor Farr and carried:

That report # 12033 be received for information.

d) CHH Signing Authority

The Board was in receipt of Recommendation Report #12035 from the CEO/Secretary dated November 22nd, 2012.

Maria Zegarac explained as a result of the new software, there are different levels of entry approvals and spending authority in order to process work orders and pay invoices.

It was moved by Peter Schafft, seconded by Patricia Reid and carried:

That the board approve additional signing authorities set up for the daily operation of Northgate Housing.

7. Asset Renewal & Maintenance / Property Management / Tenant Supports

a) Energy Initiatives Report and Presentation

The Board was in receipt of Recommendation Report #12039 from the CEO/Secretary dated November 22nd, 2012.

Sean Botham gave a presentation on the report. Copies of the presentation were distributed to the Board at the time of the meeting.

Sean highlighted the rates, comparison and alternatives. Ministerial Consent is needed to approve removing CHH from the Housing Services Corporation program. Partnerships with Toronto and Ottawa community housing are being created to work on collaborative and new energy initiatives. Sean reviewed the 2012 saving and projected saving for 2013.

Kelly Miller explained that the replacement reserve fund takes the cash savings in the energy reserve and any future repairs will be paid out of this reserve.

The Board commented on this good news and good work at finding these savings.

It was moved by Councillor Jackson, seconded by Councillor Farr and carried:

- (i) That report #12039 be received for information; and,
- (ii) That the board approve unhedging 20% of the gas volume of CityHousing, exercising Housing Services Corporation's Floating Option for the year 2013.

b) First Place, Hamilton Staffing Model

The Board was in receipt of Recommendation Report #12041 from the CEO/Secretary dated November 22nd, 2012.

Ramana Ganesaratnam explained the background of the receptionist position and the need to make the position full-time permanent. This would not be a budget pressure.

It was moved by Councillor Patricia Reid, seconded by Councillor Jackson and carried:

That an additional 1.0 FTE be added for the Receptionist position

c) Tenant Engagement & Support Services Update

The Board was in receipt of Recommendation Report #12037 from the CEO/Secretary dated November 22nd, 2012.

Brenda Osborne gave an overview of the report and explained the community partnerships. The Local Health Integration Network (LHINs) funding was allocated to Community Care Assess Centre (CCAC) and will work with CCAC regarding supports in CHH buildings.

The wellness program is gaining popularity and a petition from tenants was recently received requesting additional programs at other CHH buildings. CHH will continue to budget and provide the wellness program service.

It was moved by Councillor Farr, seconded by Patricia Reid and carried:

That Report #12037 be received for information.

d) Stakeholder Reference Group, Terms of Reference

The Board was in receipt of Recommendation Report #12038 from the CEO/Secretary dated November 22nd, 2012.

Brenda Osborne reviewed the Step by Step terms of reference as a result of the Tenant Engagement Strategy.

It was moved by Chris McLaughlin, seconded by Patricia Reid and carried:

To accept the terms of reference for the Stakeholder Reference Group (Appendix A)

ADDITION
to
AGENDA

e) Safety & Security Task Force Amended Terms of Reference

SSTF held meeting on October 12th and made one more amendment to the ToR. Copies of the ToR distributed to the Board at the time of the meeting highlighting the addition of one sentence "Every effort be made to include tenant comments as handled through the imminent communication strategy".

It was moved by Chris McLaughlin, seconded by Patricia Reid and carried:

To accept the amended terms of reference for the Safety and Security Task Force sub-committee.

8. ADJOURNMENT

It was moved by Peter Schafft, seconded by Councillor Farr and carried that the meeting be adjourned.

TAKEN AS READ AND APPROVED

**BRIAN McHATTIE, PRESIDENT
CityHousing Hamilton Corporation**

Teresa Herechuk
Administrative Assistant
CityHousing Hamilton Corporation
Thursday November 22nd, 2012