



**Date:** September 26, 2017

**Report to:** Board of Directors  
CityHousing Hamilton Corporation

**Submitted by:** Tom Hunter  
Chief Executive Officer/  
Secretary

**Prepared by:** Tom Hunter, CEO

**Subject:** **CEO Information Written Update**

### **1.0 Staffing Update**

In October, the new maintenance staff model will be in place. As previously shared with the Board, the Superintendent position has been made redundant and will be replaced by Maintenance Servicers. The key responsibilities of the Maintenance Servicers will be day to day routine maintenance and preventative maintenance. On a quarterly basis, the Staff will be reporting to the Board on the quality of maintenance services. The first Report will be in January of 2018.

### **2.0 Lean Six Sigma: Market Vacancy Turnover**

A team of staff at CHH have completed the second Lean Six Sigma Quality Improvement project. The goal of this project was to "...reduce the turn over time for 75% of market rent units from vacancy to possession to 24 hours; improvements will be implemented by June 2017 without compromising quality". The team was successful in completing a market unit turnover in 24 hours. The project will be expanding to include more market and certain RGI properties, and a template is being created to assist in standardizing the work that will be completed to prepare a unit to be re-rented.

### **3.0 Electricity Costs**

On June 1, 2017 the Ontario Government passed the Fair Hydro Act to reduce electricity costs by 25% on the average electricity bill. Staff was

asked to confirm if this rate reduction applied to CHH. As of August, CHH has seen a reduction of approximately 23% in electricity rates.

#### 4.0 Sale of Single and Semi-Detached Homes

Location	List Price	Sale Price
98 Palmer	\$399,000	\$440,000
71 Martha	\$279,000	\$279,000
82 Palmer	\$379,000	\$381,000
385 Catherine	\$375,000	\$420,000
9 Michael	\$375,000	\$380,000
180 Tragina	\$280,000	\$278,000
62 Berko	\$379,000	\$376,000
33 Eaton	\$299,000	\$258,000

Since this information was last reported to the Board in June, 2018, two more houses have been sold (highlighted above). As well, work has progressed on the severance of the semi-detached homes and one of the severed properties will be listed.

#### 5.0 Housing Services Corporation (HSC) Gas Program

CHH will continue to procure natural gas from HSC at a fixed rate for a term of three years (2018 – 2020). HSC’s natural gas procurement rate has become much more competitive with other market options. The 2018 rate of \$0.150/m<sup>3</sup> compares favourably to the 2017 rate of \$0.159/m<sup>3</sup>. As well, CHH locked into the three year rate due to the fact that it was lower than the one year rate. A three year fixed rate offers budget stability, and is expected to provide cost savings to CHH over the three year term.

#### 6.0 Internal Audit Report – CHH Procurement Practices

As part of its annual plan for 2017, Audit Services had identified CHH for a procurement practices audit. The Audit was complete in early 2017 and the results were shared with CHH staff in June 2017. The Report identifies three major headings: 1) Observations of Existing Systems, 2) Recommendations For Strengthening System and 3) Management Action Plan. CHH staff have completed their action plan. The report will be presented at a Council meeting in the near future.

## **7.0 Provincial Energy Announcements**

Two provincial announcements have been made that have the potential to benefit social housing in Hamilton. The Ministry of Housing made an announcement about a new social housing repair and retrofit program that identifies approximately \$650 million to be spent over the next 5 years. The program will be called the Social Housing Apartment Improvement Program (SHAIP) and will likely increase the number of renovation activities allowed to reduce Green House Gas emissions. We are expecting further details on this program in September.

Ontario also recently announced an investment of up to \$100 million for the new Municipal Greenhouse Gas (GHG) Challenge Fund. Social housing projects are eligible for funding under this initiative. CHH will be submitting a proposal through the City of Hamilton's application. CHH has identified the 500 MacNab – Passive House Tower Renewal and could receive up to \$3 million in funding.

## **8.0 500 MacNab Resident Relocation Plan**

It had been determined that 500 MacNab would be vacated as of December 31, 2017. On August 29, 2017 staff held a community meeting which approximately 25 of the remaining 34 residents attended. It was at this meeting that the residents received their "Notice to End Tenancy". It was reaffirmed with the residents that when the building is complete the mandate of the building will be changing to a seniors building. Current residents who are seniors (57+) may temporarily transfer to another location during redevelopment and will have the option to return. Single residents, between ages 16 to 56, will have to permanently transfer to a "singles" building. The options for these residents are limited to 181 Jackson Street West and 95 Hess Street South.

All residents will be supported during the transfer and will be reimbursed for all transfer expenses. For some of our vulnerable residents, extreme case management will be required. CHH staff are committed to continue to support and communicate with residents living at 500 MacNab to ensure that the transfer is as seamless as possible. During the month of September, Community Relations Workers will hold clinic meetings to discuss the transfers with residents one-on-one. Another Community Meeting will be held at the end of September.

## 9.0 395 Mohawk – Parking Lot Project

CHH continues to work on resolving the parking lot project at 395 Mohawk. Presently, staff is determining the costs that would be associated with finalizing the work to prepare the tender documents, and confirming if the dollars are available to complete the parking lot project. Once these costs are determined, there will need to be confirmation from the Ward Councillor that the funds are available to proceed, and community meetings held with the residents at 395 Mohawk to keep them updated on the project.

## 10.0 CityLAB and CHH Partnership

CityLAB is a pilot innovation program between the City of Hamilton, Mohawk College, McMaster University, and Redeemer University College. CityLAB develops relationships between City staff, students, faculty members, and the community to create real-life projects that move the City's strategic priorities forward. CityLAB will be working with Mohawk College, CHH to retrofit two units (with the possibility of a third) with the focus of incorporating cost-efficient upgrades that make units more accessible for residents, as well as being more energy efficient. This work will start in the first week of October, 2017.



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Tom Hunter  
Chief Executive Officer/Secretary