



Date: September 26, 2017

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Tom Hunter
Chief Executive
Officer/Secretary

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Manager, Business
Services

Subject: CityHousing Hamilton Policies (Report #17024)

RECOMMENDATION:

- (i) That the CHH Complaint, Investment and Internal Review Committee policies be approved.
- (ii) That the CHH Guest, Fire Safety and Incident Reporting be received as information.

A handwritten signature in blue ink that reads "Tom Hunter".

Tom Hunter
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

In May 2016, SHS Consulting and Re/fact Consulting conducted an Operational Review (Review) on behalf the Service Manager. The Review identified policies required to be developed and updated to meet CHH organizational needs as well as ensure legislative compliance. CHH has completed the majority of the policies required of the Review.

BACKGROUND:

The Review completed by SHS Consulting in association with Re/fact Consulting on behalf the Service Manager was brought forward to the May 2016 Board

meeting (Report #16019). The Review identified a suite of directives and recommendations as it relates to developing and updating policies that would allow for continuous improvement.

DISCUSSION:

The Review identified policies that CHH should develop in order to assist organizational improvement in servicing its residents and policies that require updating to meet current legislative requirements (Attached Appendix A).

The categories of policies are as follows:

1. Non-legislated Policies - Requires CHH Board Approval

- a. Complaints Policy
- b. Internal Review Committee Policy
- c. Investment Policy

2. Legislated Policies – For CHH Board Information Only

- a. Fire Safety Policy
- b. Guest Policy
- c. Incident Reporting Policy

The listed policies have been completed by CHH staff and training will be provided to ensure policies are adhered to. A summary of each of the completed policies are described below.

Complaints Policy

The Complaints Policy (Attached Appendix A-1a) was developed to include process suggestions outlined in the Complaints Policy Guide (Guide) provided by the Local Housing Corporations and Housing Service Corporation Working Group (Working Group). The Guide serves as a starting point to deal with matters internally before the complaint is referred to the Ombudsman's Office and addresses the recent changes to the *Public Sector and MPP Accountability and Transparency Act, 2014*.

The process developed by the Working Group offered a starting point to deal with matters internally before the complaint is referred to the Ombudsman's Office.

The Complaint policy provides guidance for staff and residents on how to make a complaint and how a formal complaint is processed for the following:

- Complaints against another resident

- Complaints against a CHH Staff person and/or agent
- Complaints related to maintenance; and
- Complaints received by a member of the public.

Internal Review Committee Policy

The Internal Review Committee Policy (Attached Appendix A-1b) describes the system for internal reviews through the Internal Review Committee (IRC) and through the Manager of Residency Administration for social housing applicants and residents to appeal a decision where requests have been denied in accordance with the *Housing Services Act, 2011* (HSA).

Decisions that may be appealed include:

- Denied housing for social housing applicants;
- Denied transfer requests for alternative size and type of accommodation in which the household may live;
- The amount of RGI rent that has been calculated and determined payable; and
- Ineligibility for rent-geared-to-income assistance (Subsidy Removal).

Investment Policy

The Investment Policy (Attached Appendix A-1c) provides guidance for the management of CHH investment funds for capital projects, where capital reserve funds are invested through the Social Housing Investment Program.

Fire Safety Policy

The Fire Safety Policy (Attached Appendix A-2a) outlines the requirement of CHH to maintain fire safety procedures and life safety systems for all properties within its housing portfolio in accordance with the *Ontario's Fire Protection and Prevention Act, 1997* as well as the Ontario Regulation 213/07: Fire Code.

Guest Policy

The Guest Policy (Attached Appendix A-2b) describes who is considered a guest(s) of the household and the specified requirements for length of stay. The Guest Policy adheres to applicable legislation such as the HSA, the *Residential Tenancies Act, 2006* and the *Ontario Human Rights Code, 1962*.

Incident Reporting Policy

The incident Reporting Policy (Attached Appendix A-2c) outlines the responsibility of CHH to ensure the safety and well-being of its residents at its properties under the *Occupier's Liability Act, 1990*. It provides guidance to CHH Staff persons reporting incidents to ensure complete and consistent reporting of all incidents that could result in claims including those involving damage, destruction and theft of physical assets or to the general public by CHH.

CONCLUSION:

The completed policies demonstrate compliance with the Review to ensure continuous improvement and legislative compliance.

ALIGNMENT TO THE 2017-2021 STRATEGIC PLAN:

This report implements:

Community Engagement & Participation

CityHousing Hamilton has an open, transparent and accessible approach in working with its residents to make a positive impact on the community.

Healthy and Strong Communities

CityHousing Hamilton believes that housing is a key influential determinant of health and is strongly tied to the quality of life as it impacts the physical, social, emotional and mental health of all persons.

Built Environment and Social Infrastructure

CityHousing Hamilton is committed to finding new ways to be innovative that will contribute a dynamic City characterized by unique infrastructure, buildings, and public spaces. The maintenance, renewal and new development of our housing stock will ensure that the quality of life, well-being and enjoyment of our residents', influences the design and planning of our homes.

Our People Our Performance

CityHousing Hamilton aims at delivering consistent and excellent service for all its residents, while searching for ways to increase efficiencies and effectiveness in how we operate. To provide the highest quality of service to our residents within current resources, we work to empower staff to deliver on our service commitments by strengthening staff competencies, standardizing operating processes, streamlining services and technology and holding staff accountable to better respond to the needs of residents.

TH/kmc

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.