



Date: February 8, 2018

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Tom Hunter
Chief Executive
Officer/Secretary

Prepared by: Kathy McInnes
Manager, Business
Services

Subject: Report #18002 – CHH Policies

RECOMMENDATION:

That the following CHH policies be approved:

- Guest
- Contractor Performance Evaluation
- Contractor Deficiency
- Rejection, Suspension and Banning
- Certified Contractor List
- Board Orientation

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.

To date CHH has identified 26 Procurement Policies for development, review and/or revision. Twenty policies have been completed and approved and it is anticipated that the balance will be complete by June, 2018.

The following policies have been completed by CHH and a summary of each of the completed policies is described below.

Guest Policy (Appendix A)

This policy was previously approved by the Board, however the Service Manager recently released their Guest Policy and CHH has made minor revisions to its own to align with that.

Contractor Performance Evaluation (Appendix B)

This policy outlines how contracts will be evaluated at their completion. At the completion of a contract, a record of performance will be completed. The record will be used to provide feedback to contractors for performance improvements and/or acknowledge satisfactory performance and determine the Contractors' eligibility or ineligibility to bid on future CHH contracts.

Contractor Deficiency (Appendix C)

All Contractors and/or Agents that enter into a business relationship with CHH must adhere to best practices related to the organization's mission, vision and values. The Contractor Deficiency policy identifies how CHH will address deficiencies related to contractual obligations, behaviour and/or actions. It

describes the conditions for discipline, types of disciplinary action, contractor rights to appeal and how a contractor can be reinstated.

Rejection, Suspension and Banning (Appendix D)

This policy identifies when CHH may choose to reject a bid from a Contractor, suspend a Contractor or impose restrictions. It outlines levels of authority for decision making, and required communication to contractors, the Board and the City of Hamilton.

Certified Contractor List (Appendix E)

This policy governs staff on how a Certified Contractor List can be created and used. A Certified Contractor List identifies contractors of various trades that are qualified to perform responsive repair work for CHH. Contractors must be able to provide all required licenses, references, certificates and insurance to qualify for the list.

The Certified Contractor List is established following CHH's Request for Tender policy.

Board Orientation (Appendix F)

The Board Orientation Policy was developed to support new members of the Board following appointment. It details information to be provided to new members related to governance, legislative obligations, code of conduct, responsibilities and role descriptions. It does not describe responsibilities of the Board.

An Orientation Manual (Appendix F1, F2 & F3) will be provided to new Board Members and they will be invited to attend a Planning Workshop to learn about the organization, its programs, services and current and future priorities.

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.