



**Date:** September 24, 2019

**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 CityHousing Hamilton Branding

A presentation will be provided on the new branding for CHH.

### 2.0 Pest Control Update

A video will be shown that depicts the work of the Pest Control Team. This video was shown at the ONPHA Conference in 2018.

**Lead Time** – Staff lead times for treatments have remained consistent over the past three and a half years. Staff shortages created an increase in lead time during the second half of 2018. With adjustment in current staff workflow, lead times have stabilized through the first and second quarter of 2019 and returned to well below threshold. This trend is expected to continue through the balance of 2019, returning to at or below 2017 numbers.

<b>Lead Time</b>				
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019 *Q2</b>
<b>Bedbugs</b>	8.5	7.2	7.8	7.9
<b>Other Pests</b>	8.3	6.6	7.7	6.1

**Quality Survey Results** – Five percent of residents who have pest control work in their homes are contacted and four satisfaction indicators are measured; overall, call centre (office), staff working in their home, and condition the home was left in after the inspection. These results are rated from one to five, with five being the highest. Results are below:

<b>Quality survey results</b>				
	<b>2016</b>	<b>2017</b>	<b>2018</b>	<b>2019 *Q2</b>
<b>Overall</b>	4.6	4.6	4.4	4.6
<b>Call Centre</b>	4.6	4.7	4.5	4.7
<b>Staff in home</b>	4.7	4.7	4.6	4.6
<b>Unit condition</b>	4.6	4.6	4.6	4.7

**Number of Pest Treatments** - There was a reduction in treatments from 2017 to 2018. As noted earlier in the Report, this was due to staff shortages in 2018. As well, treatment request have been going down year over year. In taking a closer look at the data, it is showing that where CHH does full building inspections and required treatments, the reduction in pests is long lasting. Although the pest control team was not able to do any full building treatment in 2018, CHH is still seeing the positive impacts of those completed 2015-2017. In January, 2019 the Integrated Pest Management program was resumed.

<b>Number of Pest Treatments</b>			
	<b>2017</b>	<b>2018</b>	<b>2019 *Q2</b>
<b>Bedbugs</b>	2551	2035	831
<b>Other Pests</b>	4973	4261	1870
<b>Grand Total</b>	<b>7524</b>	<b>6296</b>	<b>2701</b>

### **3.0 Asbestos Remediation Project**

In September of 2018, it was shared that asbestos was found in the buildings at 20 and 30 Congress. Once asbestos was uncovered, staff developed a tenant relocation project team to work collectively with tenants to minimize the impact of remediation work and to ensure tenants are supported and safe throughout the duration of the project.

The asbestos abatement project was awarded to Integricon Property Restoration and Construction Group Inc. The remediation work commenced July 24th on the 10th floor at 20 and 30 Congress. It was anticipated that it would take 5 weeks for the completion of each floor, however, there have been construction delays. These are a result of summer heat, additional air quality inspections, and the extensive damage of the ceiling. Currently, the work has passed inspection at 30 Congress and there is a pending inspection at 20 Congress on Sept 17th.

To house residents during the abatement project, hotel suites will be set up for households to live in while their floor is being remediated. Suites will be located on the top floor (10<sup>th</sup>) of each building. We anticipate tenant relocation for 9<sup>th</sup> floor to start in the week of October 2019.

To keep Residents up to date on the progress of project there are monthly meetings. The next community meeting is September 18<sup>th</sup> from 10:30-12 and 4-6pm.

#### **4.0 Indigenous Strategy Update**

In September of 2018, at the CHH Divisional Day, all staff took part in a presentation and small workshop on the Urban Indigenous Strategy. The session was led by Shylo Elmayan, Senior Project Manager, Urban Indigenous Strategy and Nicole Jones, Project Manager, Indigenous Initiatives. Staff were provided a formal presentation and a copy of the “TRC Calls to Action – Urban Indigenous Strategy”. This was followed by a working session where staff were given 3 questions that allowed them to reflect and consider how they connect with the Urban Indigenous Strategy.

CHH will take the lead from the CoH on continuing to move this important strategy forward.



---

Tom Hunter  
Chief Executive Officer/Secretary