



Date: February 25, 2020

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Tom Hunter
Chief Executive
Officer/Secretary

Prepared by: Tom Hunter,
CEO

Subject: CHH Policies (Report #20001)

RECOMMENDATION:

That the following CHH policy be approved:

- Authorization Limits for Approval

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.

CHH previously identified 36 Procurement Policies for development, review and/or revision. Thirty-three policies have been completed and approved and it is anticipated that the balance will be complete by April 2020.

In addition to the identified policies from the Review, CHH has continued to work on updating outdated policies, or developing new policies, as it pertains to the everyday needs of the organization.

This month there is one CHH Procurement Policies that require your review. A summary of the policy is described below.

Authorization Limits for Approval (Appendix A)

This policy is being brought for your approval as new staff have been hired in Maintenance that will require authorization limits for HVAC Technicians. Authorization limit will allow them to purchase materials in order to maintain, service, repair and operate all heating, air conditioning, ventilating equipment and systems in CHH buildings. In addition, authorization policy for CHH has authorized Visa credit cards up to \$10,000 each for the new HVAC Technician positions. Same policy of authorization will apply to these cards for HVAC Technicians.

The suggested authorization limit being requested is \$2,000.00. Currently, when a HVAC Technician needs materials to complete a repair and/or repairs, they will purchase the materials from approved vendors within their spending limit.

All staff having authorization limits within CHH are provided with clear training of all procurement policies having an impact on the organizational budget.

CONCLUSION:

The completed policies demonstrate compliance with the Operational 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/th

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