

Minutes of the CCOC Board of Directors Meeting of Wednesday, May 29, 2019

Present: Abra Adamo, Sarah Button, Josh Bueckert (Treasurer), Sinda Garziz (Secretary), Penny McCann, Andrew McNeill, Shelley Robinson, Bill Rooney, AnaLori Smith (Vice President / Chair), Jesse Steinberg, Chris Yordy.
Staff: Ray Sullivan, Adella Khan (recorder)

Regrets: Dallas Alderson (President), Kerry Beckett, James Clark

Guests: Dahlia Smolash

1. Call to order

The meeting was called to order at 7:59 p.m.

2. Adoption of the Agenda.

The agenda was adopted as presented and AnaLori explained the Consent Agenda.

(M/S/C, Jesse Steinberg / Sinda Garziz)

3. The Board adopted the minutes of the April 24, May 16, 2019 meetings.

(M/S/C, Andrew McNeill / Chris Yordy)

4. Declaration of conflict of interest – none.

5. Business arising from the previous minutes:

- a) Percy & Lisgar borrowing:** We re-financed Percy School for just over \$3 million. We are trying to refinance 258 Lisgar through CMHC's co-investment fund to do much needed work at that building. Some bureaucracy is slowing the process.
- b) Alternatives to calling police:** Staff are still working on this, not much success so far.
- c) Updating Standing Committee Terms of Reference:** Each of the committees was asked to update their ToR. When it initially came to the Board, we noticed inconsistencies and sent them back to the committees to review. The Board has marked up versions to view and Ray has clean versions to show. Andrew says everything looks great and the track changes were very helpful.

The Board moved to approve all of the terms of references.

(M/S/C, Andrew McNeill / Josh Bueckert).

6. Executive Committee Report – none.

7. Personnel Committee Report – none.

8. Finance Committee Report: No meeting in May but Josh has an update. In the past, our building reports have been organized based on operating agreements. With operating agreements ending, this will no longer be the case. The committee will be working on other ways of presenting information to the Board and Josh suggests Board members think about what kind of information they'd like to receive, and how it could be presented.

9. Development Committee Report

- a) **Arlington Redevelopment:** Penny reports that the building has had a small set back. The building did not pass acoustic testing, impacting the lower 8 units. Those units will not be rented until the builder proposes and completes a solution. Landscaping should be finished within a couple of weeks.
- b) **91 James:** Penny reported that there had been an opportunity to purchase the rooming house at 91 James. The vendor has declined to consider the offer because they are already considering another offer. CCOC was interested specifically because this rooming house is bad housing and a bad neighbour and we felt that CCOC, in partnership with a supportive housing agency, could improve both those things. The City was also willing to step up with \$700k to make the building better.
- c) **(Re)Development Strategy:** Penny reported on the list of properties that Development Committee reviewed to consider as redevelopment opportunities. A total of 7 sites have come forward to examine in more detail, with a few highlighted for opportunities. Ex., Bullman, which isn't currently a property we own but is a dead end one near our 212-216 Carruthers property that could allow for a denser redevelopment. We also want to examine the site at Forward Ave (former City shelter for families) as the opportunity arises. As for current properties, we want to focus on 287-293 Loretta and 82-84 Putman because we may be able to put their redevelopment together in a portfolio with other properties in our portfolio application for CMHC co-investment fund
- d) **Cahdco land purchase:** Sarah reported on the Champlain site, which is two tri-plexes that Cahdco recently purchased. Both are currently vacant. We're going to see if we can do short-term rentals for some of the units while Cahdco decides next steps. Cahdco is looking at making this an affordable home ownership project.

10. Tenant and Community Engagement Committee – none.

11. Facilities Management Committee Report

- a) **CMHC Co-investment fund:** Ray reports that we're embarking on taking a multi-year portfolio approach. The idea would be that we apply with a package of buildings and over a time frame, we eventually achieve all of the required targets for energy efficiency and accessibility. Ex: we'd do all of the windows in the portfolio at once, all of the concrete balconies next, etc. We will be sitting down with CMHC to work on this application together. We're going to try to get a commitment from CMHC within the month of September, ahead of the federal election.
- b) **Rebranding:** The department has changed dramatically over the last few years. We're no longer just doing "maintenance" work but doing a lot more work in managing the facilities

with long term planning and action. The committee is asking to complete this change by re-naming the department to the Facilities Management Department. The committee also recommends changing the titles of the jobs to reflect this.

The Board moved to accept the committee's recommendation to rebrand the department, and refers title changes to Personnel. (M/S/C, Josh Bueckert / Sinda Garziz)

- c) **Service Delivery Standards:** We have service standards for all of the work orders we generate. We have been doing an excellent job! With close to 1,000 work orders completed within the month of April, a month they were down staff, they had 99% of work orders finished on time. This shows that large, structural changes are working.

The Board moved a motion of commendation to the Maintenance staff for their excellent work. (M/S/C, Bill Rooney / Chris Yordy)

12. Rental Committee Report

- a) **Policy updates:** Chris reports on the policy review process the committee has been working on. The rental committee recommends to rescind two policies that are now covered by provincial legislation and to accept amendments to the Rent Incentive Policy regarding word choice.

Chris moved for the Board to accept these recommendations.

(M/S/C, Chris Yordy / Jesse Steinberg)

- b) **Housing Services Act changes:** The Ministry is changing the way RGI is calculated and changing some rules for how the waiting list will work.

13. Policy Research and Advocacy Committee (PRAC!) (no meeting in May)

14. Corporate Business

- a) **2018 Indicator Report:** Ray gave us an update on PUPYs and KITyS! Our service standards for maintenance were lost in 2018 due to changing software. Our rental service standards did well. Our environmental footprint has been declining over the last few years. Our vacancy rate is still below the city's, and impacts our average turnover time. We also have statistics for our eviction notices: this is not a tool to show trends. We serve N5s to tenants as behavioural warnings, for which the hopeful outcome is to change behaviour, and N4s are served for non-payment of rent, for which the hopeful outcome is creating a mediated payment plan. The Board wants to know what the proportion of maintenance requests come from the online form vs the front desk vs any other methods.

Adella can put together a report on CCOC's communications. Sinda asks about presenting information in different languages and suggests this would help create stronger, more inclusive communities.

- b) **June board workshop:** We want to hold a workshop around how the Board will operate together, covering things like setting rules of engagement, discussing how we listen to each other, and the like. Hold the date for June 12 from 6 p.m. to 9 p.m.

- c) **Summer meeting schedule:** The Board decided to skip the July meeting.

(M/S/C, Bill Rooney / Jesse Steinberg)

15. Conference / Associations' Report - none.

16. Other Business – none.

17. The meeting was adjourned at 9:28 p.m.

(M/C, Josh Bueckert)