

MINUTES FOR THE CCOC BOARD OF DIRECTORS MEETING

Wednesday, August 28, 2019

Present: Dallas Alderson (President/ Chair), Kerry Beckett, , Sinda Garziz (Secretary), Penny McCann, Andrew McNeill, , Shelley Robinson Bill Rooney, AnaLori Smith (Vice President), Jesse Steinberg, Chris Yordy.

Staff: Ray Sullivan, Nicole Picton (recorder).

Regrets: James Clark, Josh Bueckert, Sarah Button, Abra Adamo.

1. Call to order

The meeting was called to order at 7:20 p.m.

2. Adoption of agenda:

The agenda was adopted as presented, with items not specifically noted being adopted on consent.
(M/S/C, Bill Rooney / Kerry Beckett)

3. Adoption of June 26, 2019 minutes:

The minutes were adopted as presented. (M/S/C, Andrew McNeill / Chris Yordy)

4. Declaration of conflict of interest- none.

5. Business arising from the previous minutes

- a) **Lisgar borrowing-** Ray explained that CCOC is working with CMHC to secure financing. CCOC has to come up with fresh engineering reports. CMHC advised CCOC to apply for their SEED grant, which we did, and we have been approved for a \$60,000 grant and \$88,000 loan. These engineering reports will help us with the main application for \$3-4 million in loans.

Motion: That the Board appoint Ray Sullivan and Amanda Tompkins as signing officers to execute CMHC SEED funding and financing (M/S/C, Andrew McNeill / Bill Rooney)

- b) **Alternatives to calling police** – Sinda reported that TCE Committee is discussing alternatives to directing tenants to call police when they find trespassers in CCOC buildings. However, there aren't very many good alternatives in Ottawa. CCOC staff came up with a list of resources that could be an alternative to calling the police; most of the options are only available during the daytime. CCOC will continue thinking of resources to

provide tenants. For tenants who feel comfortable enough, they could talk to the trespasser. But in the end, tenants have the full right to call police, and CCOC's first obligation is to the safety of our tenants.

James asked if the committee talked about different scenarios which would require the police to be called. Sinda explained the committee discussed people being in the stairwells and homeless people staying in the lobby as well as drug users.

Andrew asked if there is a broader conversation around different services that can be called.

The resources our TCE Facilitator was able to find provide service in public spaces and we need resources to support people who are using private spaces in CCOC buildings, like stairwells and lobbies.

We have had success in changing door entry systems. All new enterphone panels are being relocated outside the airlock, allowing us to keep both sets of airlock doors locked. This greatly reduced incidences of trespassers at 145 Clarence and 511 Bronson.

Some board members expressed interest in adding resources into the budget to change all of the enterphone systems.

Kerry suggested that CCOC should tell all tenants to call the police so that there will be a record of incidents

Sinda replied that TCE wants tenants to know that they have options other than calling the police, but it does not mean there will be instances where the police will not be called.

TCE committee will continue this discussion.

c) Sources of maintenance requests

Nicole showed that for the month of June there was a 99% on-time completion rate for workorders. Approximately 1/3 of non-emergency workorders originate from Tenant Services Representatives at our Service Desk. Of the 542 service requests and enquiries fielded at our Service Desk in June, 56% were by phone, 36% by e-mail, and 8% in-person.

d) Anti-Oppression Statement

Dallas read the draft statement from the anti-oppression workshop in June. The intention is that this could be a statement read out loud before every board meeting. Preliminary thoughts on the statement include: That discussion is inclusive, respectful of different points of view, take place in a safe space...

Chris, AnaLori and volunteered to work on the anti-oppression statement to bring back to the board next month.

6. Executive Committee Report

a) *In Camera* minutes: The board read *in camera* minutes from the August Executive Committee meeting.

b) November 16 Board Retreat: Dallas confirmed the board retreat is scheduled for November 16. During this meeting decisions will be made on the Integrated Asset Plan and long term financial plan. Lunch will be provided and the meeting is expected to take place from 10am-4pm in the CCOC boardroom. Shelley will not be able to attend due to a

scheduling conflict.

7. Personnel Committee Report

a) Policies of employment updates

- i. **Probation:** the committee added a six month timeframe, and that it must be actual work (leave time doesn't count)
- ii. **Training and Professional Development:** people must still be a CCOC employee to claim reimbursement, even if training was done while an employee
- iii. **Leave without Pay:** the committee added some parameters that it is for "time-limited opportunities where the employee intends to return to work."

b) Job descriptions

- i. **Facilities Management Dept title changes:** the committee changed titles to match the new department name. Maintenance Officer becomes "Operations Coordinator", Maintenance Manager becomes "Operations Manager"
- ii. **Development Assistant:** the committee approved the job description for a new term (temporary) position to add admin support.
- iii. **Rental Department Director:** The committee updated the job description so we can post it and try to replace Debbie before she retires
- iv. **TCE Facilitator:** Personnel recommended budgeting for this as a full-time regular position in the 2020 budget. The Board will have to approve it along with Budget in the fall.

8. Finance Committee Report (joint meeting with Rental Committee)

- a) **Bad debt:** The Board moved that \$1692.57 in bad debts from June 2019 be written off and \$11,682.77 in bad debts be written off from July 2019.
(M/S/C, Bill Rooney / Kerry Beckett)
- b) **CCOC and CCHC indicators:** Staff applied the same 2018 indicators and performance measures in The Agency For Co-op Housing report on 240 Presland to all other CCOC-managed properties.

Vacancy loss: When the co-op has a bad year, it is usually due to vacancy loss (or bad debt). The co-op didn't do badly at all in 2018 but some CCOC properties did. 163 James did very poorly and that's because it's a rooming house and it takes a bit longer to fill a vacant room with a tenant who will be compatible with the other tenants.

Arrears and bad debts: they change year by year and there aren't necessarily trends.

Maintenance spending as % of operating cost: At Carruthers, Loretta and Putman the cost are high and that is partly why CCOC is weighing the option of redevelopment.

Maintenance spending per unit: Carruthers, Loretta and Putman again were the highest.

Replacement reserve balance per unit: 41 Florence, Percy School, Gladstone, Carruthers, Loretta and Putman are in the negatives and the reserves have been exhausted. Other properties with small or negative reserves are very small buildings, so the actual dollar amounts are small.

9. Facilities Management Committee Report

- a) **160 Argyle elevator**- Tenants with disabilities voiced their displeasure at recent elevator break-downs at this single elevator building and two gave a presentation to the committee. Anne Marie is setting a meeting with KONE (the elevator service contractor) to talk about their poor service.
- b) **Painting agreement**- Staff should let tenants know an approximate range of how much it's going to cost to paint the apartment before the agreement is signed.
- c) **Chargeback policy**- The Board moved that staff should update all department names and job titles in all CCOC policies. (M/S/C, Penny McCann/ Bill Rooney)
- d) **Service Delivery Report** – The Facilities Management Department has had near perfect scores for three consecutive months.

10. Development Committee Report

- a) **Changing chair**- Alison Kar stepped down from her position after decades of chairing. Penny is now the new chair and Elliot Sherman is the vice-chair.

Penny moved a motion to thank Alison for her work as chair for the many years of service: the Board passed it unanimously. (M/S/C, Penny McCann/Jesse Steinberg)
- b) **Lebreton Flats**- A couple of individuals were inspired to get the NCC to sign a community benefits agreement. The individuals are trying to attract representative groups to ask them to sign onto this idea. Community benefits are a new idea in Ottawa and usually this is an agreement between a government and private companies to get them to commit to community work.

The Ottawa Social Housing Network (OSHN) has signed on. The Board agreed that CCOC should stay engaged but not sign on at this time. CCOC might be able to help achieve the same of the same goals by engaging with NCC directly.
- c) **Forward Avenue Action Ottawa RFP**: Ray briefly explained that submissions are due in early October. The RFP specifies they want a blend of apartment sizes which means we can't do townhomes (like our new Arlington property), which also means higher cost because this means elevators and hallways. There are two financial scenarios: the first one would require 3 million of equity from CCOC. If we get CMHC funding along with a co-investment loan this will reduce CCOC's equity cost to 1.7 million dollars. A full proposal will come back to the board in September.

The Board moved that staff develop an Action Ottawa proposal for presentation to the board in September. (M/S/C, Penny McCann / Chris Yordy)
- d) **Arlington**: Construction is done! September 7 opening party.
- e) **Integrated Asset Plan**: More information coming at the Nov 16 Board Retreat

11. Tenant and Community Engagement Committee: adopted with consent agenda

12. Rental Committee Report

- a) **2020 Rents**- Ray gave a brief presentation summarizing the recommendations from the Rental Committee: increasing rents for existing tenants by 2.2%, and increasing rents on turnover to at least 93% of Average Market Rent (AMR), unless there are specific reasons (electric heat, small apartment) for lower rent, in which case the turnover rent will be 80-90% of AMR. This is consistent with direction from the board over the past 20 years, but it also a more aggressive move toward increasing rents for new incoming tenants.

Penny noted that the committee minutes cautioned against raising the bachelor market rents too high because as much as half of those market-rent tenants would qualify for a subsidy and raising the rents could cause barriers for future tenants. Penny noted that a CCOC employee at the lowest possible wage might not be able to afford a bachelor at the proposed turnover rents for some properties.

Other board members expressed concern that keeping bachelor rents too low also provides a subsidy to those who *don't* need it.

Ray reminded the Board that the true problem is the undersupply of affordable housing, and how this leads to long waiting lists. If rent-geared-to-income housing was available in 10-12 months, the Board likely wouldn't be discussing how to keep market rents low for market rent applicants who otherwise qualify for a subsidy.

If the turnover rents are being increased, and we wish to keep some bachelor rents accessible to low-income applicants, CCOC can consider an internally-funded Below-Market-Rent program for some bachelor apartments. This would ensure that reduced rents only to tenants who need the reduction.

Motions:

That the Board approve market rent increase of 2.2% in 2020 for all current tenants
(M/S/C, Penny McCann / Bill Rooney)

Jesse moved that the Board Approve new turnover rents as recommended by the Rental Committee.
(M/S, Jesse Steinberg / Chris Yordy)

Andrew moved an amendment, that bachelor turnover rents be excluded from the original motion and discussed at the next meeting.
(M/S/C, Andrew McNeill/ Bill Rooney)

The Board returned to the original motion, as amended:

The Board approved new turnover rents as recommended by the Rental Committee, excluding bachelor turnover rents, which will be discussed at the next meeting.
(M/SC, Jesse Steinberg / Chris Yordy)

13. Policy Research and Advocacy Committee (PRAC!)

- a) **City Official Plan:** The committee reviewed discussion papers issued by the City on their Official Plan Review and agreed on some principles that will form the basis of CCOC's advocacy.

14. Corporate Business

- a) **Upcoming events:** 12:00 September 7: Arlington Opening, September 28 Bike Tour

15. Conference / Associations' Report: none

16. Other Business: none

17. Adjournment: the meeting adjourned at 10:09 p.m. (M/C, Penny McCann)

Next Meeting: 7pm, September 25, 2019