

Minutes of the CCOC Board of Directors Meeting of Wednesday, April 28, 2018

Present: Abra Adamo, Glenn Allen, Kerry Beckett, Josh Bueckert (Treasurer), Sarah Button, James Clark, Penny McCann, Andrew McNeill (Secretary and Acting Chair), AnaLori Smith

Staff: Lorraine Salvo (through item 7), Ray Sullivan, Erica Webster (recorder)

Regrets: Dallas Alderson (Vice President), Lee Pepper, Bill Rooney (President)

1. Call to Order - The meeting was called to order at 7:39pm.

2. Adoption of the Agenda

The Board adopted the agenda as amended, accepting all committee reports for information except items noted for Board business. (M/S/C J. Clark / J. Bueckert)

3. Adoption of the Board Minutes

The Board adopted the regular minutes of the March 28, 2018 meeting as presented. (M/S/C S. Button / K. Beckett)

The Board adopted the *in-camera* minutes of the March 28, 2018 meeting as presented. (M/S/C S. Button / K. Beckett)

4. Declaration of Conflict of Interest – none.

5. Finance Committee Report

a. Bad Debt Motion

The Board moved to write off \$1,659.76 in bad debt for CCOC in March and April 2018. (M/S/C J. Bueckert / K. Beckett)

b. Geothermal Rate Increase

The Board approved the Beaver Barracks Geothermal rates increasing by 2% for units of 900 ft² and above, and by 3% for all other units. These revised rates will be implemented on or before July 1st. (M/S/C J. Bueckert / J. Clark)

c. 2017 Financial Statements

The auditors found our financial statements present fairly, in all material respects, the financial position of CCOC as of December 31, 2017.

CCOC had a surplus of \$297,242 in 2017. This is largely attributable to our EOA portfolio.

Our maintenance costs were above what was budgeted. Our pest control costs have grown tremendously year over year – we spent roughly \$182,000 on pest control in 2017. This is a trend across the board for all landlords. Our goal now is to have better outcomes for this sum of money.

We made a \$600,000 larger contribution to our capital replacement reserves than budgeted as outlined within our long-term financial plan.

The Board moved that \$104,000 be transferred from EOA net assets to the top-up replacement fund.

The Board moved that the residual gain of \$19,259 from the Eccles property sale be transferred from unrestricted net assets to the Arlington redevelopment fund.

The Board accepted the 2017 CCOC audited financial statements as amended, and recommends the membership accept them at the 2018 Annual General Meeting.

(M/S/C J. Bueckert / J. Clark)

The Board thanked Lorraine and her staff for all their hard work preparing for the audit, particularly during this time of IT transitions and renovation!

6. Business arising from previous minutes

a. Property Tax Appeal

Ray does not have news on the Beaver Barracks property tax appeal at this time. He'll keep the Board updated.

b. Borrowing Motion

There was some ambiguity regarding the motion Infrastructure Ontario wanted us to pass. The motion refers to the original motion passed at the time of the borrowing, even though the officers refer to the current officers vs. the former officers at the time of the borrowing. The motion we recorded from March reaffirms the table officers responsible for the borrowing.

c. February In-Camera Item

The City still hasn't released the RFP related to this project. We're expecting it to open in the next month. Kiefer and Ray attended a city-sponsored community consultation on the site. There is some community resistance to the idea of supportive housing already. Our Development department will also be looking for other opportunities within this RFP.

7. Executive Committee Report – none beyond minutes included in the Board Package.

8. Personnel Committee Report

a. Compensation Review

Erica introduced the compensation review process, explaining that Personnel had identified a scope for the project including:

- Rewriting all job descriptions for consistency and accuracy
- Recommending a compensation/salary structure for the organization
- Recommending appropriate salary levels for each position.

We received three proposals from local HR contractors. Our initial budget (identified somewhat arbitrarily) was \$10,000. None of the proposals came in under this sum. Erica recommended the Board approve moving forward with McConnell as our project consultant. The distinguishing feature of their proposal was a clear job evaluation tool that can be used moving forward to assess where new positions should fit within a salary range. This will hopefully prevent us having to do a similar compensation review process in the near future, since the tool will continue to be usable as we grow and evolve.

The Board approved increasing the budget to \$20,000 for the compensation analysis.
(K. Beckett / S. Button)

9. Development Committee Report

a. Arlington Redevelopment

Ray shared some exciting pictures of the development progress.

10. Membership and Communications Report

a. Family Care Fund

M & C recommends the policy be continued with a sunset date of April 2023.

(M/S/C A. Smith / J. Bueckert)

b. Policy Sunset Dates and Updates

The Board repealed the following policies:

- Guidelines for Welcoming new committee members
- CCOC's meeting rooms
- Donation requests
- Election Signs
- Office Volunteers
- Volunteer Landscaping

(M/S/C J. Bueckert / A. Adamo)

The Board adopted policy sunset dates as follows:

- Signage Design and Interior Common Area Signage – April 2019
- Lifetime Membership and Doug DesBrisay Good Neighbour Award – April 2020
- Bilingual Services – April 2021
- Editorial Policy NewsNotes – April 2022
- Distribution of Publications in lobbies – April 2023

(M/S/C K. Beckett / S. Button)

11. Facilities Management Committee Report

a. Corix/Geo-Energie Energy Consumption Analysis

This item was presented for the Board's information. We've been watching the costs for utilities and repairs to the mechanical systems at Beaver Barracks. It's running very efficiently in the winter, but not in the summertime with cooling. We're dumping more heat into the ground in summer than we're pulling out in winter. There's some mechanical equipment that consumes a great deal of energy (which costs us money) that isn't needed in all conditions, so we are adding by-pass options.

Geo-Energie has provided recommendations to dispel this excess energy including a cooling mechanism on the line in summer. We will need to decide how best to proceed. Staff will keep FMC up to date.

12. Rental Committee Report (accepted on consent agenda)

13. Policy Research Advisory Committee (PRAC!) (no meeting)

14. Corporate Business

a. Nominations and Appointments Subcommittee

We have more than a full slate of candidates running for election at the AGM (nine total).

15. Conference/Associations Report

The CHRA Congress is on! Ray is actually there right now (at least in spirit). We sponsored a reception tonight.

16. Other Business

a. Accessibility issue at 10 Stevens

AnaLori reported that there is a tenant at 10 Stevens who has lived there since 2014 and uses a power wheelchair. They are having trouble opening the door of their apartment – there is a clicker to open the main door of the building, but not their individual apartment. This also prevents the tenant from accessing laundry and garbage facilities since they are on

a number pad system. This tenant contacted CCOC's Maintenance department towards the end of 2016 to inquire about how to modify the clicker system so they are able to have reliable access to their home. A contractor was dispatched to investigate and found the cost would be approximately \$1000. Given the tenant was not able to afford this cost, they were referred to external sources to inquire about potential available funding.

There was not external funding available, so the tenant has continued to endure a toll on their body every time they enter their home. There was a miscommunication wherein the tenant interpreted the initial referral to external funding as meaning that CCOC would not fund the necessary accommodations were grants not available. AnaLori raised that CCOC should focus on concise, clear information regarding accessibility processes – and that it would be a good idea to include this in the calendar moving forward.

The Board referred this issue to Facilities Management Committee.

b. Key Indicators (Total Year): KITYs

Ray shared a presentation on key annual indicators.

Our total volume of workorders has remained consistent. There is an inverse relationship between emergency workorders and non-urgent workorders (now more emergency than non-urgent). Our service standards were updated in 2017, and then again in 2018.

Average time to complete workorders has remained relatively consistent and within service standard times. In the case of our non-urgent workorders, the completion time is increasing (which is good as it means we're prioritizing appropriately). On average, all workorders are completed in fewer than 4 days.

Rental standards have more fluidity as they are highly dependent on circumstances and individual vacation times, etc.

Ray showed the committee the drop in water consumption that low-flow toilets created, which has now levelled off.

We're doing some LED lighting retrofits over the next year, which will hopefully lower the amount that CCOC pays for hydro.

We track both "Maintenance vacancy months" and "Rental vacancy months". For the most part, we don't have to work very hard to rent out our units (other than some of the geographical outliers). Rental vacancy months are declining, while there was an increase in Maintenance vacancy months (the amount of time it takes us to complete a unit turnover).

Some vacant units we held aside at 170 Booth for pest control contributed a lot to this (it's all clear now!).

Ray also walked the committee through PUPYs – Per Unit/Per Year costs. These measurements give us the opportunity to compare properties one against the other on some basic financial measures. Our mortgage-free properties are (predictably) doing the best. Putman, Carruthers, and Loretta continue to run deficits in capital reserves and operations.

17. Adjournment

The meeting adjourned at 9:47pm.

(M/C J. Bueckert)

**Next meeting:
7:00 pm Wednesday, May 30, 2018
in the meeting room at 415 Gilmour Street**

Secretary of the Board

Date