

## **Minutes of the CCOC Board of Directors Meeting of Wednesday, May 30, 2018**

**Present:** Abra Adamo, Dallas Alderson (Vice President), Glenn Allen, Kerry Beckett, Josh Bueckert (Treasurer), Sarah Button, Lee Pepper, Jesse Steinberg, Bill Rooney (President), AnaLori Smith, Chris Yordy

*Staff:* Adella Khan (recorder), Ray Sullivan

**Regrets:** James Clark, Penny McCann, Andrew McNeill

**1. Call to Order** - The meeting was called to order at 7:11pm.

**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 S. Button / J. Bueckert)

**3. Adoption of the Board Minutes**

The Board adopted the minutes of the April 25 and May 17 meetings as presented. (M/S/C K. Beckett / A. Adamo)

**4. Declaration of Conflict of Interest** – none.

**5. Business arising from previous minutes** – none.

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

**7. Personnel Committee Report**

**a. Pest Control Coordinator**

Dallas briefed the Board on the rationale behind proposing this new regular position in the Maintenance department. We've had a casual employee filling the role since December as a type of pilot, and have seen improvements in our ability to provide good customer service to tenants as well as to proactively stay on top of pest control issues.

With DDT no longer being permissible for pest control use, the numbers of cockroaches and bed bugs continue to rise across our properties (and across Ottawa as a whole). The amount of time it takes to coordinate this volume of work was not sustainable within the Maintenance Officer role, as was originally hoped. It was impeding the ability of the officers to perform other duties, consuming more than half of their day sometimes. There is enough work for this to be a standalone full-time position.

Chris inquired if one person was sufficient to perform the role. Ray explained that for now, it was manageable for one person in spite of the East/West team split structure in the rest of the Maintenance department. Having one main point of contact has made it easier for both tenants and the service desk to forward inquiries around inspections and treatments.

Josh asked if there's a difference in pest control activity levels between newer and older buildings. Ray explained that it's primarily a question of apartment density – more apartments in closer proximity means more places for the bugs to go.

There was a discussion regarding the role of the Pest Control Coordinator during less busy times of the year (e.g. winter vs. summer). Ray explained there would be a focus on preventative education and outreach to tenants. We are also proactively making use of Orkin's "bed bug dog" to do block inspections of buildings and catch issues that may not otherwise be reported. Our goal is to know about infestations as early as possible.

The Board approved the job description for the Pest Control Coordinator, and authorized CCOC to hire a regular employee to fill the role. (M/S/C D. Alderson / K. Beckett)

## **8. Finance Committee Report**

### **a. Bad Debt Motion**

The Board moved to write off \$7,746.73 in bad debt for CCOC in May 2018. Josh explained that this number comes from a tenant with significant arrears.

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

### **b. Yardi**

Josh explained that the transition to Yardi has been more complex and time-consuming than originally anticipated. Creating the necessary reports is more labourious than we were expecting, which has been the primary focus over the last couple of months. A larger volume of work than we would like is therefore being done manually at this point. We are collecting rents and generating necessary information to report back to funders as best as possible. The hope is for all setup work to be completed by the end of summer and all these inefficiencies worked out.

## **9. Development Committee Report**

### **a. Arlington Redevelopment**

We'll soon be adding a roof to the building! We are proceeding more or less on time according to the revised schedule of work. Half of the building should be ready by end of October, which likely means December move-ins. The project is on budget so far, although we have used up most of our contingency fund. A lot of this has been legal fees for negotiations with CMHC. We're hoping to find some savings in smaller budget lines.

**b. Action Ottawa RFP + 298 Carling**

The Board previously discussed this *in-camera* as a potential site for development. We are still waiting for the City's RFP to be released. There may be more opportunities and money available than just this one site, so Ray will update the Board when we know more.

**10. Membership and Communications Report**

**a. Plant Days**

Lee provided the Board with a recap of this year's Plant Days. We had fewer orders than usual, which may be attributable to a long winter. Many great volunteers helped to distribute plants to 377 tenants, thanks to a great coordination effort by Natalia! The Board got to see some wonderful event photos taken by Gabrielle Dallaporta.

**11. Facilities Management Committee Report**

**a. Building Automation Systems**

While we aren't looking to get to a stage where robots perform building maintenance tasks, we *can* put many building systems on the internet. This means we'd be able to receive alerts at the office when things aren't working as they should. We'd also be able to turn systems on and off remotely.

We're not quite at the stage where we're ready to implement these new systems, but it's something we're eager to explore with new construction. FMC has also proposed that as HVAC systems are replaced, they should be upgraded with equipment that is suitable to be used in building automation systems.

The Board agrees that this seems like a great idea. Everyone sends kudos to the Facilities Management Committee for their forward thinking!

**12. Rental Committee Report**

**a. Cannabis Legislation**

Kerry briefed the Board on some of the discussions that have been taking place at Rental Committee surrounding the impending legalization of recreational cannabis. We won't be making specific policy changes until we see the actual wording of the legislation being implemented. Buildings that are already non-smoking will have cannabis added to future leases. The wording is currently specific to tobacco, and enforcement is complaint-based.

Kerry inquired about whether buildings that are currently smoking may be made non-smoking upon the turnover. This is not our current policy, and it would be up to the Rental Committee to propose changes.

Chris asked if we'd be able to ask tenants to indicate whether they were a smoker on their application process. This would legally be considered discrimination and is not something we are able to do.

Lee pointed out that non-smoking policies disproportionately affect marginalized populations, and specifically often LGBTQ+ individuals and men of colour. This is particularly the case in systems which are complaint-based. Smoking can also be an important part of harm reduction strategies.

**b. Supports to Social Housing Program Stats**

These are preliminary indicators on a City-funded program where Options Bytown provides case management support for up to 24 CCOC tenants. Kerry says her key takeaway was that stability of tenancy should be measured over a two-year span versus the more common 6 or 12 month benchmarks.

Many tenants get by okay until they are seniors, at which point there is a greater need for supports. Abra inquired as to what triggers this increased demand. Ray notes it can be the result of evolving mental health needs, or just the added social supports many of us need as we get older.

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

**14. Corporate Business – none.**

**15. Conference/Associations Report**

**a. CHRA Resolution on Indigenous Housing Strategy**

CHRA has been putting a strong message forward to the federal government that there cannot be a National Housing Strategy without a specific Indigenous Housing Strategy. They are asking other organizations to sign onto a resolution to do the following:

*“1. Campaign – within Canadian society generally, and to the Government of Canada specifically – to adhere to the concept that the only acceptable outcome of the National Housing Strategy regarding Indigenous Peoples is to bring their housing standard to that of non-Indigenous Canadians within the next 10 years;*

*2. Call on the Government of Canada to commit the necessary resources to achieve this goal; and,*

*3. Call on the Government of Canada to develop a fourth Indigenous Housing Strategy to acknowledge, respect and address the housing needs of Indigenous households living in the urban, rural, and northern areas of Canada.”*

The CCOC Board endorsed this resolution.

(M/S/C J. Bueckert / K. Beckett)

**b. ONPHA Membership Fees**

ONPHA has made some changes to their membership fee structure. Their prior system was somewhat complex and based on a formula that took into account both the number of units a member had as well as the program under which they were originally developed. The new structure means that over the next four years our fee will drop down from about \$21,000 to \$17,000. ONPHA will see a net loss revenue from these fees, and will therefore be focusing their efforts on bolstering other income sources.

**16. Other Business**

**a. Guests from Ottawa Community Housing**

Stéphane Giguère (CEO) and Cliff Youdale (Vice President, Asset Management) of Ottawa Community Housing visited the Board to deliver a presentation introducing OCH.

**17. Adjournment**

The meeting adjourned at 8:52pm.

(M/C J. Bueckert)

**Next meeting:  
7:00 pm Wednesday, June 27, 2018  
in the meeting room at 415 Gilmour Street**

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Secretary of the Board

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Date