

Minutes of the CCOC Board of Directors Meeting of Wednesday, September 26, 2018

Present: Abra Adamo, Dallas Alderson (Vice President), Glenn Allen, Josh Bueckert (Treasurer), James Clark, Penny McCann, Andrew McNeill, Lee Pepper, Bill Rooney (President), AnaLori Smith (Secretary), Jesse Steinberg, Chris Yordy
Staff: Tessa Hill (recorder), Ray Sullivan
Guest: Bridgette Charbonneau

Regrets: Sarah Button, Kerry Beckett

1. Call to order:

Called to order at 7:18pm.

2. Adoption of agenda

The Board adopted the agenda with the deferment of the Reconciliation with Indigenous Peoples presentation because the guest speaker was not available. Executive, Personnel, and FMC reports were accepted on consent.

(M/S/C, A. Smith/ A. McNeill)

3. Adoption of the minutes of August 29, 2018:

The Board approved the minutes from the August 29, 2018 meeting.

(M/S/C, A. Adamo/ A. Smith)

4. Declaration of conflict of interest: None

5. Reconciliation with Indigenous Peoples (Deferred: guest Claudette Commanda was not available)

6. Business arising from the previous minutes

- a) **Percy borrowing:** It is still ongoing. It is at the stage where the bank has applied to CMHC for mortgage loan insurance. They have a site visit next Tuesday. We hope that is the last step. This money was supposed to help with renovations at the Percy school property, and with the office renovation project but that is also delayed.

7. Executive Committee Report (accepted on consent)

8. Personnel Committee Report (accepted on consent)

9. Finance Committee Report

- a) **Bad debt motion:** Finance Committee recommends writing off \$36,112.95 in Bad Debts. Approximately \$27,000 is from chargebacks after evictions. There is no way to predict these chargebacks. It all depends on the people moving out or being evicted. We write off debts quickly to clear it from the books but we don't stop trying to collect. If necessary, we send it to a collections agency. There is also a regulation that people can't get rehoused with new social housing in Ontario if they have debts to another social housing landlord, so sometimes these old debts get repaid that way.

The Board approves the recommendation from Finance Committee to write off \$36,112.95 in bad debt for CCOC. (M/S/C J. Bueckert, A. McNeill)

10. Development Committee Report

- a) **Arlington redevelopment:**

We are anticipating a January rent up. The builder is still saying they will be done by November but we feel that is optimistic when looking at the building. We are still hopeful that it will be completed on budget. All board members will have the option to go on a tour once construction is complete.

- b) **Official Plan advocacy:**

This is the first substantive update to the City's Official Plan since 2003. The presumption is that we will advocate; it just depends on where and when. All board members are in agreement. This is an opportunity for us to help the City connect the dots on affordable housing, planning and transit. Planning for affordable housing at transit hubs would be one good outcome. There has been a real shift in the city planning department lately; they are actively interested in affordable housing and social issues.

With the new Tenant and Community Engagement department, some of this advocacy will fall on them but it should be everyone's responsibility. It will be important to get tenants involved as well. There may also be an opportunity to work with other organizations on this. CCOC often works with our community partners and that is how we do our best work. There is a higher up-front investment to getting other organizations and tenants involved but it creates a much better outcome for all.

Ultimately, we will need to see how the council seats shake out after the next election to know whether they are pro-affordable housing development.

On that note, PRAC's mandate expires in October. The committee is meeting in October and will come up with a recommendation to the Board on whether to extend.

11. Membership and Communications Committee

a) Communications function:

The committee is recommending that the Communications officer position be moved from the current Membership and Communications department to the Corporate Services group. This is because clear and proper communication with our tenants is not just an M&C concern but rather a concern for each department within CCOC. All departments should be using the Communications Officer's skills in order to ensure we are communicating as clearly as possible.

b) Department and committee name:

The Membership and Communications Committee recommends changing the name of the department and the committee to the Tenant and Community Engagement Committee and the Tenant and Community Engagement Department.

The Board approves the recommendation to rename both the committee and department to the Tenant and Community Engagement department/committee to take effect on November 1, 2018. (M/S/C L. Pepper, C. Yordy)

c) Committee mandate:

The committee will emphasize tenant and community engagement. There will be a focus on advocacy and engaging with tenants in order to get them more involved. We want to get tenants more involved in social housing advocacy, and neighbourhood issues including the issues that affect them day-to-day. We want to have a relationship with tenants and potential volunteers throughout the year, not just at AGM time. In reality, this has always been a part of the committee mandate but often it fell off the radar as more urgent things came up.

There have been a few applicants for the Director position. We will have to wait to see who the director is to see how they can support the new mandate. We are also still interested in exploring whether to create a facilitator staff position who can work with the Director and focus on tenant engagement.

12. Facilities Management Committee Report (accepted on consent)

13. Rental Committee Report

Context: All committees have been instructed to review their policies in order to ensure they are up-to-date. They will also be setting sunset dates to ensure the policies are reviewed again on a regular schedule.

a) Guest Policy: There were some minor wording changes to make the policy more

inclusive (eg. changed 'RGI' to 'subsidized housing'). This policy specifically impacts those in subsidized households only since it deals with how income needs to be reported. There is a broader guest policy which affects all tenants but that is not being reviewed now.

- b) Guest Parking Policy:** This was also updated to have some minor wording changes.
- c) Personal Support Worker Parking Pass Policy:** Rental committee reaffirmed the policy and made no changes.

The Board approves the Guest Policy and Guest Parking Policy as amended and the reaffirms Personal Support Worker Parking Pass Policy with no changes.
(M/S/C C. Yordy/J. Bueckert)

14. Policy Research and Advocacy Committee (PRAC!): None

15. Corporate Business: None

16. Conference / Associations' Report: ONPHA is next month.

17. Other Business

- a) Storm report:**

There were 6 tornadoes on Friday evening. Many CCOC properties lost power, especially to the West of the canal. Many of them got power restored quickly but there were some that were without power for 2 days.

The CCOC office was also without power which revealed some flaws in CCOC's emergency plan. With the office without power, staff did not have email, access to the network drive, or their voicemail. We normally promote the office number for emergencies, which then uses a phone tree to direct calls to the offsite call centre after hours. We do provide the direct call centre number but not all tenants are aware of it. With the loss of power in the office, the phone tree did not work. Anne Marie, Jack, Bob, and Ray met on Saturday to come up with plan. Handwritten and photocopied notices were sent to the big properties with the direct line for the call centre.

While trying to determine which properties had generators, it became apparent that the only list lives on the CCOC server. This isn't good when the office loses power! After a series of phone calls, they were able to get a complete list together and this list will be put in the emergency beeper bag for the future. The generators power sprinklers and lights but some buildings only have battery back-ups, which are not able to support a long-term power failure. 520 Bronson was one which had a battery back-up which died before power was restored – leaving the hallways without emergency lighting. CCOC is looking into options to prolong the battery life such as changing emergency lighting to LED to reduce

power consumption.

The first step during a power failure is to send someone to building to open all the garage doors and unlock the mag locks. If there was still no power on Monday, the plan would have been to go door to door and start evacuating (starting with those who need assistance). PCIL is the attendant care provider at 520 Bronson, which was of particular concern. Some of their tenants require power to operate medical equipment. CCOC will be having meeting with both PCIL and VHA, the attendant care provider at 464 Metcalfe and 145 Clarence, to come up with an emergency response plan. The CCOC department directors will be having a meeting to discuss all of the storm issues further and ensure we are well prepared next time.

Overall, we were lucky and did not have any property damage with the exception of a downed tree at 240 Presland (typical!). Unfortunately, storms like this may happen more often. We will be working on getting a refreshed emergency plan in place. One concern is if this were to happen in winter and there is no heat. In that case, there might be a evacuations needed.

Tenant Report from 520 Bronson:

A tenant attended the Board meeting to discuss further the issues at 520 Bronson during the power outage. The building was without power for 2 days. There were no hall lights or stairwell lights, which was a safety hazard. The tenant felt there needs to be better safety procedures in place and a system for keeping the emergency lighting running. FMC will be addressing these issues over the next couple months.

- b) The Board moved *in camera* at 8:04pm to discuss a tenant charge appeal. The guest left the meeting. (M/S/C J. Clark, J. Bueckert)

The Board moved *ex-camera* at 8:15pm. (M/S/C J. Bueckert, C. Yordy)

18. Adjournment:

The meeting adjourned at 8:16pm.

(M/C C. Yordy)