

### NOTICE OF MEETING

The next regular meeting of the CCOC/CCHC Board of Directors is:  
**Wednesday, December 18, 2019**

**HOLIDAY DINNER AT 6:00**

**Board Meeting call to order: 7:00 pm  
at 415 Gilmour Street**

### **AGENDA FOR THE CCHC BOARD OF DIRECTORS MEETING**

1. Call to order & Anti-Oppression Statement
2. Adoption of agenda
3. Declaration of conflict of interest
4. Adoption of the Board minutes of November 27, 2019
5. Business arising from the previous minutes
6. Rental Committee Report \*\*
7. Facilities Management Committee Report \*\*\*
8. Finance Committee Report \*
9. Other Business
10. Adjournment

You can view all CCOC policies, job descriptions, bylaws, past minutes and a veritable treasure trove of information on this website:

[ccochohousing.org/book](http://ccochohousing.org/book)

**Password: board**  
**(it's case-sensitive)**

\* The committee didn't meet before the Board packages were sent.

\*\* The committee report wasn't ready when the Board packages were sent

\*\*\* The committee did not meet this month.

## **AGENDA FOR THE CCOC BOARD OF DIRECTORS MEETING**

- 1.** Call to order
- 2.** Adoption of agenda:
- 3.** Adoption of November 27, 2019 minutes
- 4.** Declaration of conflict of interest
- 5.** Business arising from the previous minutes
  - a)** Anti-Oppression Statement
- 6.** Executive Committee Report
  - a)** New appointments
- 7.** Personnel Committee Report
- 8.** Finance Committee Report (meeting Dec 19)
- 9.** Facilities Management (meeting Dec 19)
  - a)** COCHI Grants
- 10.** Development Committee Report\*\*
  - a)** Forward Avenue
  - b)** Cahdco MOU
- 11.** Tenant and Community Engagement Committee Report\*\*
- 12.** Rental Committee Report\*\*
  - a)** 415 Gilmour Parking
  - b)** No-smoking policy
- 13.** Policy Research and Advocacy Committee (PRAC!) (no Dec meeting)
- 14.** Corporate Business
  - a)** Board self-evaluation
- 15.** Conference / Associations' Report
- 16.** Other Business
  - a)** Housing Emergency Declaration
- 17.** Adjournment

**Next Meeting: January 29, 2020**

## MINUTES FOR THE CCHC BOARD OF DIRECTORS MEETING

Wednesday, November 27, 2019

**Present:** Dallas Alderson (President/ Chair), Kerry Beckett, Penny McCann, Shelley Robinson, Bill Rooney, Chris Yordy, **Josh Bueckert (Treasurer), Abra Adamo ← unsure if they were present**

*Staff:* Ray Sullivan, Nicole Picton (recorder).

**Regrets:** Sinda Garziz (Secretary), Andrew McNeil, James Clark, Jesse Steinberg, Ana Lori Smith

**1. Call to order**

The meeting was called to order at 7:27 p.m.

**2. Adoption of agenda**

The agenda was adopted as presented. (M/S/C, Penny McCann / Josh Bueckert)

**3. Declaration of conflict of interest**

No conflicts to report.

**4. Adoption of the Board minutes of September 25, 2019**

**Motion:** The minutes were adopted as presented. (M/S/C, Chris Yordy /Penny McCann)

**5. Business arising from the previous minutes**

**6. Rental Committee Report (none)**

**7. Facilities Management Committee Report(none)**

8. **Finance Committee Report**
9. **Other Business** (none)
10. **Adjournment** at 7:28 p.m. (M/C, Josh )

AGENDA-MINUTES FOR THE CCOC BOARD OF DIRECTORS MEETING

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Wednesday November 27, 2019

**Present:** Dallas Alderson (President/ Chair), Kerry Beckett, Penny McCann, Shelley Robinson, Bill Rooney, Chris Yordy, ~~Josh Bueckert (Treasurer), Abra Adamo~~ ~~← unsure if they were present~~

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*Staff:* Ray Sullivan, Nicole Picton (recorder).

**Regrets:** Sinda Garziz (Secretary), Andrew McNeil, James Clark, Jesse Steinberg, Ana Lori Smith

**1. Call to order**

The meeting was called order at 7:28pm

**2. Adoption of agenda:**

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

**3. Adoption of October 30, 2019 minutes**

**Motion:** The Board moved the ~~October 30~~September 2019 minutes be accepted.

(M/S/C, Bill Rooney / Kerry Beckett)

**4. Declaration of conflict of interest- none**

**5. Business arising from the previous minutes**

~~a) Anti-Oppression Statement- Board discussed the different spellings and meaning meanings of Algonquin Anishinabek/Anishinabeg and opted to modify the wording of the statement to,~~

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~~—As Board members,~~

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~~a) We acknowledge that the land on which we gather is the traditional and unceded territory of the “Algonquin peoples”, recognize Canada’s first peoples before contact, and are committed to reconciliation.~~

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Board members agreed to bring the statement to their standing committees and suggest that the committees also adopt the practice.

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~~We are committed to:~~

- ~~• Listening actively~~
- ~~• Being accountable for our actions and words at meetings, and encouraging continuous self-improvement as Board members~~
- ~~• Being mindful when taking up time and space at meetings~~

- Being respectful of the diverse and lived experiences of Board members, tenants, volunteers and staff
- Empowering the leadership abilities of everyone on the Board
- Respecting correct pronouns (e.g. he/she/they/ze) according to each person's preference
- Using compassionate language, specifically when speaking of inequalities that disproportionately impact Indigenous communities, people of colour, persons with disabilities, people living in poverty, those with addiction and mental health challenges,

**6. Executive Committee Report**

**Motion:** The Board moved in camera (M/ C, Kerry Beckett) to review Executive Committee in camera minutes on

a) Collaboration with other non-profits (in camera)

**Motion:** The Board moved out of ex camera (M/ C, Bill Rooney)

**7. Personnel Committee Report- none**

**8. Finance Committee Report (joint meeting with Facilities)**

a) Bad debt (\$2,130.63)

**Motion:** The Board moved that \$2130.63 in bad debts from September be written off (M/S/C, Bill Rooney / Chris Yordy)

b) Geothermal Rates: the Board accepted the finance committee recommendation as presented.

**Motion:** Geothermal rates to tenants at Beaver Barracks for 2020 will be increased by 3% for units under 900 ftz, and 2% for units above 900 ftz.

b)

c) Long Term Financial Plan

Amanda Tompkins provided a presentation on the Long Term Financial Plan (LTFP). This is a snapshot of the presentation given at the Board retreat. A few key assumptions:

- Revenues will increase at 2% while expenses (except mortgages) will increase at 3%;
- around 2031 our revenue will not cover the increased demand on expenses
- RR balances should be 0 or positive on a portfolio basis – any extra spends for capital must be paid for by Operating surplus
- When operating surpluses are overlaid with capital it shows highs and lows: this is what creates the “fangs” in our projection where some years are deeply in deficit.
- One option is Co-Investment a \$35M bundle for capital repairs to help with cash flow in the medium term, but then surpluses are not necessarily enough to cover the mortgages; not the only solution and we need to find ways to increase our cash and surplus

**Motion:** The board adopted the updated financial plan, including the following action points from the November 16 Retreat;

1) Pursue an agreement with the City of Ottawa to replace the existing HSA provincial reformed program with a rent supplement agreement for the same properties

a. If a viable rent supplement agreement can not be negotiated, remove CCOC from the HSA provincial reformed program

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- 2) Pursue re-financing through the CMHC co-investment fund to finance capital repairs, based on amortization less than 50 years
  - 3) Develop a strategy to increase net operating surplus and ensure the projected revenue forecast exceeds the projected cost forecast. This includes:
    - a. Develop a property tax action plan for CCOC's full portfolio
    - b. Expand the number of 3rd party property management agreements for selling CCOC services
    - c. Expand the breadth of 3rd party property management agreements to include full property management, RGI administration or other CCOC functions
    - d. Explore mergers and acquisitions
  - 4) Investigate creating a charitable foundation to relieve CCOC of some operating costs, such as internal rent subsidies
  - 5) Initiate an organizational development plan to ensure appropriate efficiencies and appropriate return on resource investment, especially as we grow to expand CCOC housing and services
  - 6) Return to the Board before April 30, 2020 with a deeper analysis and recommendations on:
    - a. Beaver Barracks financial projections and options
    - b. CCHC 240 Presland financial projections and options
- (M/S/C, Josh Bueckert/Kerry Beckett)
- e) & debrief on retreat
9. Facilities Management Report- none
- 9.
10. Development Committee Report
- a) Action Ottawa Application: We now have written confirmation from the City that they have approved \$5million in capital funding for the Forward Avenue project. It is conditional on financing from CMHC, and any grants received from CMHC will be deducted from the City grant.
11. Tenant and Community Engagement Committee Report
- a) Alternatives to Calling Police- the Board discussed and agreed TCE should move forward with developing a plan. No further consultation with the Board is required, however the Committee should report back periodically on progress.
12. Rental Committee Report- none
13. Policy Research and Advocacy Committee (PRAC!)- none
14. Corporate Business- none
15. Conference / Associations' Report- none
16. Other Business
- a) December meeting- The Board agreed to move the December Board meeting to December 18<sup>th</sup>
17. Adjournment -9:03pm (M/C, ~~Kerry Beckett~~ Josh Bueckert )

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Next Meeting: December 18, 2019







October 18, 2019

COCHI2019-CCOC-01

The Board of Directors  
 Centretown Citizens Ottawa Corporation  
 Suite 200 – 415 Gilmour Street  
 Ottawa, ON K2P 2M8

Dear Members of the Board:

**Re: Conditional Allocation under the 2019 Canada-Ontario Community Housing Initiative (COCHI) Capital Allocation for Social Housing Repair**

Thank you for submitting a 2019 Canada-Ontario Community Housing Initiative (COCHI) Project Plan. There was a significant response by eligible housing providers for this capital program. The Social Housing Branch received 32 capital project plan submissions, representing over \$5.9 million in funding requests for the available \$4.3 million available under this program.

This letter is to follow-up on our telephone communication with your organization on October 18, 2019, which advised you of the outcome of your submission. We are pleased to confirm with you that the following projects are conditionally eligible for funding under the 2019 COCHI program:

<u>JOB #</u>	<u>PROJECT</u>	<u>CONDITIONALLY APPROVED AMOUNT</u> (Maximum funding)
COCHI2019-CCOC-01	258 Lisgar – Boiler and Related Equipment Replacements	\$100,000
COCHI2019-CCOC-01	345 Waverly – Elevator Replacements	\$350,000

This approved funding is subject to the following conditions:

- 1) All funding is conditional on the Service Manager receiving the necessary program funds from the Ministry of Municipal Affairs and Housing.
- 2) Completion of updates, to the satisfaction of the Service Manager, to Asset Planner data or an approved alternative asset management tool.

- 3) Execution of a contribution agreement with the City of Ottawa for the approved project no later than December 13, 2019.
- 4) The funding will be in the form of a forgivable loan, to be forgiven after the Housing Provider has met all of the reporting requirements of the program, and has operated the project as Social Housing for 5 years from completion, and maintained affordability for 10 years from completion.
- 5) The approved amount is the maximum funding available for individual projects, including the net amount of HST after eligible CRA rebates, and any other rebates or incentives that the project may be eligible to receive from other sources.
- 6) You will receive either the maximum approved amount, or the actual cost of the project, whichever is less.
- 7) All projects must have started after April 1, 2019 and before December 31, 2019.
- 8) All projects must be completed no later than December 31, 2020.

Please complete the attached Confirmation of Participation form and return it to your Program Administrator no later than 4:00 PM on Thursday October 31, 2019.

If you have any questions, please feel free to contact your Program Administrator.

Yours truly,



Lisa Goodfellow  
Program Manager, Social Housing Branch

cc. Catherine McCurdy, Program Administrator





cahdco



Centretown Citizens  
Ottawa Corporation  
*housing the community since 1974*

## **Memorandum of Understanding**

between Centretown Citizens Ottawa Corporation (CCOC)  
and Centretown Affordable Housing Development Corporation (Cahdco)  
regarding the provision of development services to CCOC

### **1. Introduction**

CCOC is a non-profit housing corporation whose mission includes the creation of non-profit rental housing. CCOC's strategic plan includes the creation of new rental housing and the redevelopment of older CCOC properties. Cahdco is a non-profit corporation whose mandate includes providing development project management consulting services to the not-for-profit sector. Cahdco was created in 1996 by CCOC as a non-profit corporation independent from CCOC, but whose membership is appointed by the CCOC Board of Directors.

This Memorandum of Understanding sets out the terms and conditions under which CCOC will engage Cahdco services for the creation of CCOC housing and the administration of CCOC's Development Department and Committee.

### **2. Project Development**

Cahdco will provide development services to CCOC as needed. CCOC will be responsible for capital funding and financing of its new rental housing projects or for the redevelopment of its existing projects. Cahdco will be responsible for the provision of any development project management services in support of CCOC's development objectives, including identifying, assessing, and recommending funding and financing options. CCOC will exclusively use Cahdco for development project management services. Cahdco will provide an estimate of hours, broken down by staff role, at the initiation of each CCOC Development Project.

### **3. Financial**

Cahdco and CCOC will strive to ensure any intercompany debt incurred as a result of operational activities is repaid annually.

CCOC may lend Cahdco money specifically related to its affordable home ownership projects. Those loans will be considered individually with their own terms and agreement.

For CCOC Development Projects, Cahdco will charge CCOC based on hourly internal break-even charge out rates plus 10%. The rates will be set annually based on the approved budget.



cahdco



Centretown Citizens  
Ottawa Corporation  
*housing the community since 1974*

#### 4. Governance

Consistent with the Cahdco Bylaws, CCOC will appoint a majority of members of the Cahdco Board of Directors. The remainder of the Cahdco Board members will be appointed by those majority Directors. The CCOC Executive Director will serve on the board of Cahdco and on the Cahdco Executive Committee.

#### 5. Administration

The CCOC Director of Housing Development, senior project manager, project managers and project coordinators and any other staff shall continue to be employees of CCOC. The CCOC Director of Housing Development and other CCOC development department staff will continue to provide support to the CCOC Development Committee and the Director of Housing Development will continue to support the CCOC Directors team.

CCOC will support Cahdco by providing operational resources, including financial administration, and basic organizational administration and support. It is understood that the value of this support is equal to the value of Cahdco’s support for CCOC’s Development Department and Committee.

For CCOC

For Cahdco

\_\_\_\_\_

\_\_\_\_\_

Dallas Alderson

Ray Sullivan

CCOC President

Cahdco Board Chair

Date: \_\_\_\_\_

Date: \_\_\_\_\_



## **Rental Committee Meeting December 17th, 2019**

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**Rental Committee:** Christopher Yordy (Chair), David & Toby Brooks, Teresa Schoembs, Daniel & Michelle Boyer, Sulaina Bonabana, Helena Brown, Alison Kar

**Regrets:** Kerry Beckett, Dahyla Smolash, Cynara Desbarats, Vera Theokritoff, Stephanie Magnanelli

**Staff:** Fran Childs, Linda Camilleri (staff recorder)

<b>Motions for Board Approval</b>
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**ITEM 4): The committee recommends that, pending completion of the parking garage repairs, the scheduled parking increase at 415 Gilmour will take place as of February 1, 2020.  
m/s/c Yordy/Kar/unanimous**

**ITEM 6): The committee recommends that the Policy on Non-Smoking be accepted as amended.  
m/s/c Yordy/Kar/unanimous**

All enjoyed a festive potluck dinner with delicious food and company.

**1. Call to Order:** 7:15 p.m.

**2. Adoption of the November 19<sup>th</sup> minutes** **m/s/c Brooks/Kar**

**3. Feedback on Parking Increases:** Fran advised increase letters have been sent to all tenants with parking excluding Beaver Barracks and 415 Gilmour. CCOC received feedback from some tenants who are unhappy with the level of increase. Feedback came from buildings where the parking rates were historically lower such as 151 Parkdale and 10 Stevens. At those buildings, the indoor garage parking rates increased by \$15 per month to bring the rates in line with all other CCOC indoor garage rates. (Other than Beaver Barracks, which has higher rates). Going forward for future annual increases, the committee will allocate additional time to review and discuss increases. Increases will be presented in a format that includes increase amounts and percentages, allowing for more in depth discussion.

**4. Motion regarding Parking Increase @ 415:** Due to ongoing garage repairs since end of August and the impact on parkers, CCOC did not send out parking rate increase letters at 415 Gilmour yet. During the construction, parking tenants at 415 Gilmour were given City of Ottawa on - street parking permits and were eligible for a parking reimbursement of up to \$15 per day.

Given there is a high percentage of staff that park in the garage, the Rental Department decided to raise the question of the appropriate effective date of the parking increase at the committee for discussion and a decision.

**The committee recommends that, pending completion of the parking garage repairs, the scheduled parking increase at 415 Gilmour will take place as of February 1, 2020. m/s/c Yordy/Kar/unanimous**

5. **Follow up on meeting time/day:** Carried forward from last month's meeting members discussed new start times for the meeting. It was decided for the January meeting to start at 6.30pm. The committee will discuss whether to keep this new meeting time after a few months of testing it.
6. **Smoking Policy Review:** Fran reviewed the document and recommended updated wording of the policy with the committee. The members made minor changes to the wording.  
**The committee recommends that the Policy on Non-Smoking be accepted as amended. m/s/c Yordy/Kar/unanimous**
7. **Rental Department Reports: Refer to notes provided in the reports a) & b)**
  - a) **Vacancy & Turnover Reports**
  - b) **Legal Tracking Reports**
  - c) **Accounts Receivable Stats:** The data was reviewed with the members.
  - d) **Bad Debt Write-offs:** Arrears and Bad Debts for December were reviewed.
8. **Board and Committee Reports:** A snapshot from all of the committees' work will be sent out along with the minutes for review.
9. **Any Other Business:** Several members discussed feeling frustrated when calling the Service Desk, not receiving an answer, having to leave a voicemail. Fran explained that until the new Tenant Service Representative starts in January, this might happen more frequently due to limited coverage. We clarified that if there is an emergency, tenants should try the Service Desk, but if they are unable to reach CCOC, they are able to call the after-hours emergency number even if it is not "after-hours."
10. **Board Focus on Rental Business:** Two motions for review.
11. **Adjournment:** 8.36pm



## CCOC Non-Smoking Policy

### Background

CCOC recognizes that many tenants would like to live in non-smoking buildings. Exposure to second hand smoke is a recognized health concern. As public policy shifts to support a right to live in a smoke-free environment, CCOC seeks to be at the forefront by providing non-smoking properties to tenants.

At the Annual General Meeting of May 20, 2010, CCOC's membership adopted the following resolution: "That as a first step in developing a non-smoking policy, CCOC designate all of the buildings and the common grounds of the Beaver Barracks development as non-smoking..."

### **Policy**

As a landlord, CCOC has the legal authority to regulate, control, authorize and prohibit certain activities on its property by adding reasonable conditions to tenant leases.

CCOC designates all of the properties in the following list as non-smoking properties:

- 160 Argyle Street
- 464 Metcalfe Street
- 105-111 Catherine Street
- 100-200 Victory Gardens Private
- 143-153 Arlington Avenue
- 90 James (building only\*)
- 283 Arlington

\*Until 92 James signs on to a non-smoking policy, CCOC will only enforce the policy inside the building.

Upon turnover, CCOC designates apartments in the following buildings as non-smoking until the entire building is part of the non-smoking policy:

- 455 Lisgar Street

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~~Approved by the Membership and the Board May 2010 — amended October 2010.~~

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Leases for these properties will prohibit anyone from vaping, smoking or holding lit tobacco, or lit cannabis in any form, ~~and~~ vaping liquid inside the building, including inside private residential units, on balconies and patios or anywhere else on the property. ~~anyone from smoking or holding lit tobacco products inside the buildings, including inside private residential units, on balconies and patios or anywhere else on the property.~~ This policy includes all tenants, household members, occupants, guests and any person on the property. ~~This policy includes all tenants, household members, occupants, guests and any person on the property.~~

In this policy, the term “smoking” means inhaling, exhaling, or breathing tobacco smoke, or carrying or holding any lighted cigar, cigarette, pipe or other tobacco product in any manner or in any form.

Commented [RS1]: Should this be amended to include vaping?

### Extending the policy to additional CCOC buildings:

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#### New Development

Any new buildings (both redevelopment and new construction) will be designated part of this policy from the start.

#### Conversion of Existing Buildings

The Rental Department will reach out to specific buildings periodically to invite them to consider a non-smoking policy at their building. If one or more tenant-champions of a non-smoking policy come forward from a building, we will set up a work plan based on the specifics of that building in order to gather data on whether there is enough support from tenants at the building to proceed. We define “enough support from tenants” as at least a 60% response rate to a tenant survey with at least 75% of respondents supporting moving forward with a non-smoking policy.

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Approved by the Membership and the Board May 2010 – amended October 2010.

Approved by the Board October 2010.

Amended by Rental Committee December 2019.



If there are no tenant-champions who come forward or if the survey results do not show enough support from tenants, the Rental Department will document the feedback and will not move forward with a policy.

The Rental Department can invite buildings to consider a non-smoking policy again after at least 2 years have passed since a decision not to move forward with a non-smoking policy. Our guiding principle is that buildings will be designated non-smoking where and when there is tenant desire to do so.

## **Background**

~~CCOC recognizes that many tenants would like to live in non-smoking buildings. Exposure to second hand smoke is a recognized health concern.~~

~~As public policy shifts to support a right to live in a smoke-free environment, CCOC seeks to be at the forefront by providing non-smoking properties to tenants.~~

~~At the Annual General Meeting of May 20, 2010, CCOC's membership adopted the following resolution:~~

~~"That as a first step in developing a non-smoking policy, CCOC designate all of the buildings and the common grounds of the Beaver Barracks development as non-smoking. This policy will be reviewed in January 2013."~~

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Approved by the Membership and the Board May 2010 – amended October 2010.

Approved by the Board October 2010.

Amended by Rental Committee December 2019.

# RENTAL DEPARTMENT REPORT

## December 2019

### 1. CCOC Units Rented by Source and Unit Turnovers:

Source	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec	Total
<b>Totals</b>	<b>19</b>	<b>22</b>	<b>9</b>	<b>22</b>	<b>17</b>	<b>11</b>	<b>13</b>	<b>22</b>	<b>13</b>	<b>12</b>	<b>16</b>		
Transfers	8	2	1	5	4	1	3	3	4	1	0		
Registry W/L	4	5	2	4	4	6	2	5	3	6	6		
Referrals	4	9	5	7	5	3	7	10	5	4	8		
Insitu MR to RGI	1										1		
Websites/Twitter	2	4	1	4	3	1	1	4	1	1	1		
Former Tenant		2		2	1						0		
<b>Unit T.O by month</b>	<b>13</b>	<b>18</b>	<b>13</b>	<b>19</b>	<b>13</b>	<b>14</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>8</b>	
<b>Monthly V.C. rate</b>	<b>1.5%</b>	<b>1.2%</b>		<b>1.1%</b>	<b>0.8%</b>	<b>0.9%</b>	<b>1.1%</b>	<b>1.1%</b>	<b>1.5%</b>	<b>0.9%</b>	<b>0.5%</b>		

\* **Benchmark 1: monthly units rented should equal number of turnovers**

**November 2019:** # of units rented = 16  
# of turnovers = 6

\* **Benchmark 2: CCOC vacancy rate (0.5%) should be < than Ottawa's vacancy rate (1.6%)**

### 2. Vacancies & Turnovers:

Please note that there are two empty units at 143-153 Arlington (16 units) included in this report.

**October Turnovers:** 7 units

**November Turnovers:** 6 units

**December Turnovers:** 8 units

The current vacancy rate for November is 0.5% with 9 empty units in our 1585 "rentable units". Our vacancy rate continues to be **below the City average VC rate of 1.6% (CMHC, Rental Market Report, Oct. 2018)**.

### 3. N5's & Evictions: November/December:

- There are 11 active N5's.
- There were 2 new N5's served at the end of November.
- One tenant who had received an Order from the LTB applied to Divisional Court to appeal the decision. We have filed a dismissal.

CCOC RGI UNITS RENTED BY CATEGORY 2019																		
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Totals	% Housed	Prop.	Prop.	HSA	Other
															1-11,62	12 to 23	24-41	
<b>MR &amp; RGI Totals</b>	19	22	9	22	16	11	13	22	13	12	16	0	175					
<b>RGI Units</b>	8	6	2	6	6	6	5	8	7	6	7	0	67	38%				
Special Priority	2	1	1		1	2			1	2	1		11	16%		1	5	5
Overhoused	1	1			1		1	1		1			6	9%	2	2	1	1
Insitu MR to RGI	1										1		2	3%		2		
Homeless		2			1	2	2	2	2	1	3		15	22%	4		10	1
Urgent Safety				2	1			1					4	6%		1	1	2
Urgent Medical						1							1	1%			1	
Graduates of SH		1		1									2	3%			2	
Chronological	2	1	1		1	1		1		2	2		11	16%	1	2	2	6
Modified (W/C)				1				1					2	3%				2
Transfers	2			2	1		2	2	4				13	19%	6		6	1
<b>Totals:</b>	<b>8</b>	<b>6</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>0</b>	<b>67</b>		<b>13</b>	<b>8</b>	<b>28</b>	<b>18</b>

**Notes:**

Transfers exclude overhoused tenants

Other includes properties 52, 58, 60, 61, 63 to 68 and 71

CCOC MR UNITS RENTED BY CATEGORY 2019																		
	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec	Totals	% Housed	Prop.	Prop.	HSA	Other
															1-11, 62	12 to 23	24-41	
<b>MR &amp; RGI Totals</b>	19	22	9	22	16	11	13	22	13	12	16	0	175					
<b>MR units</b>	11	16	7	16	10	5	8	14	6	6	9	0	108	62%				
CCOC website	2	4	1	3	3	1	1	3		1	1		20	19%	2	10	4	4
Other Websites/Twitter				1				1	1				3	3%	1	2		
Signage													0	0%				
Ads													0	0%				
Walk-ins													0	0%				
Tenant Transfers	5	1	1	3	1	1				1			13	12%	1	4	3	5
Former Tenants		2		2	1								5	5%		3		2
Referrals	4	9	5	7	5	3	7	10	5	4	8		67	62%	14	21	21	11
<b>Totals:</b>	<b>11</b>	<b>16</b>	<b>7</b>	<b>16</b>	<b>10</b>	<b>5</b>	<b>8</b>	<b>14</b>	<b>6</b>	<b>6</b>	<b>9</b>	<b>0</b>	<b>108</b>		<b>18</b>	<b>40</b>	<b>28</b>	<b>22</b>

**Notes:**

Market Rent Tenant Transfers include overhoused, underhoused, accessible unit/building and preference.

**MINUTES FOR THE TENANT AND COMMUNITY ENGAGEMENT COMMITTEE  
MEETING OF MONDAY, DECEMBER 16, 2019  
415 Gilmour St. 7:00pm**

**Present:** Lisa Hollingshead, Peter Thorn, Terry Schoembs, Ralf MacGrady (left at 8:01pm), Jordan Edwards, Sinda Garziz (chair), Stephanie Magnanelli, Laine Johnson (staff), Natalia Snajdr (recorder) Laura Young, Doris Zastre

**Regrets:** Sarah Eastwood, Shelley Robinson, Zach Hayes

**1. Call to order:** 7:00 pm

**2. Adoption of the agenda (5 mins)**

The following items were added:

- Under TCE related community activities/events, Lisa wanted to add a discussion about how CCOC could support Operation Come Home's 24 hr. homelessness event
- Jordan wanted to add a discussing around the emergency planning survey which could be discussed in the TCE 2020 workplan or under the Department Report

The agenda was adopted as amended

(M/S/C, Peter Thorn/Lisa Hollingshead)

**3. Adoption of the minutes of the meeting of Monday, November 18, 2019 (5 min)**

The following additions were made to the minutes:

Item 1. To amend the following statement "OSPN hosted a forum and Peter attended to", "OSPN provided the space for a forum, Dr. Gahagan from Dalhousie University did the research. Peter attended on behalf of CCOC...."

The minutes were adopted as amended.

(M/S/C, Peter Thorn/ Ralf MacGrady)

**4. Business arising from the previous minutes (30 mins)**

**a) Alternatives to calling the police (15)**

- Laine presented a direction from the Board to TCE to move forward on the Alternatives to calling the police. She asked for committee feedback by approving or amending the resource content and suggesting options of how to best present the information to tenants. Laine reiterated CCOC's primary responsibility is for tenants to feel/ be safe. However, CCOC wants to provide options for tenants who feel comfortable using alternatives to calling the police if they find non-tenants in the buildings (such as sleeping in the stairwells, etc.) Hannah presented a list of community resources. The committee liked the resources collected (kudos to Hannah for pulling that together). The discussion revolved around how to keep the information up to date. Lisa suggested using the City of Ottawa's community resource line, 211. They should have

evergreen information and we should direct tenants there as much as possible. We could get 211 magnets for tenants. Also, the information we would provide should be a bare bones framework.

Moving forward in the new year we could do the following:

- Use the resources Hannah collected to create a 1 page Notice
- Deliver Notice to all tenants and post in common areas
- The content should be bilingual/ using appropriate languages (possibly marking if a resource is provided in another language)
- Direct tenants to use the City's 211 services for community resources
- Get 211 fridge magnets and add them to the Welcome Kits and distribute to tenants
- Put the resources up on the website (but keep it as a bare bone framework)

Beyond that, the committee discussed other ways the information could be shared/hosted, which were: NewsNotes, the calendar and the website. With the website, the committee discussed what type and what breadth of information would be appropriate to host on our website. There was some concern for committee that keeping information evergreen on our website could become a large and time consuming task. We tabled the issue for discussion in the future.

**b) Winter swap sub-committee report (10).**

- The item was deferred to the January meeting.

**c) Ottawa Senior Pride Network update (5)**

- The grant application is due at the end of Jan. The item was deferred to the January meeting.

**5. New business (40 mins)**

**a) Joint meeting with Facilities Management (to discuss waste management, tenant communication, and capital project celebrations) (10)**

- Facilities meet on Thursdays, Sinda is not available on Thursdays, so we would have to choose a Chair for that meeting. Furthermore, since we have to choose a new date for February, committee agreed to try to coordinate with Facilities to have a joint meeting in February. The would land on February 20<sup>th</sup>. If that does not work, Option B would be to survey committee using a Doodle poll to find a date.
- Laine will put aside 30-40 minutes in January's meeting to itemize what committee would like to discuss in the joint meeting. Members can also e-mail questions prior to the meeting.

**b) Review the 2020 TCE work plan/consider a grants subcommittee (30)**

Laine presented TCE's 2020 Workplan. Using CCOC's current Strategic Plan, she pulled out the four main pillars which TCE's work directly feeds into. They are:

1. **CCOC has a diverse network of meaningful community partners that support CCOC tenants' quality of life.**
  2. **CCOC's governance and volunteer program is well supported and adaptable to tenant needs. - representing a true intersectionality of the people who call CCOC home.**
  3. **All CCOC tenants recognize their personal responsibility to space and community and feel aligned with CCOC values.**
  4. **CCOC advocates for affordable housing as well as affordable housing as delivered by a social purpose landlord.**
- Going forward, TCE's goal is to have a more strategic effort to better engage and measure our engagement and the impacts of those engagements rather than relying simply on good feeling stories. These four strategic pillars would also help direct our future work if they align within those directives.

After quickly reviewing the workplan, the committee provided the following comments:

- Some committee members wanted to take some time to reflect and bring back questions if needed
- There was some discussion about Interdepartmental Integration and alignment
  - One member suggested there be stronger communication strategies surrounding emergency services to keep tenants as best informed as possible. In most emergencies, CCOC has limited information about a particular situation however, CCOC should develop a stronger communication plan to keep tenant informed. This led to another member suggesting that we have stronger overall tenant communications, relating to ongoing communications between tenants and various departments. Laine suggested an interdepartmental meeting with Rentals to facilitate better communications.
- One committee member wanted clarification on Reconciliation. Laine and Sinda confirmed it was the Truth and Reconciliation Commission that was created as a result of injustice towards Indigenous peoples. One committee member expressed their thoughts that the Reconciliation was an opinion. Sinda shared that CCOC is a landlord and we are on unceded Algonquin land and that should be recognized as property owners and developers. Sinda also mentioned that the Board recently approved an anti-oppression statement and that it was to be brought forward to committee. One member asked whether there was a directive from the Board to pass down and adopt the anti-oppression statement and if not the TCE suggest that all committees adopt the anti-oppression statement. Sinda suggested that we create a safe space in a future meeting to discuss this issue further.

## **6. Standing items (15 mins)**

- a) **Board & committees report (5 min)**
- b) **Department report**

Laine asked the committee going forward to please review the Department Report beforehand and then bring up any questions they have at committee.

There was a lot of discussion surrounding the 415 Gilmour Garage Repair party. Some of the comments were:

- Members felt there needs to be better communications between any capital projects that's affect tenants' lives. Particularly when there are delays in projects because it has the greatest opportunity for frustration with tenants and CCOC has a responsibility to mitigate that. It can create a lot of bad press for CCOC when not managed properly. We need to have a stronger general communications plan and establish some procedures to relay delays, etc that affect tenants. One member suggested that the current places where service disruptions are displayed in the notice holder often get removed and there needs to be other methods used to communicate to tenants or a central location where up-to-date information is attainable. If there is a project taking place, we should always take the pulse of how tenants are feeling about the project prior to engaging. Overall, there was a sentiment that tenants need a larger opportunity to discuss issues with CCOC such as the 151 Parkdale listening parties. They seemed like a great opportunity to engage with tenants.

**c) Items for board discussion (5 min)**

- Have all committees adopt the anti-oppression statement.

**7. Announcements (10 min)**

**a) TCE related community activities/events**

How can CCOC support Operation Come Home's 24 hours of homelessness event on Jan 24, 2020. Since the event is coming us soon we can certainly share on social media to bring awareness to the event and now that we know about the event we can plan for next year.

Councillor McKenney is bringing about a motion at the end of January relating to her declaration of a housing emergency. CCOC can help support by signing the petition and can add on social media and the NewsNotes.

**b) 2019 Meeting Schedule:** January 20, February 20 (TBC – joint with Facilities)

Since Sinda is not available for the February to Chair the meeting and all of March, the committee suggested rotating the Chair responsibilities. Members were onboard with the idea. Jordan offered to chair the March meeting

**8. Adjournment – 8:40pm.**

(M/C Jordan Edwards)



**City Council, Standing Committee and Commission  
Conseil, comités permanents et commission**

**Motion**

**Notice of Motion / Avis de motion**

City Council / Conseil Municipal

Item / Article:

Re: **Affordable Housing and Homelessness Emergency**

Moved by / Motion de: Councillor C. McKenney

Seconded by / Appuyée par:

**WHEREAS the City of Ottawa prides itself as being a caring and compassionate city and continually strives to be a place where people want to live, work and play; and**

**WHEREAS providing access to safe, adequate, and affordable housing for everyone is fundamental to achieving that goal; and**

**WHEREAS in 1976 Canada signed onto the International Covenant on Economic, Social and Cultural Rights which included labour, health care, and education rights, as well as rights to an adequate standard of living; and**

**WHEREAS on June 21, 2019, the Federal government enshrined housing as a right as part of the National Housing Strategy; and**

**WHEREAS the City of Ottawa has made investments in an effort to reduce chronic homelessness and increase the affordable housing supply; and**

**WHEREAS in 2019, these investments included \$15 million in capital funding for new affordable housing and \$111 million for operating and repair funding for community housing, housing subsidies, support services, and various housing and homelessness initiatives; and**

**WHEREAS despite these investments, in June 2019 the mid-point review of the 10 Year Housing and Homelessness Plan reported that:**

- **42% of renters spend more than 30% or more of their pre-tax income to pay the median rent for local housing that is adequate, affordable and suitable**
- **at an average of \$1,174 for all bedroom apartment types (Canada Mortgage and Housing Corporation rental Market reports, 2018), Ottawa has the third highest rents for a major urban centre in Ontario**
- **the number of households on the Centralized Waiting list for affordable housing has increased by a staggering 14.8% from 2017 and is now over 12,000 households**
- **the overall rate of emergency shelter use has increased by 6.5% in the past**

**year to a total of 7,937 individuals accessing emergency shelters in the city with the increase driven by a significant rise in the numbers of women (5.5%) and families (10.6%) using shelters**

- in terms of chronic and episodic homelessness, significant increases were recorded amongst single men (10.8% and 5.6%), and amongst families (13.7% for chronic homelessness)**

**WHEREAS according to census data Indigenous people account for 2.5% of Ottawa's population yet 25% of people experiencing homelessness in Ottawa identified as indigenous; and**

**WHEREAS people living in shelters are part of the crisis and not the solution; and**

**WHEREAS it is estimated that approximately 92 people are sleeping outside in Ottawa; and**

**WHEREAS since April 1<sup>st</sup> of this year, 698 women and their children who fled domestic violence were turned away from VAW shelters with few options for safe shelter often returning to unsafe circumstances; and**

**WHEREAS these statistics clearly indicate that our current plan and Federal and Provincial funding levels are not sufficient to provide adequate housing for all or to eliminate chronic homelessness in our city; and**

**WHEREAS the Province through the Housing Services Act requires the City to submit an updated 10 Year Housing and Homelessness Plan by December 31, 2019 that reflects the needs and priorities of the community; and**

**WHEREAS the success of the Plan is dependent on a commitment of sustained and increased funding from all levels of government to address the issues of housing insecurity and homelessness in Ottawa; and**

**WHEREAS the needs of the community far outweigh the City's available resources and funding required to effectively address this issue and desperately needs the support of both the Provincial and Federal governments;**

**THEREFORE BE IT RESOLVED THAT the City of Ottawa officially declare an Affordable Housing and Homelessness Emergency, acknowledging that the City of Ottawa does not possess the resources to manage this crisis alone and that Council must call on the Provincial and Federal governments to assist us by providing the City with an immediate increase in emergency funding for housing, housing supports, and housing allowances, as well as a long-term financial plan to meet the needs of the community; and**

**BE IT FURTHER RESOLVED THAT through the update to our 10 Year Housing and Homelessness Plan, staff provide City Council with what it will take to implement more aggressive targets and a framework for action, in order to:**

- **Preserve and increase the affordable housing supply**
- **Increase access to housing affordability**
- **Prevent the occurrence of homelessness and eliminate by 100% chronic homelessness by 2024 with a special emphasis on Indigenous homelessness**
- **Ensure people are supported to achieve housing stability and long-term housing retention; and**

**BE IT FURTHER RESOLVED THAT staff be directed to develop a long range financial plan to meet the targets as set out in the 10 Year Housing and Homelessness Plan; and**

**BE IT FURTHER RESOLVED THAT staff be directed to consider the feasibility of the expropriation of buildings left unused and vacant for conversion to mixed income housing and/or supportive housing as part of the Empty Building Bylaw Review; and**

**BE IT FURTHER RESOLVED THAT staff review and report back to the appropriate Standing Committee and Council on the steps needed for the City to establish a Land Trust to protect publicly-owned lands, including those identified by staff as appropriate for the development of affordable housing near rapid transit.**



# PETITION: DECLARE A HOUSING EMERGENCY

The City of Ottawa prides itself as being a caring and compassionate city and continually strives to be a place where people want to live, work and play; and providing access to safe, adequate, and affordable housing for everyone is fundamental to achieving that goal.

We call on Ottawa City Council to adopt [Councillor McKenney's Housing Emergency motion](#) which:

- declares an affordable housing and homelessness emergency in Ottawa;
- acknowledges that we do not possess the resources to manage this crisis alone and that we must call on the Provincial and Federal governments to assist us by providing the City with an immediate increase in emergency funding for housing, housing supports and housing allowances as well as a long-term financial plan to meet the needs of the community;
- resolves that the update to the ten-year housing and homelessness plan includes aggressive targets to:
  - preserve and increase the affordable housing supply;
  - increase access to housing affordability;
  - prevent the occurrence of homelessness and eliminate by 100 per cent chronic homelessness by 2024; and
  - ensure people are supported to achieve housing stability and long-term housing retention.

***Information contained in this form, including your full name, will form part of the public record and will be publicly accessible. Correspondence, including personal and contact information, will be distributed to the offices of Members of Council and relevant City officials and staff. The use of your personal contact information is subject to applicable requirements under the Municipal Freedom of Information and Protection of Privacy Act and City policies including the Election-Related Resources Policy. The City collects petition forms submitted by members of the public under the authority of the City Council approved Petition Policy and retains and preserves the information as a public record of information considered at meetings of Council and its committees, pursuant to the Municipal Act, 2001, sections 253 and 254.***

## Who's signing

