

**MINUTES FOR THE CCOC BOARD OF DIRECTORS MEETING
Wednesday, May 27, 2020**

Present: Dallas Alderson (President/ Chair), Josh Bueckert (Treasurer), Ana Lori Smith (Vice-President), Shelley Robinson (Secretary), Abra Adamo, Kerry Beckett, Sarah Button, James Clark, Sinda Garziz, Penny McCann, Andrew McNeil, Bill Rooney, Jesse Steinberg, Chris Yordy

Staff: Ray Sullivan, Andrée-Ann Cousineau (recorder).

1. Call to order & Anti-Oppression Statement

The meeting was called to order at 7:11p.m. and a board member read the anti-oppression statement.

2. Adoption of agenda

The Board recommends adopting on consent items 8, 9, and all other items not specified in the agenda.

(M/S/C, Sarah Button/ Abra Adamo)

3. Adoption of April 29, 2020 minutes

The Board moved to adopt the regular and in camera April 2020 minutes with corrections to committee members surnames.

(M/S/C, Bill Rooney/James Clark)

4. Declaration of conflict of interest - None

5. Business arising from the previous minutes

a) Pandemic reaction

Ray updated the Board of upcoming changes:

- No new positive COVID reports from tenants or staff
- Facilities is adding "Priority" (7 days to completion) service level after June 1, which will be announced early next week. Currently Emergency and Urgent work orders only.
- Staff will be re-opening the office to non-essential staff visits after June 29, on a voluntary basis. The Pandemic Coordination committee will implement protocols in phases.
- The office will not be opened to tenants or clients.
- The Rental Department has identified priority tenants who cannot complete electronic payment transactions.

- The TSRs will schedule special appointments on and after June 29th outdoors on podium at 415 Gilmour for July rent collection by debit machine.
- The reopening plan is a 3 phase approach, staff do not anticipate full reopening to tenants and clients until a Covid vaccination program (2021).
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- b) “Keep your rent” campaign**
 - An anonymous self-appointed “CCOC tenant coalition” has messaged CCOC (email letter included in May Board package).
 - Currently only one tenants cites that group as reason for not paying.
 - Staff seek Board input on how to address this group/individual, do we engage? Ignore? Other?
 - The Board discussed the best approach, recognizing that CCOC has consistently used individually tailored rent payment plans when needed, sometimes over long periods of time. CCOC should have confidence in that history of flexibility.

The Board moved to acknowledge receipt of the message and invite the people behind it to contact the Executive Director as individuals, not as self-appointed tenant representatives.

(M/S/C, Sinda Garziz /Sarah Button)

1 opposed

6. Executive Committee Report

a) *In Camera Minutes*

The Board reviewed *in camera* minutes from the May Executive Committee meeting regarding collaboration with another non-profit.

7. Personnel Committee Report (adopted on consent)

8. Finance Committee Report

- ### **a) Commercial Rent**
- CCOC commercial tenants do not qualify for rent relief since 30 % commercial occupancy is required to qualify for the government funding.
 - Finance Committee recommended that CCOC consider providing in house relief for commercial tenants whose business was closed due to COVID19 restrictions.
 - CCOC currently has 4 commercial tenants who have been fully closed for business during the pandemic: chiropractor, hairdresser, acupuncturist, and day-care.
 - CCOC having all commercial spaces leased is an anomaly, usually there are vacancies for months or years, and unlike residential, filling commercial vacancies is a struggle.
 - Finance Committee recommends approval to offer a 25% (negotiable) deferred rent for June to September 2020, to commercial tenants who had to cease

operations due to COVID-19 restrictions, to be repaid at a later date. Terms of repayment will be negotiated at the end of the deferral period in September 2020.

The Board was not yet comfortable with waiving commercial rents owing and tentatively approved commercial rent deferral, requesting that Finance Committee present alternate options in September. Those options could focus on incentives for renewing or extending leases.

The Board requested that the relief options proposed in the Finance Committee motion be reworded not to include "CCOC reserves the right to forgive a portion of the deferred rent".

(M/S/C, Josh Bueckert /Shelley Robinson)

b) Spending authority

- Finance Committee recommends that Facilities Management Department managers have their spending approval limits increased so they can facilitate larger required repairs and be more efficient.

The Board moved to approve an increase in spending authority for the Operations and Capital Project Managers, from \$5,000 to \$10,000 effective immediately, to improve operational efficiency.

(M/S/C, Josh Bueckert /Chris Yordy)

c) Encasa Investment Accounts

- Finance Committee is recommending the board approve changes to Encasa Canadian Equity Fund Investment, as proposed by Encasa,.
- The recommendation presents no change in the risk profiles of CCOC investments.
- Finance Committee is recommending the appointment of Derek Ballantyne (CEO of Encasa Financial) to act as proxy for CCOC at the special meeting of Unitholders of the Fund, to be held on June 25, 2020.

The Board moved to approve the Finance Committee's proposed changes in the fundamental investment objective of the Encasa Canadian Equity Fund and to approve the appointment of Derek Ballantyne (CEO of Encasa Financial) to act as proxy for CCOC.

(M/S/C, Josh Bueckert /Chris Yordy)

9. Facilities Management (adopted on consent)

10. Development Committee Report

a) Forward Avenue

- The new construction estimate is higher than expected. The Class D budget increased from ~\$8M to ~\$11M (includes ~\$750k duplicate expenses).
- Much of the cost is due to energy efficiency in the building envelope.
- Securing a 1% interest rate (expected) would require only 200k in equity, and could be funded through grants (net zero energy performance required)
- Development staff are actively working with architect & builder to reduce costs. For example, reducing overall building size (North side).

Interest Rate	Required CCOC equity
2.5% (CMHC stress test)	\$2.5M
1.0%	\$200k
0.55% (current CMHC benchmark bond)	-\$750k

b) Aging in Place

- The Executive Director will compile information from each committee and bring a single report to the Board when available, which includes a long term overview of strategic items for Development.

11. Tenant and Community Engagement Committee Report

a) AGM Planning and membership extension.

- Past CCOC membership practice has been to renew AGM to AGM, with an April cut-off.
- CCOC Bylaws are silent on the term of membership
- CCHC Bylaws: one year term (or co-op residency), but dates are not defined.
- TCE is seeking Board interpretation how on how to administrate memberships due to the delayed AGM in September, and recommending that the membership renewal period be moved to calendar-year memberships, effective 2021.
- A Board member expressed that memberships should remain focused around AGMs.

The Board moved that all current memberships, valid on May 21 2020 as the original AGM date, will remain valid to Dec 31, 2020. Following that, all membership terms will end on December 31 of the same calendar year in which they were purchased.

(M/S/C, Josh Bueckert / Shelley Robinson)

1 abstained

12. Rental Committee Report

a) Policy Updates

- Rental Committee is requesting approval to rescind a rebate policy and renaming of the Special Needs Housing Leasing Policy.
- CCOC has not been issuing rebates for cleaning "as-is" units for many years, although this policy remained on the books.
- CCOC will continue to offer "as-is" rentals, just without the rebate.
- The committee recommends renaming the Special Needs Housing Leasing Policy to the Community Partner Policy. They propose substantial changes that will better align with CCOC practice regarding community partner referrals,

The Board moved to rescind the “As Is Rent Rebate Policy”, effective immediately. The Board moved to approve the renaming of the Special Needs Housing Leasing Policy to Community Partner Referral Agreements Policy with the revisions proposed by the Rental Committee.

(M/S/C, Chris Yordy/ Sarah Button)

b) Rent Collection update

- Rent collection is good so far, with May is looking better than April.
- Staff served two N4 eviction notices to help tenants access rent relief programs. During the pandemic, CCOC is not follow through on evictions for unpaid rent.
- CCOC is faring well, but it is worth noting that many tenants are facing financial stress as a result of the ongoing pandemic.

13. Corporate Business

- a) Summer Board schedule: the Board will break in August.

14. Conference / Associations' Report

- a) ONPHA 2020: would have been in Ottawa, but will be hosted online due to pandemic.

15. Other Business

- a) 2019 Indicators

Kitys (Key Indicator Total Year)

- Refreshing these performance indicators is part of the 2021 strategic plan. Yardi gives us access to more data.
- The 2020 pandemic period will show up in service standards indicators.
- Waste indicators data is limited we and will explore other options for better indicators.
- Hydro indicators, data is for all of CCOC, not including accounts paid by tenants. We have a call with Hydro Ottawa next week to discuss better aggregate data.
- Positive takeaway: limited evictions demonstrates effort by Rental Department to works with tenants.
- Need for improvement: occupancy. CCOC's objective is to bring vacancy in between tenants down to 1 month or less on average.
- Tenant survey analysis is under way (moved to 2020 from 2019 due staff turnover)

Pupys (Per Unit Per Year)

- CCOC properties flagged in red indicate redevelopment candidates.
- Considerations for redevelopment are not limited to financial indicators, the quality of housing is also important (i.e.: good quality, historical character, etc.)

The Executive Director will send indicators in MS Excel format to Board members.

16. Adjournment: 9:02 p.m. (M/C, Josh Bueckert)