



**CAPITAL REGION HOUSING CORPORATION  
BOARD OF DIRECTORS MEETING**

**AGENDA**

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9:30 a.m., Tuesday, January 27, 2015  
625 Fisgard St., Victoria  
Room 488

1. Approval of Agenda
2. Approval of Minutes of December 2, 2014
3. Board Orientation Presentation
4. Auditor's Annual Address – Randy Decksheimer, KPMG
5. Capital Plan 2015-2019
6. Leblond Strata – Strata Council Representative
7. Vacancy Report
8. Property Management Report
9. Staff complement – Closed

Motion to Close the meeting in accordance with the *Community Charter*, Part 4, Division 3, Section 90 (1) (a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality

10. Adjournment



**Minutes of a Meeting of the Capital Region Housing Corporation Board of Directors  
Held January 27, 2015 in Room 488, 625 Fisgard St, Victoria, BC**

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**PRESENT:**     **Directors:** R. Cooper (Chair), J. Carline, D. Howe, S. Law, C. Plant  
                  **Staff:**       R. Lapham, Chief Administrative Officer; K. Lorette, General Manager,  
                                  Planning and Protective Services;  
                                  C. Culham, Senior Manager; D. Metcalf, Manager of Operations;  
                                  R. Loukes, Accountant; C. English, Recorder

**ABSENT:**     **Directors:** D. Screech, A. Finall

**GUESTS:**     R. Decksheimer and A. Quesnel, KPMG

The meeting was called to order at 9:40 a.m.

**1. APPROVAL OF AGENDA**

It was **MOVED** by Director Plant, **SECONDED** by Director Law  
That the agenda be approved.

**CARRIED**

**2. APPROVAL OF THE MINUTES OF DECEMBER 2, 2014**

It was **MOVED** by Director Law, **SECONDED** by Director Howe  
That the minutes of December 2, 2014 be approved.

**CARRIED**

**3. BOARD ORIENTATION PRESENTATION**

An orientation presentation was given to the board which provided information on the Corporation's relationship with the CRD, current strategic priorities, and the five-year Umbrella Operating Agreement.

**Message from the Chair:** Chair Cooper spoke to the Corporation's focus on providing affordable housing to residents of the region who are of below median income and referenced a recent news article in the Times Colonist discussing median income statistics in BC. Reminding the Board that CRHC should use taxpayers' money as prudently as possible, the Chair would like to focus on strategic planning during 2015 with a focus on developing housing.

For time efficiency, the Chair approved a change to the agenda, moving agenda item 4, Auditor's Annual Address to agenda item 7 and agenda item 9, Motion to Close the Meeting to item 6.

**4. CAPITAL PLAN 2015 - 2019**

Christine Culham gave a presentation of the Corporation's capital plan and the Board had an extensive discussion about long-term capital needs and the replacement reserve fund.

It was **MOVED** by Director Howe, **SECONDED** by Director Plant

That the Capital Region Housing Corporation Board of Directors approves submission of the attached Umbrella Operating Agreement Five-Year Capital Plan (2015 – 2019) to BC Housing Management Commission; and

That the Capital Region Housing Corporation Board of Directors authorizes staff to implement the 2015 capital plan year; and

That the Capital Region Housing Corporation Board of Directors approves the 2015 transfer of funds of \$1,400,000 from the Umbrella Operating Agreement Portfolio Stabilization Reserve to the Capital Replacement Reserve Fund.

**CARRIED**

Director Plant and Robert Lapham left the meeting at 10:26 a.m.

#### **5. LEBLOND STRATA – STRATA COUNCIL REPRESENTATIVE**

It was **MOVED** by Director Carline, **SECONDED** by Director Howe

That the Capital Region Housing Corporation Board of Directors re-affirm their resolution of October 31, 2006 and retain the Senior Manager and Executive Committee as representatives for Lot #1 on the LeBlond Strata Council.

**CARRIED**

#### **6. MOTION TO CLOSE THE MEETING**

It was **MOVED** by Director Law, **SECONDED** by Director Howe to close the meeting in accordance with the Community Charter, Part 4, Division 3, Section 90 (1) (a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality

**CARRIED**

The meeting was closed at 10:30 a.m. and resumed in open session at 10:39 a.m. to Rise and Report.

The Board reported on the following motion:

That the Board of Directors approves a 2015 transfer of \$35,000 from the Corporate Stabilization Reserve to the Administrative budget to enable increasing the administrative coordinator position by 0.7 FTE.

**CARRIED**

#### **7. AUDITOR'S ANNUAL ADDRESS**

Randy Decksheimer and Adam Quesnel from KPMG provided a presentation to the Board about standard auditing procedures.

Director Howe left the meeting at 10:55 a.m.

**8. VACANCY REPORT**

It was **MOVED** by Director Law, **SECONDED** by Director Carline  
That the Capital Region Housing Corporation Board of Directors receive the Vacancy  
Report for information.

**CARRIED**

**9. PROPERTY MANAGEMENT REPORT**

It was **MOVED** by Director Law, **SECONDED** by Director Carline  
That the Capital Region Housing Corporation Board of Directors receive the Property  
Management Report for information.

**CARRIED**

**10. ADJOURNMENT**

The meeting was adjourned at 11:15 a.m.



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R. Cooper, Chair



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Colleen English, Recorder



**CRHC**

The Capital Region's Housing Corporation

## **REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS JANUARY 27, 2015**

**SUBJECT      UMBRELLA OPERATING AGREEMENT FIVE-YEAR CAPITAL PLAN 2015-2019**

### **ISSUE**

The Capital Region Housing Corporation (CRHC) is required under the Umbrella Operating Agreement (2015-2019) to provide a five-year capital plan to BC Housing Management Commission (BCHMC). CRHC is also obligated to ensure that actual capital expenditures are maintained within 10% of the approved five year capital plan.

### **BACKGROUND**

CRHC was authorized in December 2014 to sign an Umbrella Operating Agreement (UOA) with BC Housing Management Commission (BCHMC) for a five year term (2015-2019). The UOA consolidated 42 of the existing operating agreements for our CMHC, BC Housing and Homes BC properties into one agreement. The primary reasons for this agreement were:

- a) To reduce administrative burden or costs for the parties; and
- b) To allow the CRHC greater latitude in managing the tenants, rents, subsidies and capital funds across the portfolio.

#### **Original Operating Agreement Capital Replacement Reserve Fund (RRF) Guidelines**

CRHC previously worked with BCHMC to maintain the individual properties based on available funding in the Capital Replacement Reserve Fund (RRF).

The RRF was set up to cover the future replacement costs for items on the BCHMC standardized capital replacement reserve item list (Appendix A). This capital routine replacement reserve model was based on the standardized replacement list, the replacement cost of each component at the time the schedule was developed (typically at time of building construction) and a standard lifespan assigned to that component.

The standardized list did not include one-time replacement components such as: cabinets, elevators, electrical and plumbing systems, and building envelope remediation. The replacement of these components was considered modernization and improvements and would be funded with special BCHMC grant funding when needed.

Annually CRHC made a contribution (transfer) to the replacement reserve fund for each building based on BCHMC budget approval. Over the period 2008-2011, BCHMC mandated CRHC to permanently cut replacement reserve contributions for 14 out of 22 BCHMC properties and to four out of six Homes BC properties.

#### **Umbrella Operating Agreement Guidelines**

These funding shortfalls caused a chronic depletion of the affected properties RRF balances. In order to find a solution to this issue, the CRHC worked with BCHMC in developing the UOA. The methodology used to develop the five-year capital plan and related funding strategy requires modification due to the introduction of the UOA.

The UOA allows the CRHC to consolidate the RRF across 42 CMHC, BCHMC and Homes BC properties. CRHC has more flexibility to comprehensively prioritize improvements across the portfolio.

The CRHC recommended replacement model for UOA routine capital work is based on an expanded standardized replacement list that now includes unit components, building components and mechanical components. (Appendix B) The prioritization of unit component replacement is based on turnover pattern, health and safety requirements, and tenant requests. The building components are prioritized based on annual needs assessment, funding availability and project scheduling. The mechanical components are replaced based on failure and health and safety requirements. The implemented work is funded through the RRF.

### **ALTERNATIVES**

1. That the Capital Region Housing Corporation Board of Directors approves submission of the attached Umbrella Operating Agreement Five-Year Capital Plan (2015 – 2019) to BC Housing Management Commission ; and

That the Capital Region Housing Corporation Board of Directors authorizes staff to implement the 2015 capital plan year; and

That the Capital Region Housing Corporation Board of Directors approves the 2015 transfer of funds of \$1,400,000 from the Umbrella Operating Agreement Portfolio Stabilization Reserve to the Capital Replacement Reserve Fund.

2. That the Capital Region Housing Corporation Board of Directors requests that staff report back with an alternative Five-Year Capital Plan (2015-2019) and capital funding strategy.

### **FINANCIAL IMPLICATIONS**

The 2015 Building Operating budgets include an \$820,690 (Table 1. Line G) transfer to the RRF based on the old BCHMC funding model. Upon approval of the 2015-2019 capital plan, CRHC is recommending the 2016 annual transfer be increased to \$943,020. This establishes a funding model of \$65 per unit per month. BCHMC is currently reviewing their funding model by evaluating the best practices for standardized replacement items and life expectancies.

Since 2011, operating surpluses from the UOA have been deposited annually into the Portfolio Stabilization Reserve (PSR). Under the UOA these operating surpluses are required to be used in the following order: a) to fund the approved five year capital plan, b) to pay for costs directly relating to a project, and c) in any other way the CRHC chooses to advance the management and development of affordable housing.

Therefore, if there are not enough funds in the RRF to finance the five year capital plan, CRHC is obligated under the UOA to transfer necessary funds from the PSR into the RRF.

The Five-Year Capital Plan (2015-2019) (Appendix B) is recommending a total spend of \$11M (Table 1, Line I) to address routine capital work. This will necessitate estimated initial transfers of \$1.7M (Table 1, Line D) from the PSR to RRF. Future building envelope remediation projects will be addressed through our 2015 strategic priority of developing a long term financial and asset strategy that will include existing mortgage maturities, starting in 2018, and potential future debt financing.

In 2018, the Canada Mortgage and Housing Corporation (CMHC) operating agreements will begin expiring. This will increase our operating surplus due to the fact that current debt payments for the CMHC mortgages (Table 1, Line C) are significantly higher than the subsidy that we are receiving from BCHMC. This operating surplus will continue to trend up and this will be part of the 2015 review through the long term financial and asset management strategy.

**Table 1. Capital Funding Strategy**

	2014	2015	2016	2017	2018	2019	2020
(A) Portfolio Stabilization Reserve (PSR) – estimated beginning balance	1,143,207	1,495,030	415,130	315,130	515,130	750,370	1,181,220
(B) Annual Building Operating Surplus	351,823	320,100	200,000	200,000	200,000	200,000	200,000
(C) Reallocation Matured Mortgage P&I Payments	0	0	0	0	35,240	230,850	607,910
(D) Discretionary Transfer to Replacement Reserve	0	(1,400,000)	(300,000)	0	0	0	0
(E) Portfolio Stabilization Reserve (PSR) - estimated ending balance	1,495,030	415,130	315,130	515,130	750,370	1,181,220	1,989,130
(F) Capital Replacement Reserve Fund (RRF) – beginning balance	6,651,175	6,061,560	6,259,370	5,432,150	4,142,840	3,151,170	1,974,090
(G) Annual Transfer from Building Operating Fund	820,690	820,690	943,020	943,020	943,020	943,020	943,020
(H) Annual Interest Income	176,715	191,220	158,360	120,770	91,860	57,550	22,210
(I) Annual Capital Replacement Expenditures	(1,587,020)	(2,214,100)	(2,228,600)	(2,353,100)	(2,026,550)	(2,177,650)	(2,177,650)
(J) Discretionary Transfer from Stabilization Reserve	0	1,400,000	300,000	0	0	0	0
(K) Capital Replacement Reserve Fund (RRF) – ending balance	6,061,560	6,259,370	5,432,150	4,142,840	3,151,170	1,974,090	761,670

**CONCLUSION**

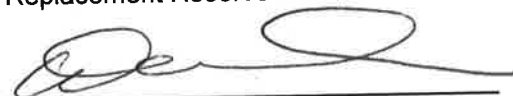
The CRHC signed the UOA in 2014 for a five year term requiring the CRHC to provide a five-year capital plan to BCHMC for the duration of the agreement. The CRHC must fund the capital plan through the RRF and if necessary through operating surpluses. The CRHC has identified \$11M of routine capital replacement over the next five years. This does not include major repair or replacement which will be addressed through the 2015 strategic priority of developing a long term financial and asset strategy. As of December 31, 2014, the RRF had a balance of \$6,061,560 and the PSR had a balance of \$1,495,030. Staff is recommending that the CRHC transfer \$1.4M in 2015 and \$300,000 in 2016 from the PSR to the RRF and to increase the annual capital replacement transfer from the operating budget to the RRF from \$820,690 to \$943,020.

**RECOMMENDATIONS**

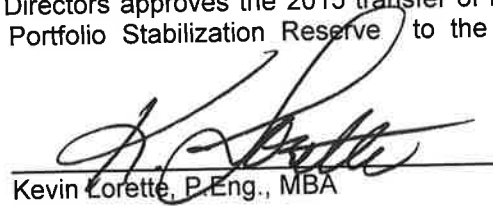
That the Capital Region Housing Corporation Board of Directors approves submission of the attached Umbrella Operating Agreement Five-Year Capital Plan (2015 – 2019) to BC Housing Management Commission ; and

That the Capital Region Housing Corporation Board of Directors authorizes staff to implement the 2015 capital plan year; and

That the Capital Region Housing Corporation Board of Directors approves the 2015 transfer of funds of \$1,400,000 from the Umbrella Operating Agreement Portfolio Stabilization Reserve to the Capital Replacement Reserve Fund.



Christine Culham  
 Senior Manager  
 Capital Region Housing Corporation



Kevin Lorette, P.Eng., MBA  
 General Manager  
 Planning and Protective Services  
 Concurrent

# Appendix A

## STANDARDIZED LIST OF REPLACEMENT ITEMS Including Estimated Useful Life

Category	Item	Life Years		
		Family	Seniors	Special Needs
APPLIANCES	Dishwasher	12	15	12
	Dryer	13	16	13
	Fridge	14	17	14
	Wall Oven	12	15	12
	Stove Top	12	15	12
	Stoves	12	15	12
	Washer	13	16	13
FLOORING	Carpet	5	7	5
	Linoleum/Vinyl	10	14	10
	Carpet - Common Areas	7	10	7
	Linoleum/Vinyl - Common Areas	16	20	16
HEATING	Furnace	13	16	13
	Boiler	20	20	20
	Electric Heat	20	20	20
	Hot Water Tanks	10	10	10
	Water/Oil Pumps	20	20	20
INTERIOR STRUCTURE	Air Conditioning	11	14	11
	Central Air Conditioning - Common Areas	15	20	15
	Countertops	15	20	15
PAINTING	Exterior Paint	8	8	8
	Exterior Trim Painting	8	8	8
	Interior Painting- Common Areas	5	7	5
	Interior Painting	5	7	5
PAVING	Driveways Paving	15	15	15
ROOFING	Roof	22	22	22
WINDOW COVERINGS	Blinds	7	11	7
	Drapes	8	10	8
	Awning	5	7	5
EXTERIOR STRUCTURE	Balcony Coverings	15	15	15
	Deck and Deck Coverings	10	10	10
	Fencing	10	10	10
	Playground Equipment	10	10	10
	Security Gate	15	20	15
OTHER	Fresh Water Pump	12	12	12
	Sewage/Pressure/Relay	20	20	20



**CAPITAL REGION HOUSING CORPORATION  
 UOA FIVE YEAR CAPITAL PLAN (2015-2019)**

**APPENDIX B**

	<b>2015 Plan</b>	<b>2016 Plan</b>	<b>2017 Plan</b>	<b>2018 Plan</b>	<b>2019 Plan</b>	<b>2015-2019 Plan</b>
<b>Routine Replacement Reserve Expenditures</b>						
<b>Unit Components</b>						
Cabinets & Countertops	199,500	229,500	229,500	249,000	249,000	1,156,500
Electrical - Baseboard Heaters	18,320	28,460	29,800	34,680	34,800	146,060
Electrical - Light Fixtures & Bath Fans	22,200	20,980	21,950	20,800	22,420	108,350
Flooring - Carpet	210,000	250,000	245,890	250,150	192,110	1,148,150
Flooring - Vinyl	95,000	127,470	119,520	130,470	94,770	567,230
Hot Water Tanks	32,500	33,120	33,750	37,500	37,500	174,370
Interior Paint	185,000	196,500	201,450	193,050	177,350	953,350
Plumbing Fixtures - Toilets & Sinks	47,900	47,900	48,250	48,400	48,800	241,250
Plumbing Fixtures - Tub/Taps and Surrounds	97,000	105,000	116,400	123,670	121,250	563,320
Refrigerators	41,470	32,600	35,600	41,410	45,820	196,900
Stove	54,240	58,740	17,890	22,670	45,550	199,090
Unit Asbestos Abatement	36,000	36,000	36,000	36,000	32,000	176,000
Window Coverings	46,520	41,980	38,000	36,450	33,580	196,530
<b>Total Unit Components</b>	<b>1,085,650</b>	<b>1,208,250</b>	<b>1,174,000</b>	<b>1,224,250</b>	<b>1,134,950</b>	<b>5,827,100</b>
<b>Building Components</b>						
BECA - 13 CMHC/Homes BC Buildings	50,000	40,000	0	0	40,000	130,000
Decks & Stairs	49,500	35,000	20,000	12,000	29,000	145,500
Exterior - Other	7,500	0	0	0	0	7,500
Exterior Paint	200,200	198,400	309,500	227,000	253,000	1,188,100
Fencing	175,500	91,000	109,000	111,000	31,000	517,500
Flooring (Common Area)	57,050	57,500	65,000	29,500	13,000	222,050
Interior Paint (Common Area)	66,500	20,700	1,800	1,500	60,500	151,000
Paving/Sidewalk	50,800	25,500	30,900	32,800	14,000	154,000
Play Equipment	71,500	142,000	165,000	60,000	40,000	478,500
Roof	297,000	280,000	284,500	210,500	390,000	1,462,000
<b>Total Building Components</b>	<b>1,025,550</b>	<b>890,100</b>	<b>985,700</b>	<b>684,300</b>	<b>870,500</b>	<b>4,456,150</b>
<b>Mechanical Components</b>						
Boilers	77,900	13,850	5,400	0	20,200	117,350
Elevator	0	75,400	120,000	46,000	110,000	351,400
HVAC Systems	25,000	41,000	68,000	72,000	42,000	248,000
<b>Total Mechanical Components</b>	<b>102,900</b>	<b>130,250</b>	<b>193,400</b>	<b>118,000</b>	<b>172,200</b>	<b>716,750</b>
<b>Total Routine Replacement Reserve Expenditures</b>	<b>2,214,100</b>	<b>2,228,600</b>	<b>2,353,100</b>	<b>2,026,550</b>	<b>2,177,650</b>	<b>11,000,000</b>
<b>Building Envelope Remediation</b>						
Heathers 15 months construction (BCHMC funded)	1,400,000	600,000	0	0	0	2,000,000
<b>Total Building Envelope Remediation</b>	<b>1,400,000</b>	<b>600,000</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2,000,000</b>



# CRHC

The Capital Region's Housing Corporation

## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF JANUARY 27, 2015

### SUBJECT     **LEBLOND STRATA - STRATA COUNCIL REPRESENTATIVES**

#### BACKGROUND

LeBlond Place is located in the Selkirk Waterfront development. This building includes 13 family townhouses, 28 apartments for seniors, a four-bedroom group for persons requiring 24 hour care, underground parking and a commercial office space.

The property was developed in partnership with Jawl Holdings Ltd., and is comprised of three strata lots under the Leblond Strata. Lot #1 is CRHC units and parking and represents 93.7%. Lot #2 is the commercial offices and Lot #3 is the residual parking and is owned by Jawl Holdings Ltd.

CRHC are responsible for the management of the strata including maintenance of the common areas and administration. Part of that administrative work includes preparation of the annual operating budget and compliance with the Act; specifically maintaining a replacement reserve and ensuring that the annual general meeting requirements are met.

By mutual agreement, the parties have decided to waive holding an annual general meeting, and in its place a resolution is prepared respecting the business of the AGM.

In 2006, the CRHC Board of Directors passed a resolution that deemed to appoint the Senior Manager and the Executive Committee as representatives of Lot #1 to the LeBlond Strata Council after each successive Annual General Meeting of the LeBlond Strata Council unless the appointments are revoked by resolution of the CRHC Board of Directors.

#### ALTERNATIVES

1. That the Capital Region Housing Corporation Board of Directors re-affirm their resolution of October 31, 2006 and retain the Senior Manager and Executive Committee as representatives for Lot #1 on the LeBlond Strata Council.
2. That the Capital Region Housing Corporation Board of Directors revoke the appointment of the Senior Manager and Executive Committee and appoint new representatives.

#### RECOMMENDATIONS

1. That the Capital Region Housing Corporation Board of Directors re-affirm their resolution of October 31, 2006 and retain the Senior Manager and Executive Committee as representatives for Lot #1 on the LeBlond Strata Council.

Christine Culham  
Senior Manager  
Capital Region Housing Corporation

Kevin Lorette, P. Eng., MBA  
General Manager  
Planning & Protective Services  
Concurrent



# CRHC

The Capital Region's Housing Corporation

## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF JANUARY 27, 2015

### SUBJECT    **TURNOVER AND VACANCY REPORT 2014**

### ISSUE

This report provides information on the activity and performance results in the areas of turnover, vacancy and move-ins for 2014.

### BACKGROUND

#### Turnover

Turnover represents the move-out activity of tenants from the Capital Region Housing Corporation (CRHC) housing portfolio. The measurement for this activity is the number of move-outs, including internal transfers which occurred within the reporting period. As a result of the repair to the units, the volume of turnover has a significant financial impact on the operating and capital budgets.

Year	Period	Number of Turnovers Subsidized (913 units)	Number of Turnovers Non-Subsidized (373 units)	Total
2014	January 1, 2014 – December 31, 2014	122	58	180
2013	January 1, 2013 – December 31, 2013	139	55	194

#### Vacancy

Vacancy activity is a key performance area and provides information on the occupancy level of the housing stock. This is also an area that the Canada Mortgage and Housing Corporation (CMHC) monitors and provides statistical data for municipalities, provinces and nationally. The performance indicator for this activity is the vacancy rate which is a snapshot in time of the number of units that are not occupied, not committed to a future tenant and incurring vacancy loss (no rental revenue at that point in time).

Year	Period	Total
2014	January 1, 2014 – December 31, 2014	2.44%
2013	January 1, 2013 – December 31, 2013	2.53%

Another performance indicator is the number of days that units remain vacant across the portfolio. This indicator measures the time between a tenant being no longer responsible for renting the unit and a new tenant assuming the unit.

Year	Period	Days Vacant	Average days vacant
2014	January 1, 2014 – December 31, 2014	11,870	66
2013	January 1, 2013 – December 31, 2013	12,347	64

Many factors impact the length a unit may stay vacant including fires, floods, and incoming tenants needing to provide adequate notice to current landlord, and location and marketability of the community.

**Housed**

The housed totals include applicants who have accessed housing through the Housing Registry; market rent tenants and internal transfers that were granted during the reported period.

Year	Period	Number of Households housed
2014	January 1, 2014 – December 31, 2014	169
2013	January 1, 2013 – December 31, 2013	203

**Internal Transfers**

Internal transfers are guided through our Tenant Transfer Policy and address over housing (which is mandatory), mobility and accessibility issues, safety and medical considerations, and tenants who would like to move to accommodate employment, be closer to support systems and other life changes. Transfers represent approximately 10% of all tenants housed annually.

Year	Period	Number of Internal Transfers
2014	January 1, 2014 – December 31, 2014	25
2013	January 1, 2013 – December 31, 2013	35


**CONCLUSION**

CRHC experiences significant costs in preparing vacant units for occupancy and when units are vacant and experiencing income loss. These costs have an impact on both the operating and capital budgets. CRHC will be reviewing the vacant unit processes and identifying areas for improvement as part of the 2015 business plan.

**RECOMMENDATION**

That the Capital Region Housing Corporation Board of Directors receives the 2014 Turnover and Vacancy report for information.

  
\_\_\_\_\_  
Christine Culham  
Senior Manager  
Capital Region Housing Corporation

  
\_\_\_\_\_  
Kevin Lorette, P.Eng., MBA  
General Manager  
Planning and Protective Services  
Concurrence

**Property Management Report – January 27, 2015  
Capital Region Housing Corporation Board of Directors**

This Property Management Report provides an update since the last report of December 02, 2014

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**BCH REGIONAL REGISTRY WAITLIST STATISTICS**

<b>Category</b>	<b>January 2015</b>	<b>December 2014</b>	<b>January 2014</b>
<b>Total Registry Units</b>	<b>3,245</b>	<b>3,245</b>	<b>3,194</b>
Family	434	429	379
Seniors	521	525	455
Persons with disabilities	370	373	341
Wheelchair Modified	57	57	70
Singles	30	29	24
<b>Total</b>	<b>1,412</b>	<b>1,413</b>	<b>1,269</b>

**BUILDING ENVELOPE REMEDIATION & RELATED CAPITAL IMPROVEMENTS**

The Heathers Building Envelope Remediation

The Heathers was built in 1992 and has 26 units. It was identified as in need of envelope remediation in 2003. In June 2014, BC Housing Management Commission (BCHMC) approved funding for the repairs through a two million dollar grant in the form of a forgivable mortgage. The next step is to select a Building Engineer to design, tender and manage the remediation work. BCHMC's procurement department has not yet produced the Engineer's Request for Quotation. CRHC staff continues to encourage BCHMC to move this project forward.

**INITIATIVES – ENERGY SAVINGS, GREEN AND CONSERVATION PRACTICES**

Energy Conservation Assistance Program (ECAP)

The ECAP targets lower income residents in providing energy savings upgrades. A technician visits the home and assesses where energy saving upgrades may be effective. ECAP aims to educate and encourage residents on energy saving practices. The residents must apply and participate in the program for the upgrades to take place. Energy savings upgrades include: appliance upgrades, insulation upgrading, weather stripping, light bulbs and low-flow aerators. This BC Hydro supported program is continuing to be delivered by Carillon Canada. The program was only available to subsidized tenants and in 2014 was expanded to include non-subsidized tenants as well.

In December Carillon did outreach to the Firgrove community. CRHC had been supporting Carillon in achieving high tenant participation at Firgrove as it might lead to attics having insulation upgraded without cost to CRHC. The first unit to receive free upgrading of attic insulation has just been completed.

Tenants at our Terraces site have recently been sent applications to participate in this program.

**THIRD PARTY MANAGEMENT**

CRHC works in partnership with three nonprofit organizations providing property management services at five sites. These relationships are mutually beneficial in that the non-profits provide their expertise in supporting tenants in being successful in their tenancies and the CRHC is able to share its expertise in providing the property management services. CRHC is compensated through a management fee.

1. The Cridge Centre for the Family has two sites: Hayward Heights and Marry Cridge Manor.
2. Victoria Women's Transition House has two sites: Margaret Laurence House and Harrison Place.
3. The Victoria Freemasons has one site: Ashlar Manor.

CRHC staff recently assisted the non-profits in completing capital projects to ensure the ongoing maintenance of their buildings. They include: window replacements at Mary Cridge Manor, and a roof replacement at Margaret Laurence House.

### STAFF TRAINING AND SUPPORT

Performance management and coaching has been given a high priority for 2015. This month all staff will meet with the supervisors to set performance plans that support the corporation's strategic plan. Follow up coaching dates have been set throughout the remainder of the year.

### PARRY KITCHEN

Parry Place is a 21 unit assisted living facility and was completed in June 2008 under the Independent Living BC (ILBC) program, a housing-for-health partnership that meets the needs of lower-income seniors and people with disabilities by providing a middle option between home support and residential care.

In February 2014, the Board supported the CRHC staff in pursuing the \$250,000 to develop a commercial kitchen for the in-house provision of hospitality services at Parry Place. BCHMC has agreed to provide the CRHC with funds held in a trust fund account to complete work on a commercial kitchen for the building.

CRHC staff is working with D'Ambrosio Architecture and the onsite service provider, Beacon Community Services, to review the previous draft plans. When a best layout is settled on, a construction cost estimate will be produced. The cost estimate along with projected operating budget will be reviewed by BCHMC in anticipation of their final approval for the project to proceed.

### ARBITRATIONS

In November staff participated in three arbitrations. All were initiated by non-payment of September rent. In all three arbitrations the arbitrator indicated that CRHC would be awarded orders to pay September, October and November rents. Two of the arbitrations involved orders of possession which were awarded as well.

All three tenants vacated between late November and late December.

### FINANCIAL REPORTING: CHEQUES OVER \$50,000

Vendor	Issued	Expenditure	Notes
City of Victoria	Dec.18/14	\$62,697.75	Water June- Oct./14



Don Metcalf  
Manager of Operations