



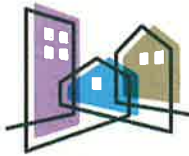
**CAPITAL REGION HOUSING CORPORATION  
BOARD OF DIRECTORS MEETING**

**AGENDA**

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9:30 a.m., Tuesday, August 23, 2016  
625 Fisgard St., Victoria  
Room 488

	<u>Att. #</u>
1. Approval of Agenda	
2. Approval of Minutes of June 28, 2016	16-28
3. Correspondence – Vergo LEED rating	16-29
4. CRHC Portfolio Renewal, Redevelopment and Development Strategy	16-30
5. Mortgage Renewal – Cairns Park	16-31
6. Tenant Satisfaction Survey Results	16-32
7. Quarterly Financial Update	16-33
8. Turnover and Vacancy Quarterly Report – Second Quarter	16-34
9. Property Management Report	16-35
10. Motion to Close the meeting in accordance with the Community Charter, Part 4, Division 3, Section 90 (1) (i) the receipt of advice that is subject to solicitor-client privilege, including communications necessary for that purpose.	
11. Adjournment	



# CRHC

The Capital Region's Housing Corporation

## Minutes of a Meeting of the Capital Region Housing Corporation Board of Directors Held June 28, 2016 in Room 488, 625 Fisgard St, Victoria, BC

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**PRESENT:**     **Directors:** D. Screech (chair); D. Howe; C. Plant; L. Helps; B. Braude;  
                   **Staff:**        K. Lorette; C. Culham; D. Metcalf; R. Loukes;  
                   **Recorder:** K. Kusnyerik

**ABSENT:**     **Directors:** J. Carline; R. Cooper  
 The meeting was called to order at 9:30a.m.

### 1. APPROVAL OF AGENDA

It was **MOVED** by Director Plant, **SECONDED** by Director Howe  
 To approve the agenda as circulated.

**CARRIED**

### 2. APPROVAL OF THE MINUTES OF MAY 24, 2016 & June 10, 2016

It was **MOVED** by Director Helps, **SECONDED** by Director Plant  
 That the minutes of May 24, 2016 & June 10, 2016 be approved.

**CARRIED**

### 3. LONG TERM FINANCIAL AND ASSET MANAGEMENT PLAN

C. Culham presented the Long Term Financial and Asset Management Plan. Staff will be presenting an asset management and development plan at the July board meeting as well as follow up on alternative financing opportunities. C. Culham advised that the Provincial Investment in Affordable Housing (PIAH) application for the Carey Rd. development was submitted and CRHC should be advised by September if CRHC was a successful applicant.

Director Howe asked that if there were opportunities for development (purchase of properties for a reasonable price etc.) that the board be informed and involved in exploring these possibilities.

The recent Federal funding of \$150 million over the next two years was discussed. C. Culham will continue to update the board on the details of this funding. This will include an update on the process to access the funding available for repairs in social housing.

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

That the Capital Region Housing Corporation Board of Directors receives the Long Term Financial Plan and Asset Management Strategy for information

**CARRIED**

It was **MOVED** by Director Plant **SECONDED** by Director Helps

That the Capital Region Housing Corporation Board of Directors request that staff investigate all opportunities for additional property tax exemptions.

**CARRIED**

#### **4. MORTGAGE RENEWAL – HARBOUR LANE**

It was **MOVED** by Director Howe **SECONDED** by Director Helps  
That the Capital Region Housing Corporation (CRHC) Board of Directors

- a) Approves the resolution required by British Columbia Housing Management Commission (BCHMC) to renew the mortgage for Harbour Lane; and
- b) Authorizes any two members of the CRHC Executive Committee to sign any document related to the mortgage renewal.

**CARRIED**

#### **5. PROPERTY MANAGEMENT REPORT**

Discussion ensued regarding the BC Housing Registry Statistics. Staff were requested to include in future the number of applicants awaiting housing at CRHC properties.

It was **MOVED** by Director Plant **SECONDED** by Director Braude

To receive the Property Management Report for information.

**CARRIED**

#### **6. ADJOURNMENT**

It was **MOVED** by Director Helps, **SECONDED** by Director Plant  
That the meeting be adjourned

**CARRIED**

The meeting was adjourned at 10:28 a.m.

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David Screech, Chair

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Kristine Kusnyerik, Recorder



Canada Green Building Council

*Every Building Greener*

Conseil du bâtiment durable du Canada

*Verdir tous les bâtiments*

April 29, 2016

Christine Culham  
Senior Manager, Regional Housing  
Capital Regional District  
625 Fisgard Street, PO Box 1000  
Victoria, BC V8W 2S6

**Re: CaGBC Project no. 15134**  
**Certification of: Vergo at 3808 Carey Road**

Dear Ms. Culham,

On behalf of the Canada Green Building Council, I want to congratulate you on achieving LEED Canada certification. Your project's final LEED Canada rating corresponds to the **Platinum** certification level in the LEED Canada for Homes Rating System.

LEED Canada certification identifies your project as a pioneering example of sustainable design, and demonstrates your leadership in transforming the building industry. In honor of this impressive achievement, and in appreciation of your participation in LEED Canada, we are pleased to present you with the enclosed certificates recognizing your accomplishment.

We look forward to working with you to share the good news about your achievement. We have tools available to help you differentiate your project in the marketplace, including brochures, talking points and a press release template. Contact [homes@cagbc.org](mailto:homes@cagbc.org) for more information on our certified project marketing toolkit.

If you are interested in ordering a custom "LEED Canada Certified" plaque to commemorate your project, please contact our supplier Sarah Soo Wing at Eclipse Awards. She can be reached at: [LEED@eclipseawards.com](mailto:LEED@eclipseawards.com) or 1-604-639-4204 and will be happy to assist you.

Congratulations once again on earning LEED Canada certification and thank you for your commitment to our common goal of building a healthy, sustainable future.

Sincerely,

Mark Hutchinson  
Director, Green Building Programs  
Canada Green Building Council

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Fax / Téléc: 613.241.4782

>>

[cagbc.org](http://cagbc.org) [cbdca.org](http://cbdca.org)



The Canada Green Building Council  
hereby confers the rating of

Le Conseil du bâtiment durable du Canada  
confère la certification

**LEED® Canada Platinum**

**LEED® Canada Platine**

to the                      au

**Vergo at 3803 Carey Road**

This certificate acknowledges the project has achieved  
the required prerequisites and credits under the  
Leadership in Energy and Environmental Design  
(LEED®) Canada Rating System for

Homes 2009



Ce certificat atteste que le projet a respecté les conditions  
préalables et a obtenu les crédits requis en vertu du Système  
d'évaluation des bâtiments durables de « LEED® (Leadership  
in Energy and Environmental Design) Canada » pour

Habitations 2009

**April 29, 2016**

AWARDED / EN DATE DU

THOMAS MUELLER, PRESIDENT / PRÉSIDENT



## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF AUGUST 23, 2016

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### **SUBJECT      CRHC Portfolio Renewal, Redevelopment and Development Strategy**

### **ISSUE**

Renewal of the current housing stock, redevelopment of the current housing portfolio and the development of new affordable housing are key priorities of the Capital Region Housing Corporation (CRHC) Board of Directors 2016-2019 Strategic Plan.

### **BACKGROUND**

In the 2016-2019 CRHC Board Strategic Plan, it was identified that the CRHC should be increasing its housing stock in order to increase affordable housing opportunities for households in core housing need by a minimum of 30 units.

In order to bring down the rents on the identified units, the projects would need to self-subsidize those units through:

- a) An initial capital investment through regional, provincial and federal funding programs and/or the CRHC; and
- b) The establishment of mixed market housing.

There are currently four potential project locations that have been identified by CRHC staff. Concept identification and feasibility for the projects are still required.

The four projects are as follows:

1. 3816 Carey Rd. – An application for a 74 unit multi-residential building was submitted in June 2016 to BC Housing Management Commission (BCHMC) for the Provincial Investment in Affordable Housing (PIAH).
2. 161 Drake Rd. – An affordable housing project on Salt Spring Island. Phase 1 – 26 units. Phase 2 and 3 – 54 units for a total of 80 units. CRHC is currently undertaking a feasibility study of doing this project.
3. Campus View Court (2249 McCoy Rd.) This is an existing 12 unit CRHC project built on a 1.25 acre site in 1983. This site will allow for densification as well as the potential to explore options of acquiring nearby land.
4. Michigan Square (330-336 Michigan St.) This is an existing 62 unit CRHC project on a site of 1.19 acres. Michigan Square has been identified as a site requiring extensive remediation and has been slated as a site for redevelopment.

The CRHC Board has also identified that the CRHC complete at least one additional Building Envelope Remediation (BER) from 2016-2019. Staff identified two high priority BERs (Caledonia and Carey Lane) to be completed in 2017 and 2019 in the *CRHC Long Term Financial and Asset Management Plan, June 2016*.

The majority (44 out of 45 properties) of the CRHC portfolio was developed in conjunction with Canada Mortgage and Housing Corporation (CMHC) and BCHMC. CMHC and BCHMC provided much of the oversight and project management of the development of the CRHC housing stock. CRHC acted as lead in the initial feasibility and concept development of a project but then CMHC and BCHMC would take on the responsibility of project management of the developments. CRHC would again take the lead in the lease up and property management of the properties once the projects were constructed. The CRHC prioritized investing staff resources in the ongoing operations of the organization. Although some major

capital projects have been undertaken, there have been few independently managed by the CRHC, without significant organizational support from BCHMC.

The *CRHC Long Term Financial and Asset Management Plan, June 2016* identified that when the CRHC generates more revenue than expenses, the CRHC may be able to borrow against the positive cash flow to fund major capital expenses and/or development. Prior to the Umbrella Operating Agreement (UOA), there were strict guidelines applied by BCHMC regarding allowable expenditures due to the calculation of the subsidy allocation. The UOA allows the CRHC greater latitude regarding expenditures and therefore has increased capacity to determine spending priorities. The CRHC is able to maintain surpluses as long as it funds the Capital Plan as approved by BCHMC. While under operating agreements, CRHC would need to get permission from BCHMC to refinance.

If the CRHC were to continue to assume the following baseline as identified in Table 1, there is the potential to invest \$17.5 million over the next ten years in the renewal of the CRHC current housing stock and new development through the surplus that is created from the operating agreements expiring and the mortgages maturing from our current portfolio.

Table 1. Baseline Assumptions for *CRHC Long Term Financial and Asset Management Plan, June 2016*

- a) **Financial Plan only includes UOA agreement properties** (42 properties, 1209 units)
  - 2019 CRHC will renegotiate UOA focusing on building cross subsidization.
- b) **BCHMC Fixed Subsidy Revenue**
  - CMHC fixed subsidy payments will expire 2018-2021 as mortgages mature.
  - BCHMC fixed subsidy will expire 2022-2031 as operating agreements expire.
  - Homes BC fixed subsidy will be reduced by annual mortgage payments as mortgages mature 2031-2037. Residual subsidy, if any, will expire 2056-2062 as operating agreements expire.
- c) **Operating expenses** will increase annually by the inflation rate of 2%. 2016 baseline budget reviewed controllable operating expenses to achieve efficiencies.
- d) **Tenant revenue**
  - Market units rent increases annually by 1.0%-1.5% depending on original funding program.
  - Rent geared to income (RGI) units' increase annually by 0.5%.
- e) **RGI ratio** is 70% RGI and 30% low end market.
- f) **Annual CRHC dividend payment** up to a maximum of \$400,000.
- g) **Replacement Reserve contribution**
  - Currently is contributed at \$65 per unit under the 2015-2019 five year capital plan, equal to an annual amount of \$943,020.
  - As of 2020, annual contribution will match annual expenditure of \$2,000,000.

In 2016 there were regional, provincial and federal funding announcements made for affordable housing. This is the largest investment by all levels of government since the 1990's. These are identified in Appendix A.

## **ALTERNATIVES**

That the Capital Region Housing Corporation Board of Directors:

1.
  - a) Approves the CRHC Portfolio Renewal, Redevelopment and Development Strategy; and
  - b) Approves the hiring of a Manager of Major Capital Projects for a term of October 1, 2016-December 31, 2021.
2. Refer back to staff.

## **IMPLICATIONS**

### **Financing and Funding Opportunities**

Positioning the CRHC to make use of the funding opportunities that were announced in 2016 by the regional, provincial and federal governments will support and potentially expand upon the CRHC capacity to meet the CRHC Board of Directors strategic priorities.

The financing, funding structure, CRHC capital investment, and ratio of RGI to market units of each project will be dependent on the success of funding applications such as the application to PIAH for the 3816 Carey Rd. proposal that was submitted to BCHMC in June 2016. Each project and its financial strategy/implications will be presented to the Board individually.

### **Existing Organizational Capacity for Major Capital Projects**

Three major projects have been completed in the last six years. The development of Vergo, and two building envelope remediation projects. Each project was assigned a CRHC project manager but only one of these projects was managed fully by CRHC. The projects consumed between 10-30% of the staff person's time. Even when a development consultant was hired or assigned through BCHMC, the CRHC staff continues to be responsible for the initial concept and site identification, feasibility, securing finances and providing ongoing financial oversight in conjunction with the CRD Finance Department, and protecting organizational interests throughout the process. The utilization of development/project consultants does not eliminate the responsibilities of the CRHC staff.

Within the current organizational structure, the CRHC could complete one major capital project every 2-3 years. The CRHC completed Phase 1 of an organizational review in 2014 to improve operational capacity of the CRHC, a reorganization of overall housing functions was completed in 2015 with the consolidation of the CRHC and the Housing Secretariat into Regional Housing. The CRHC is currently conducting Phase 2 of the organizational review with a focus on improving the efficiencies of the field services. The current staff complement of CRHC staff are currently fully occupied managing and operating the existing CRHC portfolio and Housing Planning and Programs activities.

Therefore within the next five years, staff could complete one new development and one building envelope remediation. This would also require the assistance of development consultants which is an added cost.

In order to complete the CRHC Portfolio Renewal, Redevelopment and Development Strategy as proposed, there would need to be additional staff resources within the CRHC to fulfill the associated tasks. Staff have identified a timeline for the development of 3816 Carey Rd., 161 Drake Rd, and the redevelopment of Michigan Square and Campus View (Appendix B). The draft timeline identifies that all projects are to be completed by the end of 2021. This is not a fulsome list as there may be new priorities identified for redevelopment, development or acquisition as a result of increased resources to the CRHC.

Staff are recommending the hiring of a full-time temporary (five years) Manager of Major Capital Projects. Reporting to the Senior Manager of Regional Housing, the Manager of Major Capital Projects would provide technical expertise for the CRHC and would assist the CRHC in achieving its strategic priorities in the planning and project management of the renewal and redevelopment of the current housing portfolio and the development of new affordable housing. This would replace the requirement for a development consultant as the new position would be responsible for providing oversight for the predevelopment, development stages and transitioning the project to CRHC operations while working closely with the CRHC staff team.

The cost for a Manager of Major Capital Projects would be as follows:

<b>Expenses</b>	<b>Oct-Dec 2016 (\$)</b>
<b>Salary and Benefits</b>	31,114
<b>Overhead</b>	8,000
<b>Total</b>	39,114



Expenses	2017-2021 Annual Cost (\$)
Salary and Benefits	128,707
Overhead	12,871
Annual total	141,578
2017-2021	707,890

During the pre-development, the cost of the salary and overhead for the staff member would be recovered through the Administrative Stabilization Reserve. This reserve was created through surplus development fees the corporation received throughout its history of developing housing and its intended use is development.

The goal would be to recover the costs associated with the manager position from the projects once they are approved.

### **CONCLUSION**

The current performance indicators in the CRHC 2016-2019 Strategic Plan identifies the corporation develop approximately 200 units and the completion of at least one BER. Four potential development projects and two building envelope remediation projects have been identified by staff to meet the performance indicators of the Board. In order to move forward with the key priorities, the CRHC would require a full time Manager of Major Capital Projects. This would be a temporary position (October 2016-December 2021) to implement the plan. Staff will come forward to the Board with financial strategy/implications for each project.

### **RECOMMENDATIONS**

That the Capital Region Housing Corporation Board of Directors:

- a) Approves the CRHC Portfolio Renewal, Redevelopment and Development Strategy; and
- b) Approves the hiring of a Manager of Major Capital Projects for a term of October 1, 2016-December 31, 2021.



Christine Culham  
Senior Manager  
Capital Region Housing Corporation



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

## Appendix A: Regional, Provincial and Federal Funding Opportunities

### **1. Funding Programs (Regional, Provincial, Federal)**

Aside from funding for homelessness programs under the Regional Housing First Program (RHFP) and the Homelessness Partnering Strategy (HPS), there are no ongoing operational dollars associated with the capital funding. Therefore, in the case of new development, the provider is responsible for ongoing sustainability of the property. The opportunities for regional and provincial investment in housing include BC Housing or CRD ownership of their equity contribution. The federal Investment in Affordable Housing (IAH) will be distributed through the Provinces to address Provincial priorities. The CRHC will be able to apply to all of these funding programs to support the development of affordable housing and to achieve the priority of increasing the housing stock by 30 rent geared to income units.

An exciting announcement of the federal government is Renewal and Repair funding for aging housing stock. This could have a significant impact on the CRHC's ability to receive grants in lieu of debt financing for the identified priority BERs.

#### **1.1 Regional Housing First Program (RHFP)**

The RHFP stems from a Partnering Agreement between the CRD, BC Housing and Island Health to substantially address chronic homelessness in the capital region through \$60 million in capital investments in affordable and supportive housing developments. Island Health has committed as necessary to the provision of appropriate health and support services. Priorities will be developed through the Community Plan and the funding will be distributed through an annual expression of interest (EOI). The initial EOI is anticipated in the fall of 2016.

#### **1.2 Provincial Investment in Affordable Housing (PIAH)**

Applications for the PIAH program are due June 15, 2016. Project funding sources are in the form of flexible project applicant equity contributions, BC Housing PIAH equity contribution that requires BC Housing unit ownership, and/or CPI mortgage financing.

*The funding will be distributed over a five-year period through an annual EOI process:*

2016-17	2017-18	2018-19	2019-20	2020-21
\$50 million	\$50 million	\$75 million	\$90 million	\$90 million

#### **1.3 Budget 2016: Federal Funding Announcements**

The federal government has committed to the funding of affordable housing infrastructure. The details of the operationalization of these funds have not yet been provided.

##### **Renewal and Repair**

*To support these necessary retrofits and renovations, Budget 2016 proposes to provide \$573.9 million over two years, starting in 2016–17. This investment will help address the increasing demand for repairs as social housing units age, and will also improve efficiency and reduce energy use, lowering utility costs and making housing more affordable.*<sup>1</sup>

##### **Investment in Affordable Housing Initiative**

*To support the construction of new affordable housing units, the renovation and repair of existing affordable housing, measures to support housing affordability such as rent supplements, and measures to foster safe, independent living, the Government will invest \$504.4 million over two years, starting in 2016–17.*<sup>2</sup>

**Seniors** *Budget 2016 proposes to provide \$200.7 million over two years, starting in 2016–17, to support the construction, repair and adaption of affordable housing for seniors. While funding will be provided under the Investment in Affordable Housing initiative, provinces and territories will not be required to cost-match these investments.*<sup>3</sup>

<sup>1</sup> [http://chra-achru.ca/sites/default/files/chra\\_budget\\_highlights\\_march\\_22\\_2016-en.pdf](http://chra-achru.ca/sites/default/files/chra_budget_highlights_march_22_2016-en.pdf)

<sup>1</sup> [http://chra-achru.ca/sites/default/files/chra\\_budget\\_highlights\\_march\\_22\\_2016-en.pdf](http://chra-achru.ca/sites/default/files/chra_budget_highlights_march_22_2016-en.pdf)

<sup>1</sup> [http://chra-achru.ca/sites/default/files/chra\\_budget\\_highlights\\_march\\_22\\_2016-en.pdf](http://chra-achru.ca/sites/default/files/chra_budget_highlights_march_22_2016-en.pdf)

## Appendix B: CRHC Draft Redevelopment and Development Timeline

Projects	Sep-16	Jan-17	Jul-17	Jan-18	Jul-18	Jan-19	Jul-19	Jan-20	Jul-20	Jan-21	Jul-21
3816 Carey Rd.	Project Approval and Start-up	Final Project commitment	Tendering and construction	Construction and commissioning	Construction and commissioning	Occupancy					
161 Drake Rd.	Feasibility	Feasibility / Application to PIAH (tentative based on water feasibility)	Project Approval and Start-up	Municipal Approvals	Final Project commitment	Tendering and construction	Construction and commissioning	Construction and commissioning	Occupancy		
Michigan Square	Concept and Feasibility	Concept and Feasibility / Application to PIAH; Consultation with CRHC with Community	Project Approval and Start-up	Municipal Approvals	Final Project commitment	Tendering and construction	Construction and commissioning	Construction and commissioning	Occupancy		
Campus View			Concept and Feasibility	Concept and Feasibility / Application to PIAH; Consultation with CRHC with Community	Project Approval and Start-up	Municipal Approvals	Final Project commitment	Tendering and construction	Construction and commissioning	Construction and commissioning	Occupancy



## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF AUGUST 23, 2016

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### **SUBJECT**      Mortgage Renewal – Cairns Park

### **ISSUE**

BC Housing Management Commission (BCHMC) requires the Capital Region Housing Corporation (CRHC) Board of Directors to authorize BCHMC to act on behalf of CRHC to renew the mortgage for Cairns Park and authorize any two members of the Executive Committee to sign the required documentation.

### **BACKGROUND**

Cairns Park is a six unit apartment and townhouse community built under the Homes BC program in 1996. The existing mortgage is secured by the Bank of Montreal at a rate of 4.76% and is due for renewal on December 1, 2016.

The Cairns Park Operating Agreement states that at the expiry of the loan term, CRHC is required to secure the loan balance in accordance with the BCHMC requirements. BCHMC will publish tender calls to interested CMHC approved lenders to secure the best interest rate and terms available in the market. The estimated principal at renewal is \$419,207. Fifteen years will remain on the mortgage when it renews in December 2016.

### **ALTERNATIVES**

That the Capital Region Housing Corporation (CRHC) Board of Directors:

1.
  - a) Approves the resolution required by British Columbia Housing Management Commission to renew the mortgage for Cairns Park; and
  - b) Authorizes any two members of the CRHC Executive Committee to sign any documents related to the mortgage renewal.
2. Directs staff to review other options with the British Columbia Housing Management Commission to renew the mortgage for Cairns Park.

### **IMPLICATIONS**

Below are the recent tender rates BCHMC has obtained for 10 year mortgage terms:

January 2016	2.80%
February 2016	2.71%
March 2016	2.51%
May 2016	2.40%
June 2016	2.47%
July 2016	2.32%
August 2016	2.03%

As per the Cairns Park Operating Agreement, in order to pursue other financing options, CRHC would require permission from BCHMC. If given permission by BCHMC, CRHC would be required to go to tender to borrow from a commercial bank. Examples of current posted rates for a 10 year fixed term mortgage for Scotiabank is 5.79% and Vancity is 6.10%.

Another option for CRHC is to pursue financing through the Municipal Finance Authority (MFA). The current loan rate for MFA is 2.61%. The CRD Board is authorized to borrow an amount or amounts not exceeding the sum of \$25 million under the Temporary Loan By-law 3774 (amended in 2014 as By-law 3985). In order to borrow through MFA there would need to be an amendment to the by-law to increase the borrowing allowance as the \$25 million has already been allocated to the purchase of the 22 properties from CRHC and to the Regional Housing First Program.

### **CONCLUSION**

As per the Cairns Park Operating Agreement, BCHMC is required to secure the loan on behalf of CRHC at expiry of the loan term. BCHMC will tender the mortgage renewal to lenders to secure the best interest rate and terms available in the market. The August rate was 2.03% is much lower than current posted market rates and MFA.

### **RECOMMENDATIONS**

That the Capital Region Housing Corporation (CRHC) Board of Directors:

- a) Approves the resolution required by British Columbia Housing Management Commission to renew the mortgage for Cairns Park; and
- b) Authorizes any two members of the CRHC Executive Committee to sign any document related to the mortgage renewal.



Christine Culham  
Senior Manager  
Capital Region Housing Corporation



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



## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF AUGUST 23, 2016

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### **SUBJECT**      CRHC Tenant Satisfaction Survey Results

### **ISSUE**

Ensuring tenant satisfaction is an objective of the Capital Region Housing Corporation (CRHC) Board of Directors 2015-2019 Strategic Priorities. The key performance indicator for this objective was to implement a tenant satisfaction survey with a goal for an annual improvement in the tenant satisfaction index.

### **BACKGROUND**

In May 2016 staff developed and distributed a Tenant Satisfaction Survey door-to-door and tenants were given an envelope to seal their completed survey in with an option to mail it or return it to their caretaker. Tenants also had the option to complete the survey online. 487 households responded to the CRHC Tenant Satisfaction Survey (CRHC Tenant Satisfaction Survey Results - Appendix A). Parry Place residents were not surveyed as there is a separate survey carried out through the Independent Living BC (ILBC) program annually. Surveys were returned from respondents in all communities. Almost ½ of the surveys came from CRHC communities serving seniors and people living with disabilities.

Prior to sending out the surveys, the survey template was reviewed by the members of Tenant Engagement Task Force which includes one staff, two Board members and two tenants.

### **ALTERNATIVES**

1. That the Capital Region Housing Corporation Board receive the CRHC Tenant Satisfaction Survey Results Report for information.
2. That the Capital Region Housing Corporation Board of Directors refer back to staff.

### **IMPLICATIONS**

#### **Highlights of the survey:**

- 37% of households responded to the survey.
- 60% of respondents have lived in CRHC communities for more than 5 years.
- Over 25% of respondents are in contact with CRHC office staff at least monthly.
- Over 60% of respondents are in contact with field staff monthly – 25% of them are in contact on at least a weekly basis.
- 75% of respondents felt that office staff provide very high/high quality service, are extremely/very responsive to their concerns and almost always resolve the concern.
- 75% of respondents felt that that field staff provide very high/high quality service and are responsive to their needs.
- Respondents overall were satisfied with the cleanliness of the indoor and outdoor spaces of their community.
- Overwhelmingly, respondents were very satisfied with CRHC levels of communication.

- Respondents were generally satisfied with the safety of their community, however higher levels of dissatisfaction were noted in the downtown communities.
- Areas identified for improvement: although levels of satisfaction were similar to the items above, higher levels of dissatisfaction were noted with the conditions of the indoor and outdoor spaces in communities as well as the condition and repair of the units than was identified in other questions.
- Overall, 90% of respondents are very (62%) or somewhat satisfied (28%) with the services they receive as a tenant.

This is the first Tenant Satisfaction Survey completed and the results will act as a baseline for future years to address the key performance indicator of an annual improvement in the tenant satisfaction index.

Staff are analyzing the results of the survey and will be making recommendations to improve service to tenants as part of the Field Services Review and the Tenant Engagement Task Force.

### **CONCLUSION**

Staff completed the Tenant Satisfaction Survey in May 2016 which was an objective of the CRHC Board of Directors 2015-2019 Strategic Priorities. Overall, respondents of the survey are satisfied with the services they receive as a tenant. The results from this survey will act as a baseline for future years to address the key performance indicator of an annual improvement in the tenant satisfaction index.

### **RECOMMENDATIONS**

That the Capital Region Housing Corporation Board receive the CRHC Tenant Satisfaction Survey Results Report for information.



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Christine Culham  
Senior Manager  
Capital Region Housing Corporation



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

**1. Name of your CRHC community****2. How long have you been a tenant with CRHC****487 respondents**

9.03% Less than one year  
15.81% 1-3 years  
15.61% 3-5 years  
24.40% 5-10 years  
35.11% Over 10 years

**3. How would you describe your household?****486 respondents**

49.18% Single occupant  
5.14% Couple  
27.98% Single parent with child/children  
14.61% Couple with child/children  
3.09% Other

**4. How often are you in contact with CRHC office staff?****456 Respondents**

0% Daily  
2.19% Weekly  
23.46% Monthly  
74.34% Annually

**5. How would you rate the quality of CRHC office customer service?****480 Respondents**

26.83% Very high quality  
49.48% High quality  
21.17% Neither high nor low quality  
1.89% Low quality  
0.63% Very low quality

**6. How responsive have CRHC office staff been to your questions or concerns?****468 respondents**

19.87% Extremely responsive  
55.56% Very responsive  
19.02% Moderately responsive  
4.27% Not so responsive  
1.28% Not at all responsive



**7. How often do you feel that your questions and concerns were resolved by CRHC office staff?****465 respondents**

44.30% Always  
32.47% Almost always  
16.56% Sometimes  
5.16% Almost never  
1.08% Never

**8. General Comments****183 Comments****9. How often are you in contact with CRHC Maintenance staff?****443 Respondents**

3.39% Daily  
18.96% Weekly  
37.70% Monthly  
39.95% Annually

**10. How would you rate the quality of CRHC Maintenance staff customer service?****478 Respondents**

34.10% Very high quality  
39.96% High quality  
19.04% Neither high nor low quality  
3.35% Low quality  
3.56% Very low quality

**11. How responsive have Maintenance staff been to your questions or concerns?****474 Respondents**

32.28% Extremely responsive  
43.04% Very responsive  
17.51% Moderately responsive  
6.33% Not so responsive  
0.84% Not at all responsive

**12. Overall, how satisfied are you with the condition of the indoor common areas of your CRHC community?****Cleanliness - 459 Respondents**

54.25% Very satisfied  
22.20% Somewhat satisfied  
13.73% Neither satisfied nor dissatisfied  
6.54% Somewhat dissatisfied

3.27% Very dissatisfied

**Condition/Repair – 396 Respondents**

49.49% Very satisfied

27.27% Somewhat satisfied

15.15% Neither satisfied nor dissatisfied

5.30% Somewhat dissatisfied

2.78% Very dissatisfied

**13. Overall, how satisfied are you with the condition of the outdoor common areas of your CRHC community?**

**Cleanliness – 479 Respondents**

52.40% Very satisfied

26.72% Somewhat satisfied

5.85% Neither satisfied nor dissatisfied

10.23% Somewhat dissatisfied

4.80% Very dissatisfied

**Condition/Repair – 423 Respondents**

46.34% Very satisfied

26.24% Somewhat satisfied

9.46% Neither satisfied nor dissatisfied

12.53% Somewhat dissatisfied

5.44% Very dissatisfied

**14. Overall, how satisfied are you with the condition of your unit?**

**Cleanliness – 473 Respondents**

57.51% Very satisfied

29.18% Somewhat satisfied

6.98% Neither satisfied nor dissatisfied

4.86% Somewhat dissatisfied

1.48% Very dissatisfied

**Condition/Repair – 410 Respondents**

47.56% Very satisfied

32.93% Somewhat satisfied

6.34% Neither satisfied nor dissatisfied

10.00% Somewhat dissatisfied

3.17% Very dissatisfied

**15. Comments**

**212 Comments**

**16. Overall, how satisfied are you with the safety in your CRHC community?****479 Respondents**

- 51.15% Very satisfied
- 31.52% Somewhat satisfied
- 6.68% Neither satisfied nor dissatisfied
- 7.10% Somewhat dissatisfied
- 3.55% Very dissatisfied

**17. Overall, how satisfied are you with the written communications and notifications that you receive from the CRHC staff?****481 Respondents**

- 66.94% Very satisfied
- 21.21% Somewhat satisfied
- 8.94% Neither satisfied nor dissatisfied
- 1.87% Somewhat dissatisfied
- 1.04% Very dissatisfied

**18. How would you prefer that CRHC staff communicate with you?****474 Respondents**

- 24.05% Email
- 25.11% Phone
- 1.05% On the CRHC website
- 21.31% Door-to-door
- 29.48% Other

**19. Overall, how satisfied are you with the services you receive as a tenant with the CRHC?****481 Respondents**

- 61.54% Very satisfied
- 28.48% Somewhat satisfied
- 6.03% Neither satisfied nor dissatisfied
- 2.91% Somewhat dissatisfied
- 1.04% Very dissatisfied

**20. General Comments****264 Comments**

- 75 - Positive
- 46 - Sometimes positive, sometimes negative
- 48 - Not Applicable
- 95 - Negative

**CAPITAL REGION HOUSING CORPORATION**  
**ADMINISTRATION DIVISION**  
**YEAR-TO-DATE (YTD) REVENUE AND EXPENDITURES**  
**JANUARY to JUNE, 2016**

1 of 5

<u>Administration</u>	<b>Budget 2016</b>	<b>Budget Jan-Jun</b>	<b>Actual Jan-Jun</b>	<b>Variance \$ Jan-Jun</b>
<b>Revenues</b>				
Management Fees - UOA, ILBC2, NOA and Others	1,092,110	546,055	546,055	0
Interest Income	100,000	50,000	50,000	0
Service Fees - Royal Oak Housing Agreement	150	75	0	(75)
Miscellaneous - Tenant Service Charges	1,150	575	1,030	455
Transfer from Corporate Stabilization Reserve - IT Project	150,000	Jun/16 start	0	0 (A)
Transfer from Corporate Stabilization Reserve - PIAH Project	20,000	10,000	7,000	(3,000) (B)
<b>Total Revenues</b>	<b>1,363,410</b>	<b>606,705</b>	<b>604,085</b>	<b>(2,620)</b>
<b>Expenditures</b>				
Salaries and Benefits	754,730	377,365	376,910	455
Training	11,300	5,650	5,566	84
Consultants and Legal Fees	15,000	7,500	5,731	1,769
CRD Regional Housing Allocation	134,880	67,440	67,440	0
CRD Administration and Audit Fees	141,970	70,985	70,985	0
CRD Office Rental and Insurance	52,600	26,300	26,074	226
CRD Computer Support	45,020	22,510	18,023	4,487
Telephone	10,890	5,445	5,713	(268)
Advertising	500	250	0	250
Stationery and Services	24,020	12,010	14,700	(2,690)
Equipment Replacement Reserve	2,500	1,250	1,250	0
Project - Enhanced Information Technology System	150,000	Jun/16 start	0	0 (A)
Project - PIAH Expression of Interest Consulting Services	20,000	10,000	7,000	3,000 (B)
<b>Total Expenditures</b>	<b>1,363,410</b>	<b>606,705</b>	<b>599,392</b>	<b>7,313</b>
<b>Total Administration Surplus/(Deficit)</b>	<b>0</b>	<b>0</b>	<b>4,693</b>	<b>4,693</b>

**Variance Notes:**

(A) Transfer from Corporate Stabilization Reserve - IT Project: anticipated project timeline Jun, 2016 - Mar, 2017.

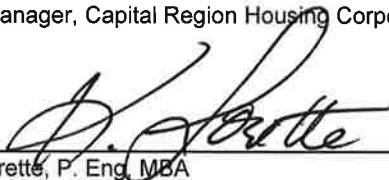
(B) Transfer from Corporate Stabilization Reserve - PIAH EOI Application: anticipated project timeline Apr - Dec, 2016.



Christine Culham  
 Senior Manager, Capital Region Housing Corporation



Rajat Sharma, B. Eng, MBA, CPA, CMA  
 Acting Chief Financial Officer  
 Concurrence



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

**CAPITAL REGION HOUSING CORPORATION  
UMBRELLA AGREEMENT PORTFOLIO  
YEAR-TO-DATE REVENUE AND EXPENDITURES  
JANUARY TO JUNE, 2016**

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<b>UMBRELLA AGREEMENT</b>	<b>UOA</b>	<b>UOA</b>	<b>UOA</b>	<b>UOA</b>
<b>42 Buildings - 1,209 Mixed Income Family/Seniors Housing</b>	<b>Budget</b>	<b>Budget</b>	<b>Actual</b>	<b>Variance \$</b>
<b>Constructed between 1983-2002</b>	<b>2016</b>	<b>Jan-Jun</b>	<b>Jan-Jun</b>	<b>Jan-Jun</b>
<b>Revenues</b>				
BCHMC Fixed Payment	3,525,207	1,762,604	1,761,210	(1,394)
Tenant Rent	9,586,161	4,793,081	4,947,135	154,055 (A)
Misc Revenue - parking and laundry	42,252	21,126	24,411	3,285
<b>Total Revenues</b>	<b>13,153,620</b>	<b>6,576,810</b>	<b>6,732,756</b>	<b>155,946</b>
<b>Expenditures</b>				
Audit/Legal	30,607	15,304	15,404	(100)
Caretakers	1,005,038	502,519	490,975	11,544
Contingency & Vacancy Loss	57,809	28,905	0	28,905 (B)
Garbage	188,427	94,214	92,467	1,747
Gas	110,200	55,100	51,967	3,133
Electricity	232,534	116,267	118,715	(2,448)
Insurance	299,480	149,740	147,284	2,456 (C)
Landscape Maintenance	302,440	151,220	148,594	2,626
Maintenance	577,733	288,867	289,616	(749)
Management Fee	931,584	465,792	465,792	0
Mortgage	6,154,250	3,077,125	3,078,820	(1,695)
Property Taxes	754,222	377,111	312,993	64,119 (D)
Replacement Reserve Contribution	943,020	471,510	471,510	0
Water	688,746	344,373	323,314	21,059 (E)
<b>Total Expenditures</b>	<b>12,276,090</b>	<b>6,138,045</b>	<b>6,007,450</b>	<b>130,595</b>
<b>Total Umbrella Agreement Surplus/(Deficit)</b>	<b>877,530</b>	<b>438,765</b>	<b>725,306</b>	<b>286,541</b>

**Variance Notes:**

- (A) Tenant Rent: 154,055 additional revenue due to Jan-Jun vacancy rate of .8% with average 28 day turnover.
- (B) Contingency & Vacancy: pre Umbrella Operating Agreement this budget line allowed for funding to offset fixed overhead related to vacant units. With implementation of UOA in 2015 the budget line was kept for Contingency items.
- (C) Insurance: 2,456 under budget due to Marsh Insurance policy renewing July 1, 2016. Policy increase will be reflected in July-Dec, 2016 actuals.
- (D) Property Taxes: 64,119 under budget due to CRHC conservative budgeting on the remaining 20 non-exempt properties 2016 taxes.
- (E) Water: 21,059 under budget due to cyclical usage lower in winter months.

**CAPITAL REGION HOUSING CORPORATION  
INDEPENDENT LIVING BC 2 PORTFOLIO  
YEAR-TO-DATE REVENUE AND EXPENDITURES  
JANUARY TO JUNE, 2016**

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<b>ILBC 2</b> <b>1 Building - 21 Seniors Independent Living Housing</b> <b>Constructed 2008</b>	<b>ILBC 2</b> <b>Budget</b> <b>2016</b>	<b>ILBC 2</b> <b>Budget</b> <b>Jan-Jun</b>	<b>ILBC 2</b> <b>Actual</b> <b>Jan-Jun</b>	<b>ILBC 2</b> <b>Variance \$</b> <b>Jan-Jun</b>
<b>Revenues</b>				
BCHMC Subsidy	328,231	164,116	150,194	(13,922) (A)
Tenant Rent	333,900	166,950	167,463	513
Misc Revenue - parking and cable recovery	0	0	5,741	5,741
<b>Total Revenues</b>	<b>662,131</b>	<b>331,066</b>	<b>323,398</b>	<b>(7,668)</b>
<b>Expenditures</b>				
<b>General Costs</b>				
Audit/Legal	545	273	273	0
Cable - offset by Misc Revenue	0	0	4,027	(4,027)
Contingency & Vacancy Loss	5,000	2,500	0	2,500 (B)
Contracted Services	290,826	145,413	142,510	2,903
Garbage	3,000	1,500	1,296	204
Electricity	29,665	14,833	17,248	(2,416) (C)
Insurance	7,280	3,640	3,569	71
Memberships	500	250	0	250
Mortgage	221,596	110,798	110,798	0
Property Taxes	24,075	12,038	6,938	5,100 (D)
Replacement Reserve Contribution	16,932	8,466	8,466	0
Water	5,373	2,687	3,156	(470)
	<b>604,792</b>	<b>302,396</b>	<b>298,281</b>	<b>4,116</b>
<b>Manageable Costs</b>				
Caretaker	10,463	5,232	6,079	(848) (E)
Landscape Maintenance	3,270	1,635	1,635	0
Maintenance	19,370	9,685	11,251	(1,566)
Management Fee	24,236	12,118	12,118	0
	<b>57,339</b>	<b>28,670</b>	<b>31,083</b>	<b>(2,414)</b>
<b>Total Expenditures</b>	<b>662,131</b>	<b>331,066</b>	<b>329,364</b>	<b>1,702</b>
<b>Total ILBC 2 Surplus/(Deficit)</b>	<b>0</b>	<b>0</b>	<b>(5,966)</b>	<b>(5,966)</b>

**Variance Notes:**

- (A) BCHMC Subsidy: (13,922) revenue shortfall due to 5 vacancies Jan-Jun, 2016. CRHC responsible for vacant unit @ cost 2,628 per month. BC Housing has confirmed subsidy calculations are correct.
- (B) Contingency & Vacancy: 5,000 budget allows for 2 vacant units per year.
- (C) Electricity: (2,416) over budget due to new kitchen construction.
- (D) Property Taxes: 5,100 under budget due to 2015 property assessment value appeal. Annual 2016 taxes 13,876 budget 24,075.
- (E) Caretaker: (848) over budget due to new kitchen construction requiring additional hours.

**CAPITAL REGION HOUSING CORPORATION  
CRHC NO OPERATING AGREEMENT  
YEAR-TO-DATE REVENUE AND EXPENDITURES  
JANUARY TO JUNE, 2016**

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**VILLAGE ON THE GREEN**

**1 Building - 38 Mixed Income Family Housing  
Constructed 1984**

	<b>VOG Budget 2016</b>	<b>VOG Budget Jan-Jun</b>	<b>VOG Actual Jan-Jun</b>	<b>VOG Variance Jan-Jun</b>
<b>Revenues</b>				
Tenant Rent	392,689	196,345	198,698	2,354
Misc Revenue - laundry	760	380	238	(142)
<b>Total Revenues</b>	<b>393,449</b>	<b>196,725</b>	<b>198,936</b>	<b>2,212</b>
<b>Expenditures</b>				
Audit/Legal	939	470	470	0
Caretaker	31,038	15,519	14,606	913
Garbage	4,613	2,307	2,324	(18)
Electricity	1,373	687	917	(231)
Insurance	9,019	4,510	4,421	89
Landscape Maintenance	7,186	3,593	3,593	0
Maintenance	14,753	7,377	6,774	603
Management Fee	29,184	14,592	14,592	0
Mortgage	134,335	67,168	67,254	(87)
Property Taxes	49,361	24,681	23,252	1,429
Replacement Reserve Contribution	34,900	17,450	17,450	0
Water	18,489	9,245	5,778	3,467 (A)
<b>Total Expenditures</b>	<b>335,190</b>	<b>167,595</b>	<b>161,431</b>	<b>6,165</b>
<b>Total Village on the Green Surplus/(Deficit)</b>	<b>58,259</b>	<b>29,130</b>	<b>37,506</b>	<b>8,376</b>

**Variance Notes:**

(A) Water: 3,467 under budget due to 2015 water leak that result in large credit carryover to 2016.

**CAPITAL REGION HOUSING CORPORATION  
CRHC NO OPERATING AGREEMENT  
YEAR-TO-DATE REVENUE AND EXPENDITURES  
JANUARY TO JUNE, 2016**

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**VERGO**

**1 Building - 18 Affordable Family Housing  
Constructed 2012**

	<b>Vergo Budget 2016</b>	<b>Vergo Budget Jan-Jun</b>	<b>Vergo Actual Jan-Jun</b>	<b>Vergo Variance Jan-Jun</b>
<b>Revenues</b>				
Tenant Rent	260,291	130,146	126,247	(3,898) (A)
Misc Revenue	0	0	0	0
<b>Total Revenues</b>	<b>260,291</b>	<b>130,146</b>	<b>126,247</b>	<b>(3,898)</b>
<b>Expenditure</b>				
Audit/Legal	445	223	223	0
Caretaker	8,520	4,260	4,253	7
Garbage	2,693	1,347	1,309	38
Electricity	703	352	263	89
Insurance	8,295	4,148	4,066	82
Landscape Maintenance	4,246	2,123	2,123	0
Maintenance	4,788	2,394	2,880	(486)
Management Fee	13,824	6,912	6,912	0
Mortgage	239,972	119,986	120,126	(140)
Property Taxes	28,833	14,417	14,403	14
Replacement Reserve Contribution	7,000	3,500	3,500	0
Water	4,436	2,218	2,884	(666)
<b>Total Expenditures</b>	<b>323,755</b>	<b>161,878</b>	<b>162,942</b>	<b>(1,064)</b>
<b>Total Vergo Surplus/(Deficit) to be supplemented by No Operating Agreement Portfolio Stabilization Reserve</b>	<b>(63,464)</b>	<b>(31,732)</b>	<b>(36,695)</b>	<b>(4,962)</b>

**Variance Notes:**

(A) Tenant Rent: (3,898) revenue shortfall due to 4 vacancies Jan-Jun, 2016.



**Capital Region Housing Corporation**  
**Reserve Summary Schedule**  
**January to June, 2016**

Reserve Descriptions	Reserve Restrictions
(1) Corporation Stabilization Reserve Account	At discretion of CRHC Board
(2) Admin Equipment Replacement Reserve Account	Approval of equipment replacement purchases based on CRHC Delegation Authority & Signing Authority Policy
(3) Vehicle Replacement Reserve Account	Approval of vehicle replacement purchases based on CRHC Delegation Authority & Signing Authority Policy
(4) Guestsuite Surplus Reserve Account (accum. operating surplus)	Approval of guestsuite related operating expenses based on CRHC Delegation Authority & Signing Authority Policy
(5) NOA Portfolio Stabilization Reserve (accum. operating surplus)	CRHC is responsible for managing Village Green and Vergo annual operating surplus/(deficits)
(6) UOA Portfolio Stabilization Reserve (accum. operating surplus)	BCHMC Agreement requires CRHC to be responsible for managing UOA's 42 buildings annual operating surplus/(deficits)
(7) ILBC2 Parry Stabilization Reserve (accum. operating deficit)	BCHMC Agreement requires CRHC to be responsible for managing Parry Place annual operating surplus/(deficits)
(8) Capital Replacement Reserve Fund for UOA, NOA, ILBC2	As defined by BC Housing and/or CRHC Board this reserve can only be used to fund capital expenditures

	Unrestricted (1)	Internally Restricted (2)	Internally Restricted (3)	Internally Restricted (4)	Internally Restricted (5)	Externally Restricted (6)	Externally Restricted (7)	Externally Restricted (8)	Combined
	Corporate Stabilization	Admin Equip Replacement	Vehicle Replacement	Guestsuite Surplus	NOA Portfolio Stabilization	UOA Portfolio Stabilization	ILBC2 Parry Stabilization	Capital Replacement	Total
Beginning Balance Jan, 2016	1,046,687	65,905	82,679	27,200	79,125	1,076,272	14,443	6,921,009	9,313,320
Transactions as at June, 2016									
Annual Transfer from Operating Budget	0	1,250	0	0	0	0	0	500,926	502,176
One-Time Transfer to Capital Reserve Approved Jan/16	0	0	0	0	0	(300,000)	0	300,000	0
One-Time Transfer for IT Project max \$250,000 Approved Mar/16	0	0	0	0	0	0	0	0	0
One-Time Transfer for PIAH EOI max \$20,000 Approved Apr/16	(7,000)	0	0	0	0	0	0	0	(7,000)
Actual Expenditures (based on Approved Capital Plan)	0	(36,957)	0	0	0	0	0	(527,981)	(564,938)
Interest Income allocated at yearend based on cumulative investment earnings	0	0	0	0	0	0	0	0	0
Ending Balance at June, 2016	1,039,687	30,198	82,679	27,200	79,125	776,272	14,443	7,193,954	9,243,558

Note 1

**Notes:**

- 1) CRHC Reserves Cash and Investment Position at June 30, 2016
- |                                     |                  |
|-------------------------------------|------------------|
| Cash (RBC Bank Account)             | 165,686          |
| Van City GIC Maturing December 2016 | 1,000,000        |
| MFA Bond Fund                       | 7,983,630        |
| MFA Money Market Fund               | 94,242           |
|                                     | <u>9,243,558</u> |


**CRHC**

The Capital Region's Housing Corporation

## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF August 23, 2016

**SUBJECT**      Turnover and Vacancy Quarterly Report – Second Quarter

**ISSUE**

This report provides information on the activity and performance results in the areas of turnover, vacancy and move-ins for January 1 to June 30, 2016.

**BACKGROUND**

Vacancy

Year	Period	Number of units vacant	Number of Days vacant	Average of days vacant
2016	January 1 to June 30	69	1925	27.9
2015	January 1 to June 30	75	4621	61.6

Year	Period	Total
2016	January 1 to June 30	0.80%
2015	January 1 to June 30	1.91%

Turnover

Year	Period	Number of Turnovers Subsidized (913 units)	Number of Turnovers Non-Subsidized (373 units)	Total
2016	January 1 to June 30	55	14	69
2015	January 1 to June 30	50	25	75

Housed


Year	Period	Number of Households housed
2016	January 1 to June 30	73
2015	January 1 to June 30	95

**CONCLUSION**

The goal for the Corporation is to maintain a maximum average of no more than 30 days vacant. Currently the average is 27.9 days vacant.

**RECOMMENDATION**

That the Capital Region Housing Corporation Board of Directors receives the Second Quarter 2016 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



## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF August 23, 2016

**SUBJECT**     **Property Management Report**  
Updated since the last report of June 28, 2016

### BCH REGIONAL REGISTRY WAITLIST STATISTICS

Category	August 2016	July 2016	August 2015
<b>Total Registry Units</b>	<b>3,299</b>	<b>3,299</b>	<b>3,289</b>
<b>Applicants</b>			
Family	524	515	432
Seniors	629	627	544
Persons with Disabilities	411	401	384
Wheelchair Modified	59	63	59
Singles	46	45	33
<b>Total</b>	<b>1,669</b>	<b>1,651</b>	<b>1,452</b>

### BUILDING ENVELOPE REMEDIATION & RELATED CAPITAL IMPROVEMENTS

#### The Heathers Building Envelope Remediation

Installation of two back ordered exterior doors will have the building work 100% complete, these are anticipated for early August. Redesign options are being developed for the landscape.

#### Exterior Paint

An exterior painting contract was awarded to Empress Painting and is now underway at Tillicum Station.

#### Roofing

Re-roofing is underway at Portage Place. The contractor is Parker Johnson.

### ARBITRATIONS

A hearing was held May 25<sup>th</sup> regarding a CRHC eviction of a tenant for excessive noise which was disturbing the residents of the unit below. The eviction was upheld by the arbitor. The tenant was rehoused by Capital Region Housing Corporation at another site in a unit that is located above a parkade, where noise transfer will not be an issue.

**FINANCIAL REPORTING: JUNE & JULY 2016 CHEQUES/EFTS OVER \$50,000**

<b>Vendor</b>	<b>Issued</b>	<b>Expenditure</b>	<b>Notes</b>
Integrity Exteriores Ltd.	June 21, 2016	\$122,483.43	
District of Saanich	June 23, 2016	\$331,060.37	2016 Property Taxes
City of Victoria	June 23, 2016	\$353,305.21	2016 Property Taxes
Marsh Canada Ltd.	July 26, 2016	\$411,627.00	2016/2017 Insurance Premium

**INSURANCE COVERAGE JULY 1, 2016 – JUNE 30, 2017**

Insurance coverage for the portfolio (including Ashlar Manor) has been renewed for \$411,627 with Marsh Canada (Marsh). Marsh is the insurance provider for BCHMC and BC Non-Profit Housing Association. By leveraging the aggregate size of the non-profit housing sector, members receive preferential rates as compared to those in the general insurance market place.

Property premium, Boilers	\$387,819
Commercial General Liability premium	\$22,103
CRHC Directors, Crime, Volunteers premium	\$1,166
VMBS Directors and Officers premium	\$539
<b>Total 2016 premium</b>	<b>\$411,627</b>

**A summary of coverage is as follows:**

Property Value	\$286,875,392
Rental Income Value	\$22,343,100
<b>Total Insured Value</b>	<b>\$309,218,492</b>

**Deductibles:**

Flood	\$10,000
Water Damage	\$3,000
Glass Coverage	\$500
All Other Losses	\$3,000
Earthquake	10% of the values at the location damaged (minimum \$250,000. Locations valued less than \$1,500,000 the minimum is \$150,000)

This year's premium of \$411,627 represents an increase of \$79,528 or 24% over last year's premium of \$332,099. Staff had budgeted for a 2016 increase of 6%. The resulting 2016 overbudget variance is only \$22,812 or 6.5% because the insurance renews on July 1<sup>st</sup> each year. The Jan-Jun, 2017 portion of the 2016 invoice is accounted for as a prepayment and is not included in the 2016 insurance actuals. This amount will affect the 2017 insurance budgets.

In the Spring of 2016 CRHC had insurance appraisals done at each property which resulted in increased replacement values contributing to 15% of the increased premium. 2015-2016 sector insurance claims resulted in the remaining 9% premium increase. In December 2015, CRHC explored the possibility of being added to the CRD insurance program with FM Global Underwriters. CRD was advised that CRHC could not join their policy due to the quality of risk involved since many of CRHC's buildings are wooden frame construction with no sprinkler protection. With the updated property appraisals, in the Spring of 2017 CRHC is well positioned to tender the portfolio insurance coverage to test the market.



Don Metcalf  
Operations Manager  
Capital Region Housing Corporation