



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

**AGENDA**

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10:00 a.m., Tuesday, October 3, 2017  
625 Fisgard St., Victoria  
Room 488

- |   | <u>Att. #</u>     |
|---|-------------------|
| 1. Approval of Agenda   |                   |
| 2. Approval of Minutes of July 25, 2017 Meeting                                 | 17-14             |
| 3. Presentation Debra Yip, CMHC<br><i>Funding and National Housing Strategy</i> |                   |
| 4. Encroachment for Anchor Rods Agreement                                       | PPS/CRHC 2017- 22 |
| 5. Quarterly Financial Update – Second Quarter                                  | PPS/CRHC 2017- 23 |
| 6. Turnover and Vacancy Quarterly Report – Second Quarter                       | PPS/CRHC 2017- 24 |
| 7. Management Report  | PPS/CRHC 2017- 25 |
| 8. Closed Meeting   |                   |

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; and
  - (e) the acquisition, disposition or expropriation of land or improvements, if the council considers that disclosure could reasonably be expected to harm the interests of the municipality.
9. Adjournment



**Minutes of a Meeting of the Capital Region Housing Corporation Board of Directors  
Held July 25, 2017 in Room 488, 625 Fisgard St, Victoria, BC**

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**PRESENT:**     **Directors:** D. Screech; J. Carline; G. Young; S. Price; W. McIntyre (via conference call); B. Desjardins (CRD Chair)  
                   **Absent:**     B. Braude; R. Cooper  
                   **Staff:**        C. Culham; D. Metcalf; R. Loukes; P. Kitson;  
                   **Recorder:** K. Kusnyerik

The meeting was called to order at 10:01a.m.

**1. APPROVAL OF AGENDA**

It was **MOVED** by Director Price, **SECONDED** by Director Carline  
That the agenda be approved as circulated.

**CARRIED**

**2. APPROVAL OF THE MINUTES OF APRIL 25, 2017**

Director Price stepped out at 10:02am

It was **MOVED** by Director McIntyre, **SECONDED** by Director Price  
That the minutes of June 27, 2017 be approved with the following amendment: amend item 6 to indicate that Director Carline opposed the motion regarding the Westview Architectural contract.

**CARRIED**

**3. LANDSCAPING**

Director Price returned at 10:03am.

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

1. Tender two contracts for 2018, based on Property Management Portfolios, increase service levels as per staff recommendations.
2.
  - a) Prior to tendering the landscaping contract, direct staff to engage all tenants through the circulation of a questionnaire, requesting written feedback with concerns and suggestions to improve the landscaping and gardening at their communities. This feedback will inform the scope of work to be included in the contract;
  - b) Direct staff that the contract shall provide for some flexibility for staff to direct the contractor to modify methods or scope of work, within the overall limits specified in the contract, to reflect suggestions which may emerge from tenant engagement which staff believe could be followed without harm;
  - c) Direct staff to host one meeting with the successful contractors and tenants so that interested tenants can share areas of concern from past service and suggest ideas for improvement; and

- d) Direct staff to be open to opportunities where tenants would like to be more engaged in improving the gardening and landscaping. Opportunities for tenants to be engaged will be incorporated into the tenant engagement pilot project.

**CARRIED**

#### **4. ADJOURNMENT**

It was **MOVED** by Director Price, **SECONDED** by Director Young  
That the meeting the adjourned.

**CARRIED**

The meeting was adjourned at 10:08.m.

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David Screech, Chair

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Kristine Kusnyerik, Recorder



## REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF OCTOBER 3, 2017

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**SUBJECT**     Encroachment for Anchor Rods Agreement

### **ISSUE**

The Capital Region Housing Corporation (CRHC) Delegated Signing Authority requires that all legal documents relating to purchases, easements, rights-of-way, encroachment agreements, restrictive covenants etc. require the approval of the Board of Directors and must be signed by two members of the Executive Committee.

### **BACKGROUND**

CRHC has been approached by Amadon-Westwater Projects Ltd. (the Owner) requesting the CRHC to grant permission to construct, use or continue the use or existence of an encroachment onto adjacent CRHC land at CRHC's property Village on the Green located at 1132 Johnson St., Victoria, BC as defined in Section 1.1 in Appendix A, "ENCROACHMENT FOR ANCHOR RODS" (the Agreement).

The Owner will pay to the CRHC a non-refundable fee of \$750.00 and shall pay a one-time charge of \$25 per square meter of area of the proposed excavation face that will be supported by anchor rods and abuts a street or lane as calculated by the Engineer. The total fee will be \$12,825.00 as per section 6.1 of the Agreement.

The term outlined in section 3.1 of the Agreement, commences on the date of signing and expires at the time of occupancy issuance. The Owner anticipates that the work will be completed within 22 months.

### **ALTERNATIVES**

1. Authorize two Executive members of the Board of Directors to sign the Encroachment for Anchor Rods Agreement.
2. Refer back to staff.

### **IMPLICATIONS**

The encroachment will not compromise the tenants' access to their homes. CRHC is being compensated for the encroachment on the property. Through the Agreement, the CRHC is well protected. Mitigation measures are included within the Agreement for damages, indemnity and the CRHC are named on the insurance.

### **CONCLUSION**

Amadon-Westwater Projects Ltd. has requested the CRHC grant permission for an encroachment at CRHC's property Village on the Green. The CRHC will be compensated in the amount of \$12,825.00. Tenants' access will not be impacted by the encroachment and the CRHC has included mitigation measures in the agreement to protect its interests.

**RECOMMENDATION**

Authorize two Executive members of the Board of Directors to sign the Encroachment for Anchor Rods Agreement.



Christine Culham  
Senior Manager  
Capital Region Housing Corporation



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

Attachments:

CRHC Encroachment for Anchor Rods Agreement – 1132 Johnson St.

**CAPITAL REGION HOUSING CORPORATION  
ADMINISTRATION DIVISION  
YEAR-TO-DATE (YTD) REVENUE AND EXPENDITURES  
JANUARY to JUNE, 2017**

<u>Administration</u>	<u>Revised Budget 2017</u>	<u>Budget Jan-Jun</u>	<u>Actual Jan-Jun</u>	<u>Variance \$ Jan-Jun</u>
<b>Revenues</b>				
Management Fees - UOA, ILBC2, NOA and Others	1,149,760	574,880	574,880	0
Management Fees - Tenant Engagement Pilot Project	50,000	25,000	25,000	0 (A.1)
Interest Income	100,000	50,000	48,500	(1,500)
Service Fees - Royal Oak Housing Agreement	150	75	0	(75)
Miscellaneous - Tenant Service Charges	1,050	525	890	365
Transfer from Corporate Stabilization Reserve - IT Project	69,450	69,450	57,370	(12,080) (B)
Recovery from Capital Surplus - Manager Capital Projects	136,300	68,150	63,730	(4,420) (C)
<b>Total Revenues</b>	<u>1,506,710</u>	<u>788,080</u>	<u>770,370</u>	<u>(17,710)</u>
<b>Expenditures</b>				
Salaries and Benefits - CRHC Administration Staff	772,340	386,170	364,566	21,604
Salary and Overhead Exp - Manager, Capital Projects	136,300	68,150	63,730	4,420 (C)
Salary and Program Exp - Tenant Engagement Pilot Project	50,000	25,000	4,740	20,260 (A.2)
Training	11,300	5,650	5,053	597
Consultants and Legal Fees	20,000	10,000	900	9,100
CRD Regional Housing Allocation	144,590	72,295	72,295	0
CRD Administration and Audit Fees	145,180	72,590	72,590	0
CRD Office Rental and Insurance	53,850	26,925	27,932	(1,007)
CRD Computer Support	61,550	30,775	24,980	5,795 (D)
Telephone	12,400	6,200	6,365	(165)
Advertising	500	250	0	250
Stationery and Services	24,250	12,125	14,930	(2,805)
Equipment Replacement Reserve	5,000	2,500	2,500	0
Project - Enhanced Information Technology System	69,450	69,450	57,370	12,080 (B)
<b>Total Expenditures</b>	<u>1,506,710</u>	<u>788,080</u>	<u>717,950</u>	<u>70,130</u>
<b>Total Administration Surplus/(Deficit)</b>	<u>0</u>	<u>0</u>	<u>52,420</u>	<u>52,420</u>

**Variance Notes:**

(A.1) Management Fees: 50,000 to fund Tenant Engagement Framework Pilot Project. Approved Dec 6, 2016 Board meeting.


(A.2) Salary and Program Exp - Tenant Engagement Pilot Project: 20,260 under budget due to delayed start date of Phase 2 (.5FTE staff).

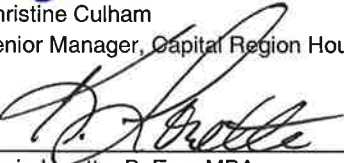
(B) Transfer from Corporate Stabilization Reserve - IT Project: project timeline June, 2016 - June, 2017.

(C) Recovery from Capital Surplus Funds - Manager, Capital Projects: Westview 3816 Carey Capital Project.

(D) CRD Computer Support: 5,795 under budget due to operational support of IT Project to start June, 2017

  
Christine Culham  
Senior Manager, Capital Region Housing Corporation

  
Amber Donaldson, MA, CPA, CMA  
Acting Senior Manager, Financial Services  
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, 2017**

<b>UMBRELLA AGREEMENT</b>	<b>Revised UOA Budget 2017</b>	<b>UOA Budget Jan-Jun</b>	<b>UOA Actual Jan-Jun</b>	<b>UOA Variance \$ Jan-Jun</b>
<b>42 Buildings - 1,209 Mixed Income Family/Seniors Housing Constructed between 1983-2002</b>				
<b>Revenues</b>				
BCHMC Fixed Payment	3,463,133	1,731,567	1,731,567	0
Tenant Rent	10,049,615	5,024,808	5,117,935	93,128 (A)
Misc Revenue - parking and laundry	42,252	21,126	23,063	1,937
<b>Total Revenues</b>	<b>13,555,000</b>	<b>6,777,500</b>	<b>6,872,565</b>	<b>95,065</b>
<b>Expenditures</b>				
Audit/Legal	29,983	14,992	15,192	(200)
Caretakers	1,025,163	512,582	487,100	25,482 (B)
Contingency & Vacancy Loss	60,396	30,198	0	30,198 (C)
Garbage	187,564	93,782	112,114	(18,332) (D)
Gas	98,700	49,350	53,620	(4,270)
Electricity	231,518	115,759	134,454	(18,695) (E)
Insurance	379,642	189,821	186,699	3,122
Landscape Maintenance	307,784	153,892	152,194	1,698
Land Lease	63,000	31,500	31,500	0
Maintenance	633,449	316,725	324,844	(8,120)
Management Fee	983,986	491,993	491,993	0
Management Fee - TEFP Project	50,000	25,000	25,000	0 (F)
Mortgage	6,093,164	3,046,582	3,048,202	(1,620)
Property Taxes	644,406	322,203	298,468	23,735 (G)
Replacement Reserve Contribution	943,020	471,510	471,510	0
Water	739,305	369,653	312,352	57,301 (H)
<b>Total Expenditures</b>	<b>12,471,080</b>	<b>6,235,540</b>	<b>6,145,242</b>	<b>90,299</b>
<b>Total Umbrella Agreement Surplus/(Deficit)</b>	<b>1,083,920</b>	<b>541,960</b>	<b>727,324</b>	<b>185,363</b>

**Variance Notes:**

- (A) Tenant Rent: 93,128 additional revenue due to Jan-June vacancy rate of .63% with average 32.3 day turnover.
- (B) Caretakers: 25,482 under budget due to Caretaker retirement in Feb, 2017 and CUPE 2017 contract still under negotiations.
- (C) 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.
- (D) Garbage: (18,332) over budget due to new service provider and resulting one-time charges for removal & delivery of new bins/totes.
- (E) Electricity: (18,695) over budget due to cyclical usage higher in winter months.
- (F) Management Fee - TEFP Project: 50,000 to fund Tenant Engagement Framework Pilot Project.
- (G) Property Taxes: 23,736 under budget Jan-Jun due to CRHC conservative budgeting on the remaining 20 non-exempt properties. Actual 2017 taxes 596,936; budget 644,406; difference 47,470.
- (H) Water: 57,301 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, 2017**

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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>2017</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	299,320	149,660	149,660	0
Tenant Rent	333,900	166,950	152,074	(14,876) (A)
Misc Revenue - parking and cable recovery	0	0	5,531	5,531
<b>Total Revenues</b>	<b>633,220</b>	<b>316,610</b>	<b>307,265</b>	<b>(9,345)</b>
<b>Expenditures</b>				
<b>General Costs</b>				
Audit/Legal	545	273	273	0
Cable - offset by Misc Revenue	0	0	3,495	(3,495)
Contingency & Vacancy Loss	5,000	2,500	0	2,500 (B)
Contracted Services	267,216	133,608	133,512	96
Garbage	3,000	1,500	1,566	(66)
Electricity	31,583	15,792	16,310	(519)
Insurance	7,280	3,640	3,041	599
Memberships	500	250	263	(13)
Mortgage	221,596	110,798	110,798	0
Property Taxes	14,290	7,145	6,672	473
Replacement Reserve Contribution	17,270	8,635	8,635	0
Water	6,215	3,108	3,393	(286)
	574,495	287,248	287,958	(710)
<b>Manageable Costs</b>				
Caretaker	10,785	5,393	4,507	886 (C)
Landscape Maintenance	3,320	1,660	1,660	0
Maintenance	19,900	9,950	10,850	(900)
Management Fee	24,720	12,360	12,360	0
	58,725	29,363	29,377	(15)
<b>Total Expenditures</b>	<b>633,220</b>	<b>316,610</b>	<b>317,335</b>	<b>(725)</b>
<b>Total ILBC 2 Surplus/(Deficit)</b>	<b>0</b>	<b>0</b>	<b>(10,069)</b>	<b>(10,069)</b>

**Variance Notes:**

- (A) Tenant Rent: (14,876) revenue shortfall due to 7 vacancies Jan-Jun, 2017. CRHC responsible for vacant unit cost @2,513 per month.  
 (B) Contingency & Vacancy: 5,000 budget allows for 2 vacant units per year.  
 (C) Caretaker: 886 under budget due to change in Caretaker during May and CUPE 2017 contract still under negotiations.



**CAPITAL REGION HOUSING CORPORATION  
CRHC NO OPERATING AGREEMENT  
YEAR-TO-DATE REVENUE AND EXPENDITURES  
JANUARY TO JUNE, 2017**

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**VILLAGE ON THE GREEN**

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

	<b>VOG Budget 2017</b>	<b>VOG Budget Jan-Jun</b>	<b>VOG Actual Jan-Jun</b>	<b>VOG Variance Jan-Jun</b>
<b>Revenues</b>				
Tenant Rent	405,449	202,725	207,225	4,500 (A)
Misc Revenue - laundry	760	380	350	(30)
<b>Total Revenues</b>	<b>406,209</b>	<b>203,105</b>	<b>207,575</b>	<b>4,470</b>
<b>Expenditures</b>				
Audit/Legal	920	460	460	0
Caretaker	31,675	15,838	14,075	1,763
Garbage	4,549	2,275	2,334	(60)
Electricity	1,865	933	968	(36)
Insurance	9,800	4,900	4,804	96
Landscape Maintenance	7,335	3,668	3,668	0
Maintenance	15,693	7,847	4,988	2,859 (B)
Management Fee	30,826	15,413	15,413	0
Mortgage	134,329	67,165	67,254	(90)
Property Taxes	47,898	23,949	21,943	2,006
Replacement Reserve Contribution	34,900	17,450	17,450	0
Water	10,653	5,327	9,938	(4,612) (C)
<b>Total Expenditures</b>	<b>330,443</b>	<b>165,222</b>	<b>163,295</b>	<b>1,927</b>
<b>Total Village on the Green Surplus/(Deficit)</b>	<b>75,766</b>	<b>37,883</b>	<b>44,280</b>	<b>6,397</b>

**Variance Notes:**

(A) Tenant Rent: 4,500 additional rent due to no vacancies Jan-Jun, 2017.

(B) Maintenance: 2,859 under budget due to no vacancies Jan-Jun, 2017.

(C) Water: (4,612) over budget due to meter failure. City of Victoria estimated consumption until meter can be replaced.

CAPITAL REGION HOUSING CORPORATION  
 CRHC NO OPERATING AGREEMENT  
 YEAR-TO-DATE REVENUE AND EXPENDITURES  
 JANUARY TO JUNE, 2017

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**VERGO**

1 Building - 18 Affordable Family Housing  
 Constructed 2012

	Vergo Budget 2017	Vergo Budget Jan-Jun	Vergo Actual Jan-Jun	Vergo Variance Jan-Jun
<b>Revenues</b>				
Tenant Rent	260,291	130,146	131,982	1,837 (A)
Misc Revenue	0	0	0	0
<b>Total Revenues</b>	<b>260,291</b>	<b>130,146</b>	<b>131,982</b>	<b>1,837</b>
<b>Expenditure</b>				
Audit/Legal	436	218	218	0
Caretaker	8,677	4,339	4,200	139
Garbage	2,606	1,303	1,490	(187)
Electricity	1,216	608	221	387
Insurance	8,254	4,127	4,046	81
Landscape Maintenance	4,335	2,168	2,168	0
Maintenance	6,828	3,414	3,184	230
Management Fee	14,602	7,301	7,301	0
Mortgage	239,962	119,981	120,126	(145)
Property Taxes	29,671	14,836	13,517	1,319
Replacement Reserve Contribution	7,000	3,500	3,500	0
Water	5,130	2,565	2,862	(297)
<b>Total Expenditures</b>	<b>328,717</b>	<b>164,359</b>	<b>162,833</b>	<b>1,526</b>
<b>Total Vergo Surplus/(Deficit) to be supplemented by</b>	<b>(68,426)</b>	<b>(34,213)</b>	<b>(30,851)</b>	<b>3,363</b>
<b>No Operating Agreement Portfolio Stabilization Reserve</b>				

**Variance Notes:**

(A) Tenant Rent: 1,837 additional rent due to no vacancies Jan-Jun, 2017.

Capital Region Housing Corporation  
Reserve Summary Schedule  
January to June, 2017

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 January 1, 2017	992,183	34,020	84,054	31,466	93,156	2,035,388	21,353	6,541,851	9,833,471
Transactions as at June, 2017									
Annual Transfer from Operating Budget prorated Jun/17	0	2,500	0	0	0	0	0	501,095	503,595
One-Time Transfer to Capital Reserve	0	0	0	0	0	0	0	0	0
One-Time Transfer - IT Project budget \$150,000 Approved Mar/16	(69,450)	0	0	0	0	0	0	0	(69,450)
Actual Expenditures (based on Approved Capital Plan)	0	(1,260)	0	0	0	0	0	(668,770)	(670,030)
Interest Income allocated at yearend based on cumulative investment earnings	0	0	0	0	0	0	0	0	0
<b>Ending Balance at June 30, 2017</b>	<b>922,733</b>	<b>35,260</b>	<b>84,054</b>	<b>31,466</b>	<b>93,156</b>	<b>2,035,388</b>	<b>21,353</b>	<b>6,374,176</b>	<b>9,597,586</b>

Note 1

Notes:

1) CRHC Reserves Cash and Investment Position at June 30, 2017

Cash (RBC Bank Account)	0
Bank of Nova Scotia GIC Maturing December 2018	1,485,477
MFA Bond Fund	8,017,075
MFA Money Market Fund	95,034
	<u>9,597,586</u>



**REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS  
MEETING OF OCTOBER 3, 2017**

**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, 2017.

**BACKGROUND**

Vacancy

Year	Period	Number of units vacant	Number of Days vacant	Average of days vacant
2017	January 1 to June 30	47	1520	32.3
2016	January 1 to June 30	69	1925	27.9

Year	Period	Total
2017	January 1 to June 30	0.63%
2016	January 1 to June 30	0.80%

Turnover

Year	Period	Number of Turnovers Subsidized (913 units)	Number of Turnovers Non-Subsidized (373 units)	Total
2017	January 1 to June 30	37	10	47
2016	January 1 to June 30	55	14	69

Housed

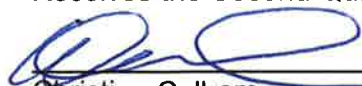
Year	Period	Number of Households housed
2017	January 1 to June 30	63
2016	January 1 to June 30	73

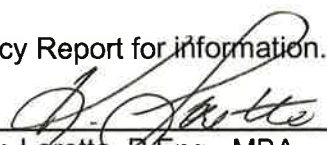
**CONCLUSION**

The average days vacant in the first quarter was 34.8 days. The goal for the Corporation is to maintain a maximum average of no more than 30 days vacant. Currently the average is 32.3 days vacant for the first two quarters.

**RECOMMENDATION**

Receives the Second Quarter 2017 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 OCTOBER 3, 2017

**SUBJECT**      **Management Update**

**ISSUE**

This report provides monthly operations, capital and project updates to the Capital Region Housing Corporation (CRHC) Board of Directors.

**Operations Update**

**SAP**

Our SAP Real-estate and Mobile Platform launch took place in June. All staff are on a learning curve as we integrate our caretakers and office staff into daily use. The next tier of training will take staff beyond understanding their own function to comprehending how staff roles integrate with one another.

**Tenant Unit Routine Replacement Requests**

As per the 2017 Operational Plan, staff were to update tenant unit routine replacement request processes. Staff developed an improved communication, evaluation matrix and work assignment system that has enabled the CRHC to process 123 tenant requests to date.

**2017 year to date:**

<b>Total requests received</b>	<b>Total requests approved for 2017</b>	<b>Requests approved in 2017 but deferred by tenant until 2018</b>	<b>Requests declined</b>	<b>Still to be assigned in 2017</b>
186	106	14	3	66

**Arbitrations**

On April 27, 2017, staff attended an arbitration regarding an abandoned unit. CRHC was awarded a monetary order in the amount of \$3591.00.

On September 14, staff attended an arbitration requesting a monetary order for three months unpaid rent and was awarded the full amount. They had previously obtained an order of possession as an outcome of a hearing that the tenant had filed; the tenant had requested to overturn a one month notice to end tenancy for chronic late rent, however was not successful.

**The Housing Registry Waitlist Statistics**

**Table 1. Capital Region Housing Registry Waitlist Statistics**

<b>Category</b>	<b>September 2017</b>	<b>August 2017</b>	<b>September 2016</b>
<b>Total Registry Units</b>	<b>3,310</b>	<b>3,310</b>	<b>3,299</b>
<b>Applicants</b>			
Family	631	628	550
Seniors	705	693	641
Persons with Disabilities	465	448	407
Wheelchair Modified	69	67	64
Singles	75	77	48
<b>Total</b>	<b>1,945</b>	<b>1,913</b>	<b>1,710</b>

## **Capital Updates**

### **Westview**

On July 5, 2017, staff and members of the design team presented the Westview proposal to Saanich's Advisory Design Panel (ADP). Even though the project received overwhelming support from the ADP, a suggestion was made to consider better integrating of the walkway adjacent to the building with the abutting Mount View Park. Staff prepared two landscaping options and presented both to the community on July 18, 2017 in an informal community consultation meeting. The main reason for the chosen option had been sighted to be the increased green space, and additional crossing pathways. Staff provided an updated drawing package to the Saanich Planning Department on July 25<sup>th</sup> in response to the ADP presentation and community consultation feedback. CRHC is now awaiting confirmation of the completion of the Saanich staff report to council and a confirmed date to present the project to Saanich council.

### **161 Drake Rd.**

As per the direction from the Capital Regional District (CRD) Board, CRD received Community Works Funds (CWF) to determine if there was water available on the 161 Drake Rd. site on Salt Spring Island. CRD retained the services of both a hydrogeologist and a dowser to identify drill well sites on the Drake Road property to identify ground water sources. On September 7, 2017, the contracted driller drilled the two well sites identified by the dowser at depths of 300ft and 140ft respectively. One of the wells produced water at 1 ½ gals/ min while the other well produced no water. The water found is substantially lower than the amount required for the 80 unit development. Staff is exploring alternatives to obtain rezoning approval which it will report back to the CRD and CRHC Boards when finalized.

## **Tenant Engagement**

### **Landscaping**

As per the direction of the CRHC Board on July 21, 2017, staff engaged all tenants through the circulation of a questionnaire, requesting written feedback with concerns and suggestions to improve the landscaping and gardening at their communities. This feedback will inform the scope of work to be included in the contract as well as tenant engagement in the communities. 90 households participated in the survey from 32 communities. 36 households responded positively to attending a focus group to discuss how CRHC could improve service delivery. They will be contacted to meet with the contractor once chosen. Staff will bring back a report to the CRHC Board on Landscaping services in December.

### **Tenant Engagement Pilot Project**

On September 18, 2017, the Tenant Engagement Pilot Project was launched with an internal training with staff. Staff will be hosting Tenant Engagement Cafés (World Cafés) in seven CRHC communities to explore how communities want to be engaged, what that might look like, what helps or hinders engagement in their community, and how tenants can be involved.

### **LifeCycles Community Food Engagement Project**

The LifeCycles Community Food Engagement Project has been incredibly well-received by tenants at Springtide and The Birches. A core group has formed at each community with many more stopping by and making use of the fresh food. Some comments shared have been:

"To have a get together is really meaningful. Exchanging recipes and different cultures is fantastic. Because we are intercultural, I like to learn about where people are from through food."

"I really appreciate the food brought twice a week. It is really hard to get produce due to my budget and I love fruits and vegetables."

"Healthy options and being on a limited income and getting the food is so valuable. There is so much learning, I never knew I could do this, it makes eating fun."

"I take so many pills, I get tired because they (doctors) are always nagging me to eat. Not here, though. I have an appetite here."

The tenants' biggest concern has been ensuring that the program continue because it has become so vital to their community and their health now depending on the food month to month. Current funding from the Victoria Foundation is completed in December 2017 and CRHC will return to the Board with a report recommending options for sustainability.

**Financial Reporting**

**Table 2. July/Aug cheques/EFTS OVER \$50,000**

<b>Vendor</b>	<b>Issued</b>	<b>Expenditure</b>	<b>Notes</b>
Marsh Canada Ltd.	June 30, 2017	430,621.00	2017/2018 Insurance Premium
Universal Sheet Metal	August 21, 2017	58,183.65	CA Cairns – replace roof



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Christine Culham  
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