



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

AGENDA - DRAFT

9:30 a.m., Tuesday, February 27, 2018
625 Fisgard St., Victoria
Room 488

	<u>Item/Report Number</u>
1. Approval of Agenda	
2. Housekeeping	
3. Approval of Minutes of January 23, 2018	18-03
4. Mortgage Renewal – Creekside	PPS/CRHC 2018-07
5. Mortgage Renewal – Heathers	PPS/CRHC 2018-08
6. Mortgage Renewal – Caledonia	PPS/CRHC 2018-09
7. Community Living BC Supports in Social Housing Agreement	PPS/CRHC 2018-10
8. Management Report	PPS/CRHC 2018-11
9. Adjournment	



**Minutes of a Meeting of the Capital Region Housing Corporation Board of Directors
Held January 23, 2018 in Room 488, 625 Fisgard St, Victoria,**

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

The meeting was called to order at 1:14pm.

1. APPROVAL OF AGENDA

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

CARRIED

2. APPROVAL OF MINUTES OF DECEMBER 5, 2017

It was **MOVED** by Director Young, **SECONDED** by Director McIntyre
That the minutes of December 5, 2017 be approved as circulated.

CARRIED

3. CRHC 2018 UPDATED FIVE YEAR CAPITAL PLANS 2015-2019

C.Culham presented the report. Discussion ensued regarding the CRHC development/redevelopment plan and of informing tenants of potential redevelopment strategy.

It was **MOVED** by Director Price **SECONDED** by Director McIntyre

1.

- a) Receive the CRHC 2018 updated Umbrella Operating Agreement Five Year Capital Plan 2015-2019;
- b) Authorize staff to implement the Umbrella Operating Agreement 2018 capital plan year;
- c) Approve the 2018 transfer of funds of \$1,056,980 from the Umbrella Operating Agreement Portfolio Stabilization Reserve to the Capital Replacement Reserve Fund;
- d) Provisionally approve \$1 million equity contribution from Umbrella Operating Agreement Portfolio Stabilization Reserve to the Caledonia Redevelopment Project; and
- e) Provisionally approve \$1 million equity contribution from Umbrella Operating Agreement Portfolio Stabilization Reserve to the Michigan Square Redevelopment Project.

2.

- a) Receive the Independent Living BC (ILBC) Operating Agreement (Parry Place) 2018 updated Five Year Capital Plan 2015-2019; and
- b) Authorize staff to implement the ILBC Operating Agreement (Parry Place) 2018 capital plan year.

3.
 - a) Receive the No Operating Agreement Portfolio 2018 updated Five Year Capital Plan 2015-2019; and
 - b) Authorize staff to implement the ILBC Operating Agreement (Parry Place) 2018 capital plan year.

CARRIED

4. 2018 OPERATIONAL PLAN

C.Culham presented her report. Discussion ensued regarding key performance indicators (KPIs). Staff will follow up with BC Housing to see what data they are collecting to use as a benchmark for KPIs. She discussed that CRHC was the first non-profit in the region to implement a tenant satisfaction survey.

It was **MOVED** by Director Price, **SECONDED** by Director McIntyre
Approve the 2018 Operational Business Plan.

CARRIED

5. LEBLOND STRATA RESOLUTION

C.Culham presented the report. She discussed that a strata council meeting has been booked for late February.

It was **MOVED** by Director Price, **SECONDED** by Director Young
Direct the Senior Manager Regional Housing and Executive Committee to sign the Resolution of The Owners, Strata Plan VIS 4659.

CARRIED

6. LANDSCAPING SERVICES CONTRACT

C.Culham presented the report.

It was **MOVED** by Director Price, **SECONDED** by Director McIntyre
Direct two members of the Capital Region Housing Corporation Executive to sign the Landscaping Contracts 163/18 and 164/18 with Island Earth Landscape Services Ltd. for the Groomed Maintenance option for a three year term in the amount of \$1,155,678.

CARRIED

7. WESTVIEW – TEMPORARY LICENSE AGREEMENT

P.Kitson presented the report.

It was **MOVED** by Director Young **SECONDED** by Director Price
Direct two members of the Capital Region Housing Corporation Executive to sign the Temporary License Agreement, Lot A, Section 24, Victoria District Plan VIP 88855 for use as a staging area for the development of 3816 Carey Road., Saanich.

CARRIED

8. MANAGEMENT REPORT

C.Culham presented the management report. Discussion ensued regarding the property tax notice increases.

R.Lapham arrived at 2:14pm.

Staff have appealed the increases and will communicate with the municipalities regarding any changes.

R.Lapham discussed that a recommendation will be presented at UBCM mid-February and an update will be brought back to the CRHC board.

It was **MOVED** by Director Price, **SECONDED** by Director McIntyre
Receive the Management Report for information.

CARRIED

9. ADJOURNMENT

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

CARRIED

The meeting was adjourned at 2:23pm.

B.Braude, Chair

Kristine Kusnyerik, Recorder



**REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS
MEETING OF FEBRUARY 27, 2018**

SUBJECT **Mortgage Renewal – Creekside**

ISSUE

BC Housing Management Commission (BCHMC) requires a resolution from the Capital Region Housing Corporation (CRHC) Board of Directors to renew the mortgage for Creekside and the CRHC Board must authorize any two members of the Executive Committee to sign any documents related to the mortgage renewal.

BACKGROUND

The mortgage for Creekside, 4288 Carey Road is up for renewal on June 1, 2018. The estimated principal at renewal will be \$1,166,165.55. The existing mortgage is with Canada Housing and Mortgage Corporation (CMHC) Direct Lending and there are eight years and ten months left in the amortization period which coincides with the end of the operating agreement.

BCHMC would like to renew the mortgage through CMHC Direct Lending, which offers lower interest rates than other lenders. The February, 2018 five year term rate for CMHC direct lending is 2.39%. The ten year term rate at December, 2017 was 2.08%. BCHMC would attempt to renew the mortgage at a custom term rate for the balance of the amortization period (eight years and ten months), failing this, CRHC would receive the five year term rate. BCHMC requires the CRHC Board of Directors to approve and sign the resolution attached as Appendix A.

ALTERNATIVES

1.
 - a) Approves the resolution required by BC Housing Management Commission to renew the mortgage for Creekside through the Canada Housing and Mortgage Corporation Direct Lending Program for a term not to exceed the expiry of the existing operating agreements; and
 - b) Authorizes any two members of the Capital Region Housing Corporation Executive Committee to sign any documents related to the mortgage renewal.
2. Direct staff to review other financing options.

FINANCIAL IMPLICATIONS

If the Corporation approves CMHC Direct Lending mortgage renewals, it will ensure that CRHC continues to benefit from the preferential interest rates available through CMHC/BCMHC and continues to receive the annual rent subsidy assistance of \$118,351 until the expiry of the operating agreement.

A Board decision to not renew the mortgage under CMHC Direct Lending would necessitate securing a commitment for alternate financing through private sector lenders. MFA is not a lending option as the amortization period is now less than ten years. Private lenders cannot match the low rates that are achieved under CMHC Direct Lending. Should the Board direct staff to borrow outside the Direct Lending program, the subsidies will be based on the lesser interest rate for the full Direct Lending term established for the scheduled renewal date.

CONCLUSION

The current CMHC direct lending rate for February 2018 is 2.39% for a five year term. Alternative funding sources would unlikely be able to provide an interest rate comparable to what is available through Direct Lending.

RECOMMENDATIONS

- a) Approves the resolution required by BC Housing Management Commission to renew the mortgage for Creekside through the Canada Housing and Mortgage Corporation Direct Lending Program for a term not to exceed the expiry of the existing operating agreements, and
- b) Authorizes any two members of the Capital Region Housing Corporation Executive Committee to sign any documents related to the mortgage renewal.



Christine Culham
Senior Manager
Capital Region Housing Corporation



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

Attachment: Appendix A - Resolution



Home Office
1701 - 4555 Kingsway
Burnaby, BC V5H 4V8
Phone 604-433-1711
Fax 604-439-4722
www.bchousing.org

CAPITAL REGION HOUSING CORPORATION
(the "Borrower")

CERTIFIED COPY OF RESOLUTION OF DIRECTORS

BE IT RESOLVED:

That the Borrower hereby irrevocably authorizes British Columbia Housing Management Commission ("BCHMC") to act on its behalf to renew the mortgage presently held by Canada Mortgage Housing Corporation (the "Mortgage") for the project located at 4288 Carey Rd, BC (BCHMC File no. 13320 / 338/ CMHC# 16570541).

BE IT FURTHER RESOLVED:

That any two officers or directors of the Borrower for and on behalf of the Borrower be and are hereby authorized to execute and deliver under the seal of the Borrower or otherwise, all such deeds, documents and other writings and to do such acts and things in connection with the Mortgage assignment, renewal and amendment as they, in their discretion, may consider to be necessary or desirable for giving effect to this resolution and for the purpose of fulfilling the requirements of the lender of the monies.

I, _____, THE UNDERSIGNED,
Secretary or President (please circle one) of the Borrower, hereby certify the above to be a true copy of a resolution duly passed by the Directors of the Borrower at a meeting held on the ____ day of _____, 20____ (and sanctioned by a special resolution of the Borrower if such sanction is required), and that such resolution has not been rescinded, amended or modified and is now in full force and effect.

WITNESS my hand this ____ day of _____, 20____.

Witness
Signature and Print Name

Signature of Secretary or President



**REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS
MEETING OF FEBRUARY 27, 2018**

SUBJECT **Mortgage Renewal – The Heathers**

ISSUE

BC Housing Management Commission (BCHMC) requires a resolution from the Capital Region Housing Corporation (CRHC) Board of Directors to renew the mortgage for The Heathers and the CRHC Board must authorize any two members of the Executive Committee to sign any documents related to the mortgage renewal.

BACKGROUND

The mortgage for The Heathers, 3169 Tillicum Road is up for renewal on June 1, 2018. The estimated principal at renewal will be \$1,087,109.36. The existing mortgage is with Canada Housing and Mortgage Corporation (CMHC) Direct Lending and there are nine years and ten months left in the amortization period which coincides with the end of the operating agreement.

BCHMC would like to renew the mortgage through CMHC Direct Lending, which offers lower interest rates than other lenders. The current CMHC direct lending rate for February, 2018 is 2.39% for a five year term. The ten year term rate at December, 2017 was 2.08%. BCHMC would attempt to renew the mortgage at a custom term rate for the balance of the amortization period (nine years and ten months), failing this, CRHC would receive the five year term rate. BCHMC requires the CRHC Board of Directors to approve and sign the resolution attached as Appendix A.

ALTERNATIVES

1.
 - a) Approves the resolution required by BC Housing Management Commission to renew the mortgage for The Heathers through the Canada Housing and Mortgage Corporation Direct Lending Program for a term not to exceed the expiry of the existing operating agreements; and
 - b) Authorizes any two members of the Capital Region Housing Corporation Executive Committee to sign any documents related to the mortgage renewal.
2. Direct staff to review other financing options.

FINANCIAL IMPLICATIONS

If the Corporation approves CMHC Direct Lending mortgage renewals, it will ensure that CRHC continues to benefit from the preferential interest rates available through CMHC/BCMHC and continues to receive the annual rent subsidy assistance of \$114,636 until the expiry of the operating agreement.

A Board decision to not renew the mortgage under CMHC Direct Lending would necessitate securing a commitment for alternate financing through private sector lenders. MFA is not a lending option as the amortization period is now less than ten years. Private lenders cannot match the low rates that are achieved under CMHC Direct Lending. Should the Board direct staff to borrow outside the Direct Lending program, the subsidies will be based on the lesser interest rate for the full Direct Lending term established for the scheduled renewal date.

CONCLUSION

The current CMHC direct lending rate for February 2018 is 2.39% for a five year term. Alternative funding sources would unlikely be able to provide an interest rate comparable to what is available through Direct Lending.

RECOMMENDATIONS

- a) Approves the resolution required by BC Housing Management Commission to renew the mortgage for The Heathers through the Canada Housing and Mortgage Corporation Direct Lending Program for a term not to exceed the expiry of the existing operating agreements, and
- b) Authorizes any two members of the Capital Region Housing Corporation Executive Committee to sign any documents related to the mortgage renewal.



Christine Culham
Senior Manager
Capital Region Housing Corporation



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

Attachment: Appendix A - Resolution

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CERTIFIED COPY OF RESOLUTION OF DIRECTORS

BE IT RESOLVED:

That the Borrower hereby irrevocably authorizes British Columbia Housing Management Commission ("BCHMC") to act on its behalf to renew the mortgage presently held by Canada Mortgage Housing Corporation (the "Mortgage") for the project located at 3169 Tillicum Rd, BC (BCHMC File no. 13324 / 607/ CMHC# 18434365).

BE IT FURTHER RESOLVED:

That any two officers or directors of the Borrower for and on behalf of the Borrower be and are hereby authorized to execute and deliver under the seal of the Borrower or otherwise, all such deeds, documents and other writings and to do such acts and things in connection with the Mortgage assignment, renewal and amendment as they, in their discretion, may consider to be necessary or desirable for giving effect to this resolution and for the purpose of fulfilling the requirements of the lender of the monies.

I, _____, THE UNDERSIGNED,
Secretary or President (please circle one) of the Borrower, hereby certify the above to be a true copy of a resolution duly passed by the Directors of the Borrower at a meeting held on the ____ day of _____, 20____ (and sanctioned by a special resolution of the Borrower if such sanction is required), and that such resolution has not been rescinded, amended or modified and is now in full force and effect.

WITNESS my hand this ____ day of _____, 20____.

Witness
Signature and Print Name

Signature of Secretary or President



**REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS
MEETING OF FEBRUARY 27, 2018**

SUBJECT **Mortgage Renewal – Caledonia**

ISSUE

BC Housing Management Commission (BCHMC) requires a resolution from the Capital Region Housing Corporation (CRHC) Board of Directors to renew the mortgage for Caledonia and the CRHC Board must authorize any two members of the Executive Committee to sign any documents related to the mortgage renewal.

BACKGROUND

The mortgage for Caledonia, 1211 Gladstone Ave. is up for renewal on June 1, 2018. The estimated principal at renewal will be \$849,204.75. The existing mortgage is with Canada Housing and Mortgage Corporation (CMHC) Direct Lending and there are nine years and ten months left in the amortization period which coincides with the end of the operating agreement.

BCHMC would like to renew the mortgage through CMHC Direct Lending, which offers lower interest rates than other lenders for a term of five years. The current CMHC direct lending rate for February 2018 is 2.39% for a five year term. BCHMC requires the CRHC Board of Directors to approve and sign the resolution attached as Appendix A.

ALTERNATIVES

1.
 - a) Approves the resolution required by BC Housing Management Commission to renew the mortgage for Caledonia through the Canada Housing and Mortgage Corporation Direct Lending Program for a term of five years; and
 - b) Authorizes any two members of the Capital Region Housing Corporation Executive Committee to sign any documents related to the mortgage renewal.
2. Direct staff to review other financing options.

FINANCIAL IMPLICATIONS

If the Corporation approves CMHC Direct Lending mortgage renewals, it will ensure that CRHC continues to benefit from the preferential interest rates available through CMHC/BCMHC and continues to receive the annual rent subsidy assistance of \$85,332 until the expiry of the operating agreement. As CRHC is looking at redeveloping the Caledonia property, it is recommended that the mortgage be renewed for five years rather than the full term of the mortgage to limit potential penalties.

A Board decision to not renew the mortgage under CMHC Direct Lending would necessitate securing a commitment for alternate financing through private sector lenders. MFA is not a

lending option as the amortization period is now less than ten years. If we choose to use MFA on a five year term, the loan would have to be amortized over five years and the payment would be much higher. Private lenders cannot match the low rates that are achieved under CMHC Direct Lending. Should the Board direct staff to borrow outside the Direct Lending program, the subsidies will be based on the lesser interest rate for the full Direct Lending term established for the scheduled renewal date.

CONCLUSION

The current CMHC direct lending rate for February 2018 is 2.39% for a five year term. Alternative funding sources would unlikely be able to provide an interest rate comparable to what is available through Direct Lending.

RECOMMENDATIONS

- a) Approves the resolution required by BC Housing Management Commission to renew the mortgage for Caledonia through the Canada Housing and Mortgage Corporation Direct Lending Program for a term of five years, and
- b) Authorizes any two members of the Capital Region Housing Corporation Executive Committee to sign any documents related to the mortgage renewal.



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Senior Manager
Capital Region Housing Corporation



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(the "Borrower")

CERTIFIED COPY OF RESOLUTION OF DIRECTORS

BE IT RESOLVED:

That the Borrower hereby irrevocably authorizes British Columbia Housing Management Commission ("BCHMC") to act on its behalf to renew the mortgage presently held by Canada Mortgage Housing Corporation (the "Mortgage") for the project located at 1211 Gladstone Ave, BC (BCHMC File no. 13321 / 486/ CMHC# 18104737).

BE IT FURTHER RESOLVED:

That any two officers or directors of the Borrower for and on behalf of the Borrower be and are hereby authorized to execute and deliver under the seal of the Borrower or otherwise, all such deeds, documents and other writings and to do such acts and things in connection with the Mortgage assignment, renewal and amendment as they, in their discretion, may consider to be necessary or desirable for giving effect to this resolution and for the purpose of fulfilling the requirements of the lender of the monies.

I, _____, THE UNDERSIGNED,
Secretary or President (please circle one) of the Borrower, hereby certify the above to be a true copy of a resolution duly passed by the Directors of the Borrower at a meeting held on the ____ day of _____, 20____ (and sanctioned by a special resolution of the Borrower if such sanction is required), and that such resolution has not been rescinded, amended or modified and is now in full force and effect.

WITNESS my hand this ____ day of _____, 20____.

Witness
Signature and Print Name

Signature of Secretary or President



**REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS
MEETING OF FEBRUARY 27, 2018**

SUBJECT **Community Living Victoria Supports in Social Housing Agreement**

ISSUE

The Capital Region Housing Corporation (CRHC) Delegated Signing Authority Policy requires that all agreements must be signed by two members of the Executive Committee.

BACKGROUND

At the December 2017 CRHC Board meeting, the Board received correspondence from Community Living Victoria (CLV) requesting that six units be prioritized for people with intellectual in partnership with CLV. The CRHC Board requested that staff return with recommendations.

CLV's supports include autism and youth services, family support, employment, day services, community homes and other residential services. They have a relationship with BC Housing (BCMHC) through their 14 group homes and management of 35 portable rental subsidies. They also have 6 units in partnership with Pacifica Housing in BCHMC's Queens Avenue building and provide support to people who are living in their own apartments throughout Greater Victoria. In addition, they have relationships throughout Greater Victoria with numerous landlords, property management companies and housing providers.

The CRHC works in partnership with many organizations. The CRHC provides property management services for five non-profit organizations, has operating agreements for the provision of group homes within CRHC buildings and has Memorandums of Understanding with two organizations who have made requests for CRHC to prioritize units for specific populations. First, the CRHC has an agreement with Threshold Housing to provide three units specifically for youth who have experienced homelessness. Secondly, in 2016, the CRHC board approved a supports in social housing agreement with Island Health (VIHA). To date this partnership has been successful and has seen three VIHA clients housed independently with CRHC.

Staff are recommending that the CRHC replicate the Supports in Social Housing Program that it currently enjoys with VIHA to CLV and provide two housing units per year for a three year period. If a CLV client moves out of one of these units, CLV would be able to use that unit to prioritize another client.

ALTERNATIVES

1. Authorize two members of the Executive committee to sign the Community Living Victoria Supports in Social Housing Agreement.
2. Refers back to staff for further review.

IMPLICATIONS

The Supports in Social Housing Agreement is designed to support CLV's clients who, related to their needs, are at risk of negative health outcomes and experiencing homelessness in independent housing settings without adequate economic support and appropriate support services.

Through this agreement, CRHC would provide the subsidized housing unit. CLV would provide support services required by their clients to achieve a successful tenancy and better health outcomes.

CONCLUSION

This structured agreement between CLV and CRHC would ensure tenants able to live in independent housing continue to receive the appropriate support services necessary to maintain successful tenancies within CRHC.

RECOMMENDATION

Authorize two members of the Executive committee to sign the Community Living Victoria Supports in Social Housing Agreement.



Christine Culham
Senior Manager
Capital Region Housing Corporation



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

Attachment: Supports in Social Housing Agreement

Supports in Social Housing Agreement

Between:

**Capital Region Housing Corporation
(CRHC)**

(Landlord)

and

Victoria Association for Community Living DBA Community Living Victoria (CLV)
(Social Services Agency)

Preamble

In recognition of the need for increased supports for individuals with intellectual disabilities, CRHC and CLV are committed to working in collaboration to provide appropriate supports and housing for CLV clients.

This Supports in Social Housing Agreement is designed to support CLV clients who, related to their needs, are at risk of negative outcomes and experiencing homelessness in independent housing settings without adequate economic support and appropriate support services. CRHC will provide the subsidized housing unit. CLV will provide support services required by their clients to achieve a successful tenancy and better health outcomes.

1. Partners

CRHC is a social housing landlord which provides and manages quality, safe and affordable housing for low and moderate income households. CRHC is committed to the development of healthy, diverse sustainable and secure communities.

Community Living Victoria offers a range of community support services.

2. Purpose of the Supports in Social Housing Agreement

The purpose of this agreement is to:

- 2.1 Describe the roles and responsibilities of each partner;
- 2.2 Clarify expectations relating to communication, information sharing and reporting responsibilities between partners;
- 2.3 Describe how disputes between partners will be resolved; and
- 2.4 Clarify terms for termination of the agreement.

3. Goal of the Supports in Social Housing Agreement

CRHC and CLV are committed to working together to ensure that CLV clients who become CRHC Housing tenants, and CRHC tenants who become CLV clients, through this agreement, receive the support they want and need to achieve and maintain successful tenancies.

4. What is a successful tenancy?

A successful tenancy is one in which the tenant is able to fulfill the obligations of a tenant. The obligations of a tenant at CRHC are:

- 4.1 pay rent on time;

- 4.2 respect neighbours and make sure that your guests respect neighbours too;
- 4.3 keep your apartment clean and free of damage;
- 4.4 report disturbances or safety concerns in the community to CRHC;
- 4.5 report any maintenance or pest issues quickly (such as, bedbugs, leaky faucet, blocked toilet, broken door or window etc.);
- 4.6 cooperate with CRHC in trying to deal with maintenance or pest issues;
- 4.7 give CRHC income proof and other necessary documentation when income or household membership changes and at any time the landlord requests it;
- 4.8 talk to CRHC or their Support Worker if not sure what to do.

5. Principles

- 5.1 Each tenant/client housed by CRHC through this agreement has the full rights and responsibilities of a tenant as prescribed by law.
- 5.2 Communication between the partners will be in accordance with relevant privacy legislation.
- 5.3 The partners will work collaboratively to pursue the common goal of supporting tenants in achieving and maintaining successful tenancies.
- 5.4 Involving client/tenants in discussions or decisions that affect them is essential to success.

6. Roles and Responsibilities

6.1. CRHC will:

- 6.1.1.1 In the first year of this agreement, identify up to 2 vacant units that can be accessed by CLV clients and participate in reviewing all referrals for these units with CLV to ensure selected clients are appropriate and well supported in these settings. Two more units will be identified annually up to a total of six units.
- 6.1.1.2 Be responsible for rent geared to income subsidy administration, including initial confirmation of RGI eligibility in the case of any client/tenant who is not in situ when joining the program;
- 6.1.1.3 Act as landlord and will sign a lease with new tenants accepted into the program and supported by CLV;
- 6.1.1.4 Maintain the unit consistent with its responsibilities as prescribed by law;
- 6.1.1.5 Advise CLV of issues relating to the tenancy of the tenant/client, including but not limited to rent arrears, failure to respond to information/documentation requests, complaints about disturbances or pests;
- 6.1.1.6 Work with the tenant/client and CLV to resolve tenancy issues in a manner consistent with CRHC's policies;

- 6.1.1.7 Cooperate with CLV where possible, to conduct inspections of the unit in compliance with applicable legislation; and
- 6.1.1.8 Reserve the right to determine when to take steps to terminate a tenancy and will advise CLV of its intention to do so.
- 6.1.1.9 Notify CLV if a tenant who is an CLV client through this agreement, moves out.

6.2 CLV will:

- 6.2.1 Screen potential clients for eligibility, service suitability and demonstrated need for intensive housing supports;
- 6.2.2 Screen *in situ* CRHC tenants, as requested by CRHC Housing, for eligibility, service suitability and demonstrated need for intensive health and housing supports;
- 6.2.3 Respond to CRHC offers of units in a reasonable time;
- 6.2.4 Ensure that any client referred to CRHC through this agreement has completed and submitted an application at The Housing Registry and is eligible for a rent subsidy;
- 6.2.5 Assign each client/tenant a Case Manager/ Support Worker who will have primary responsibility for each client/tenant;
- 6.2.6 The Case Manager/ Support Worker will attend viewings, interviews, lease signing appointments and other meetings as required, with each client/tenant;
- 6.2.7 Work with the client/tenant and CRHC, if necessary, to develop the skills necessary to have a successful tenancy;
- 6.2.8 Maintain a relationship with client/tenants which may include in-home meetings, and share with CRHC any issues identified through such visits which may adversely affect the tenant's opportunity to have a successful tenancy;
- 6.2.9 Provide the client/tenant with access to all available support services and programs provided by CLV if the client is eligible;
- 6.2.10 Meet with the client/tenant and CRHC when tenancy issues arise and work with the tenant/client and CRHC to resolve tenancy issues in a manner consistent with CRHC policies;
- 6.2.11 Provide support to a client/tenant whose tenancy is being terminated or is terminated;
- 6.2.12 Notify CRHC should the client/tenant terminate his / her relationship with CLV.
- 6.2.13 Attempt to reestablishing a relationship with a client/tenant who has discharged the agency;
- 6.2.16 Provide advice and assistance to CRHC in dealing with tenancy issues arising after the tenant/client has discharged CLV;

- 6.2.14 Identify client/tenants who no longer require the supports provided by the agency and make appropriate recommendations to the tenant/client and CRHC. Such recommendations may range from additional or other support services to 'graduation' from the Supports in Social Housing Programs;

Allow former client/tenants of the Supports in Social Housing agreement who are still CRHC tenants and who require supports, priority re-admittance to the program subject to availability of resources and with the agreement of CRHC and,

7. Communications, Information Sharing and Reporting

- 7.1 CRHC and CLV agree to work together to communicate and share information with each other which will support client/tenants in achieving a successful tenancy.
- 7.2 CRHC and CLV will share personal information of tenant/clients with each other in accordance with relevant legislation, for the purpose of supporting the client tenant in achieving and maintaining a successful tenancy.
- 7.3 CRHC and CLV will establish a regular meeting schedule to:
- 7.3.1 build a successful partnership;
 - 7.3.2 confirm the identity of tenant/clients housed through this process;
 - 7.3.3 review a summary overall success and challenges of tenants housed through this agreement;
 - 7.3.4 proactively solve problems;
 - 7.3.5 identify challenges including communication issues/disagreements; and,
 - 7.3.6 develop solutions.
- 7.4 Advise each other when there are changes in key staff involved in this partnership.
- 7.5 Share with each other all reports required by the CRHC or CLV or created to assess the success of the partnership.

8. Dispute Resolution

Should disagreements arise between the partners, the partners are committed to work collaboratively to resolve such disagreements. If collaborative efforts by the partners are unsuccessful, the partners will use an independent mediator to attempt to resolve any matters of serious disagreement regarding this initiative before notice of termination is given.

9. Indemnification and Insurance

- 9.1 CLV agrees to indemnify and save harmless CRHC from any claims, demands, losses, costs, charges, actions and other proceedings, made or brought against, suffered by or imposed upon CRHC or its property in respect of any loss, damage or injury, including injury resulting in death, to any person or property directly or indirectly arising out of, resulting from or sustained by reason of negligence or otherwise of CLV, its officers or servants.
- 9.2 CRHC shall not be liable to CLV or any other party in relation to the provision of the services the CLV provides. The parties agree that CLV shall not be deemed to be an agent of CRHC for any purpose.

10. Termination of the Agreement

10.1 Each party may terminate this agreement on sixty (60) days written notice to the other. During the notice period, the parties will attempt to resolve any issues. If the notice is not withdrawn within the notice period, the termination becomes effective.

10.2 If CRHC gives notice of its intention to terminate the agreement, CRHC will not accept any new referrals from CLV during the notice period.

CRHC

Date: _____

Print Name:
Title:

CRHC

Date: _____

Print Name:
Title:

Community Living Victoria

Date: _____

Print Name:
Title:

Appendix 1

Collaboration Agreement between CRHC, CLV and tenant/client

Appendix 2

Consent to Collect, Use, Transmit and Release Personal Information

SUPPORTS IN SOCIAL HOUSING

COLLABORATION AGREEMENT

BETWEEN:

Capital Regional Housing Corporation
(CRHC)

(The Landlord)

and

(Tenant Name)

(The Tenant/Client)

and

Victoria Association for Community Living DBA Community Living Victoria (CLV)

(The referral/support service agency)

WITH RESPECT TO THE TENANCY AT: (Full Unit Address)

EFFECTIVE DATE: May 1, 2017

1. Purpose of the Partnership Agreement

The purpose of this agreement is to:

- 1.1 Describe a successful tenancy;
- 1.2 Describe the roles and responsibilities of each partner in supporting a successful tenancy; and,
- 1.3 Clarify expectations relating to communication, information sharing and reporting responsibilities between partners.

2. Goal of the Supports in Social Housing Agreement

CRHC and CLV are committed to working together to ensure that the agency clients who become CRHC tenants through this agreement, receive the support they want and need to achieve and maintain successful tenancies.

3. My commitment as a Tenant

I, (Tenant Name), the tenant, understand that:

- 3.1 I have received priority access to this unit through the supports in Social Housing Agreement between the CRHC and CLV;
- 3.2 The goal of the Supports in Social Housing Agreement is to provide me with the supports I need to achieve and maintain a successful tenancy.
- 3.3 By signing the tenancy agreement with CRHC, I have the full rights and obligations of a tenant;
- 3.4 In order to be a successful tenant, I must fulfil all of the obligations of a tenant, either on my own or with the support of the agency.
- 3.5 My obligations as a tenant at CRHC are to :
 - (a) pay rent on time;
 - (b) respect my neighbours and make sure that my guests respect neighbours too;
 - (c) keep my apartment clean and free of damage;
 - (d) report disturbances or safety concerns in the community to CRHC;
 - (e) report any maintenance or pest issues quickly (such as, bedbugs, leaky faucet, blocked toilet, broken door or window etc);
 - (f) cooperate with CRHC in trying to deal with maintenance or pest issues;
 - (g) give CRHC income proof and other necessary documentation when income or household membership changes and at any time CRHC requests it;
 - (h) talk to CRHC or my Support Worker if I am not sure what to do.

4. Commitment of all Partners:

4.1 All three partners to this agreement acknowledge and agree:

- 4.1.1 The mutual goal of all of the parties is to support the tenant in having a successful tenancy.
- 4.1.2 Good communication between all parties is a key element in having a successful tenancy. Good communication includes regular meetings between the agency and the tenant and may include meetings in the tenant's apartment.

- 4.1.3 The tenant will have a tenancy agreement with CRHC and CRHC will communicate directly with the tenant on basic tenancy matters. However, if there are problems with the tenancy, such as rent arrears, complaints from neighbours or concerns about the tenant's health or safety, CRHC will advise CLV.
- 4.1.4 The tenant, CRHC and CLV will work together to resolve issues in the tenancy;
- 4.1.5 The tenant, CRHC and CLV will share information with each other for the purpose of supporting the client/tenant in achieving and maintaining a successful tenancy;
- 4.1.6 CLV will work with the tenant to develop individualized goal and recovery plan as well as a Successful Tenancy Action Plan for each tenant. The plan will include the supports necessary to achieve and maintain a successful tenancy.
- 4.1.7 That the tenancy agreement between the tenant and CRHC is entirely separate from any agreement regarding support services.

We have met together to discuss the terms of this agreement and agree to them, and that we will each retain a signed copy of this agreement.

Client/Tenant – (Tenant Name)

Date

Support Worker
on behalf of CLV

Date

Capital Regional Housing Corporation

Date

Capital Regional Housing Corporation

CONSENT TO COLLECT, USE, RELEASE AND TRANSMIT PERSONAL INFORMATION

I, _____, of _____ Victoria, BC
(tenant name) (tenant address)

agree to allow Community Living Victoria and Capital Region Housing Corporation to collect, use, release, transmit and exchange personal information about me and my household with each other for the purpose of securing and, or, maintaining a successful tenancy.

I agree to allow this exchange of personal information to continue until I revoke my permission in writing.

Date:

Signature of Tenant/Applicant

Print Name

Signature of Witness

Print Name



REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD OF DIRECTORS MEETING OF FEBRUARY 27, 2018

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

Arbitrations

There are two upcoming hearings requesting monetary orders for a unit at Leblond Place totaling \$12,049.14 to be held in September and a unit at Arbutus View totaling \$4,369.89 still to be scheduled. We were also recently awarded a monetary order for outstanding rent totaling \$3,651.00.

The Housing Registry Waitlist Statistics

Table 1. Capital Region Housing Registry Waitlist Statistics

Category	February 2018	January 2018	February 2017
Total Registry Units	3,308	3,310	3,270
Applicants			
Family	600	611	591
Seniors	721	699	686
Persons with Disabilities	466	461	422
Wheelchair Modified	59	54	63
Singles	74	76	74
	1,920	1,901	1,836

Capital Works

The 2018 capital plan includes \$377,220 to re-roof Village on the Green. Staff planned for this line item using Westcoast Roof Inspectors' 2016 assessment of \$297,000 (\$11/sq.ft) and increased it based on market actuals last year to \$12/sq. ft, 10% contingency and 5% warranty/inspection fees. In 2017, Morrison Hershfield Engineering completed a Building Enclosure Condition Assessment (BECA) and noted the roof required replacement as soon as possible. Their more extensive review noted damaged sheathing at the attic side and the need for increased attic insulation, and to be added to the mechanical ducting. Their estimated costs including the additional work is \$17.11/sq. ft or a total of \$462,000. Staff will be requesting a budget amendment, as necessary, once the bids are received.

Capital Updates

Westview

Works completed since the January 2018 board meeting includes:

- Produced and submitted the design development package to BC Housing Management Commission (BCHMC) on January 31, 2018.

- Surveyor and lawyer prepared the surveying plan and drafted the easement agreement for the 5 surface parking stalls to be located on the 3812 Carey road's property in favor of 3816 Carey road property.
- Staff hired a geotechnical engineer and received the geotechnical report. Further soil consolidation tests are required to determine the change in foundation design that will be needed based on preliminary poor soils results.
- The quantity surveyor produced a revised design development estimate which shows a 10% increase in hard cost over the schematic design stage estimate for the project.
- Staff is looking to hire a construction management (CM) firm instead of a general contractor. The use of a CM will aide in reducing the overall project cost.

The work plan up until the end of March includes (but is not limited to):

- Request that the District of Saanich waive the landscaping bond of \$151,232 and contribute funds from its Affordable Housing Fund toward Westview's upcoming municipal fees.
- Hire a code consultant to ensure the building meets the building and fire code requirements.
- Apply for the building permit from the District of Saanich.
- Complete up to 80% working drawing.

161 Drake Rd.

There have been no updates since the January management report.

Michigan Square Redevelopment

Staff has hired a structural engineer and geotechnical engineer as the first members of the design team up until completion of the schematic design stage. Staff is looking to put an RFP on BC Bids that covers the full scope of architectural services.

Tenant Engagement

Tenant Engagement activities have been focused on: 1) Community Meetings and 2) Community Partnerships in January and February.

1) Community Meetings: Through the Tenant Engagement Pilot Project (TEPP), the involved communities identified topics requiring further action and supports from CRHC.

Rotary House

Rotary House identified safety and security as the main community issue. As a result, connections were made with Victoria's Crime-Free Multi-Housing Program through the Victoria Police Department (VicPD) to establish support for the building on-going, as well as with a Community Safety Audit-- an outcome of the TEPP.

CRHC led a Community Safety Audit on January 25, 2018 with 12 Rotary House tenants, three representatives from VicPD, and four CRHC staff members (i.e., Senior Manager, Tenant and Community Supports Coordinator, Property Manager, and Caretaker). With the tenants positioned as the content experts, the entire property was evaluated and assessed for what areas felt safe to tenants and what areas required improvement. A follow up meeting outlining the results has been set for Tuesday, February 27, 2018 to communicate the findings and the actions CRHC will take to all Rotary House tenants.

Viewmont Gardens

During the TEPP, the tenants of Viewmont Gardens identified the community gardens as a priority to be addressed in order for tenants to be able to take advantage of the upcoming garden season. How to manage the tenant garden plots at Viewmont had previously been a contentious issue. On January 25, 2018, the Viewmont Property Manager, Tenants and Community Supports Coordinator, and Viewmont Caretaker held a garden meeting to discuss how the plots were to be managed and allowed for tenant consultation. Tenant feedback was taken into account and reflected in a "Garden Guidelines" document, which all tenants agreed to at a follow up garden meeting on February 8th, 2018. After the garden

meetings, multiple tenants intentionally spoke to the Caretaker to provide positive feedback on how the meetings were conducted and how tenants were involved.

2) Community Partnerships: Through responding to tenant complaints and through the TEPP, specific community partnerships are being pursued to develop a stronger support system for CRHC tenants. The Tenant and Community Services Coordinator is currently reviewing Memorandum of Understandings with Threshold Housing Society and Lifecycles. Further connection and partnerships are also being established with the Victoria Native Friendship Centre, Silver Threads and BC211, and an Emergency Preparedness and Response Pilot Project through Victoria Ready and Building Resilient Neighbourhoods. A Memorandum of Understanding is also being developed with Community Living Victoria to offer their clients CRHC housing with CLV supports.

Financial Reporting

Table 2. Jan cheques/EFTS OVER \$50,000

Vendor	Issued	Expenditure	Notes
Victoria Window Cleaning	January 11, 2018	\$61,036.50	Gutter Cleaning Contr 17/195

Human Resources

Don Metcalf, Manager of Operations has submitted notice of his retirement on March 31, 2018. Staff will begin the recruitment process for a new Manager of Operations immediately.

Kristine Kusnyerik has accepted the position of Tenant Services Assist. This position will focus on collections, rental of housing units, rent geared to income calculations and administration of tenant complaints.

Regional Housing

Regional Housing First Program (RHFP)

An Expression of Interest for the RHFP will be released at the beginning of February 2018 and will close in mid-April. An information session regarding the EOI was held on February 14, 2018 with 17 organizations represented.

Homelessness Partnering Strategy

The CRD will be completing another Point in Time (PiT) Count in March 2018. If you are interested in volunteering in the PiT Count, please go to this website: <http://volunteervictoria.bc.ca/2018-greater-victoria-unsheltered-and-sheltered-point-in-time-count/>.



Christine Culham
Senior Manager, Regional Housing