



## Notice of Meeting and Meeting Agenda Capital Region Housing Corporation Board

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Wednesday, February 8, 2023

1:00 PM

6th Floor Boardroom  
625 Fisgard Street  
Victoria, BC

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The Capital Regional District strives to be a place where inclusion is paramount and all people are treated with dignity. We pledge to make our meetings a place where all feel welcome and respected.

### 1. TERRITORIAL ACKNOWLEDGEMENT

### 2. APPROVAL OF THE AGENDA

### 3. ADOPTION OF MINUTES

#### 3.1. [23-116](#) Minutes of the January 11, 2023 Capital Region Housing Corporation Board

**Recommendation:** That the minutes of the Capital Region Housing Corporation Board meeting of January 11, 2023 be adopted as circulated.

**Attachments:** [Minutes - January 11, 2023](#)

### 4. REPORT OF THE CHAIR

### 5. PRESENTATIONS/DELEGATIONS

*The public are welcome to attend CRD Board meetings in-person.*

*Delegations will have the option to participate electronically. Please complete the online application at [www.crd.bc.ca/address](http://www.crd.bc.ca/address) no later than 4:30 pm two days before the meeting and staff will respond with details.*

*Alternatively, you may email your comments on an agenda item to the CRD Board at [crdboard@crd.bc.ca](mailto:crdboard@crd.bc.ca).*

### 6. CONSENT AGENDA

### 7. ADMINISTRATION REPORTS

7.1. [23-133](#) 2782 Spencer - Adoption of Final Form of Mortgage Resolution

**Recommendation:** That the resolution attached to this report as Appendix "A" be adopted.

**Attachments:** [Staff Report: 2782 Spencer - Adoption of Final Form of Mort. Resln](#)  
[Appendix A: BCH Final Form of Resolution](#)  
[Appendix B: April 14/22 SR & Templated BCH Resolutions](#)

## 8. REPORTS OF COMMITTEES

### Hospitals and Housing Committee

8.1. [23-083](#) Tenant Advisory Committee Year-End Reporting

**Recommendation:** There is no recommendation. This report is for information only.

**Attachments:** [Staff Report: Tenant Advisory Committee Year-End Reporting](#)  
[Appendix A: Tenant Advisory Committee 2022 Annual Work Plan](#)

## 9. NOTICE(S) OF MOTION

## 10. NEW BUSINESS

## 11. ADJOURNMENT

## Meeting Minutes

### Capital Region Housing Corporation Board

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Wednesday, January 11, 2023

1:00 PM

6th Floor Boardroom  
625 Fisgard Street  
Victoria, BC

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#### PRESENT

DIRECTORS: Z. de Vries (Chair), M. Alto, J. Bateman (for M. Tait), P. Brent, S. Brice, J. Brownoff, J. Caradonna, C. Coleman, B. Desjardins, S. Goodmanson, G. Holman, P. Jones, D. Kobayashi, M. Little, C. McNeil-Smith (EP), K. Murdoch, D. Murdock, C. Plant, S. Riddell (for R. Windsor), L. Szpak, D. Thompson, S. Tobias, A. Wickheim, K. Williams

STAFF: T. Robbins, Chief Administrative Officer; N. Chan, Chief Financial Officer; L. Hutcheson, General Manager, Parks and Environmental Services; K. Lorette, General Manager, Planning and Protective Services; K. Morley, General Manager, Corporate Services; I. Jesney, Acting General Manager, Integrated Water Services; D. Elliot, Senior Manager, Regional Housing; M. Lagoa, Deputy Corporate Officer; S. Orr, Senior Committee Clerk (recorder)

Guests: S. Burden, L. Lee and C. Rice-Gural, Lead Audit Engagement Partners, KPMG

EP - Electronic Participation

Regrets: Director(s) M. Tait, R. Windsor

The meeting was called to order at 1:07 pm.

#### 1. TERRITORIAL ACKNOWLEDGEMENT

Director Murdoch provided the Territorial Acknowledgement

#### 2. APPROVAL OF THE AGENDA

**MOVED** by Director Plant, **SECONDED** by Director Murdoch,  
That the agenda for the January 11, 2023 Session of the Capital Region Housing Corporation Board be approved.  
**CARRIED**

#### 3. ADOPTION OF MINUTES

3.1. [23-036](#) Minutes of the December 14, 2022 Capital Region Housing Corporation Board

**MOVED** by Director Plant, **SECONDED** by Director Little,  
That the minutes of the Capital Region Housing Corporation Board meeting of December 14, 2022 be adopted as circulated.  
**CARRIED**

#### 4. REPORT OF THE CHAIR

Happy New year, it's nice to see everyone here. I am looking forward to the year ahead and the work that will be underway. This agenda before us is fairly straight forward, so with that let's begin our meeting.

#### 5. PRESENTATIONS/DELEGATIONS

There were no delegations.

##### 5.1. Presentations

##### 5.1.1. [23-046](#) Presentation: CRHC 2022 Audit Planning, Lenora Lee, Lead Audit Engagement Partner, KPMG (Verbal)

L. Lee provided a presentation regarding the 2022 financial audit.

Discussion ensued regarding:

- reviewing mechanism and feedback opportunities from the Board
- benchmarking
- performance auditing of service delivery

#### 6. ADMINISTRATION REPORTS

##### 6.1. [23-013](#) Capital Region Housing Corporation 2022 Audit Planning Discussion

N. Chan spoke to Item 6.1.

Discussion ensued regarding performance auditing of service delivery.

**MOVED by Director Kobayashi, SECONDED by Director Desjardins,  
That the Capital Region Housing Corporation 2022 Audit Plan developed by  
KPMG be approved.**

**CARRIED**

#### 7. REPORTS OF COMMITTEES

There were no Reports of Committees.

#### 8. NOTICE(S) OF MOTION

There were no Notice(s) of Motion.

#### 9. NEW BUSINESS

There was no new business.

#### 10. MOTION TO CLOSE THE MEETING

10.1. [23-049](#) Motion to Close the Meeting

MOVED by Director Desjardins, SECONDED by Director Plant,

1. That the meeting be closed for Land Acquisition in accordance with Section 90(1)(e) of the Community Charter.

CARRIED

MOVED by Director Desjardins, SECONDED by Director Plant,

2. That such disclosures could reasonably be expected to harm the interests of the Regional District.

CARRIED

MOVED by Director Tait, SECONDED by Director Murdoch,

That the meeting be recessed for the meeting of the Capital Regional District Board.

CARRIED

The meeting recessed at 1:25 pm.

The meeting reconvened and went into the Closed Session at 4:05 pm.

11. RISE AND REPORT

The meeting rose from the Closed Session at 4:16 pm without report.

12. ADJOURNMENT

MOVED by Director Plant, SECONDED by Director Tobias,

That the January 11, 2023 Closed Session of the Capital Region Housing Corporation Board meeting be adjourned at 4:16 pm.

CARRIED

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CHAIR

CERTIFIED CORRECT:

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CORPORATE OFFICER

**REPORT TO CAPITAL REGION HOUSING CORPORATION BOARD  
MEETING OF WEDNESDAY, FEBRUARY 08, 2023**

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**SUBJECT**     **2782 Spencer - Adoption of Final Form of Mortgage Resolution**

**ISSUE SUMMARY**

Since adopted by the Capital Region Housing Corporation's (CRHC) Board in April 2022, BC Housing Management Corporation (BCH) changed the form of resolution it requires to permit borrowing for the 2782 Spencer project. As a best practice, CRHC must adopt an updated resolution.

**BACKGROUND**

On April 14, 2022, the CRHC Board resolved to authorize the execution of a s. 219 *Land Title Act* restrictive covenant and loan and mortgage in the amount of \$13,983,209, as well as to take a forgivable mortgage of \$5,900,000 for what was then the 2780 Spencer Road development. As is usual, CRHC's Board approved the general form of resolution, expecting BCH to make minor amendments to its form prior to closing.

Before closing, BCH amended its desired resolution more than is typical. Changes included reflecting the updated municipal address of 2782 Spencer Road and a related road dedication; removing the specific borrowing amount from the resolution (though it remains the same in the lending documents); stating that funds may be used for leasing and construction, rather than just construction; and detailing additional legal instruments that can be used for securing BCH's interest in the funds.

As CRHC is in the process of agreeing to the assignment of the mortgage to a new lender, common practice after initial lending, it should adopt an updated resolution. At this time, it should also update its signing officers, as the Capital Regional District's (CRD) Chief Administrative Officer has also changed since April.

**ALTERNATIVES**

*Alternative 1*

That the resolution attached to this report as Appendix "A" be adopted.

*Alternative 2*

That the 2782 Spencer - Adoption of final form of mortgage resolution report be referred back to staff for additional information.

**IMPLICATIONS**

*Financial Implications*

Mortgage funds have been advanced by BCH based on the amended April 14, 2022 BCH resolution. BCH's process is to assign the non-forgivable mortgage to a new lender and include a copy of the original borrowing resolution signed-off by CRHC. In the opinion of CRHC's outside counsel, a failure to adopt an updated resolution will not affect CRHC or BCH's ability to assign that mortgage; however, the BCH practice of amending a resolution after a corporate board

meeting is not a best practice and CRHC should ensure that the resolution wording is adopted by the CRHC Board, acting as a whole.

*Future Process Changes*

While smaller corporate boards can pass a unanimous resolution in writing or hold a short-notice special meeting electronically to approve such modifications, this would be difficult for CRHC under its current corporate articles and operating philosophy. Since 2018, CRHC has operated as if it is a local government, following more detailed notice, participation, and meeting requirements than a typical closely-held corporation. Absent a change to CRHC’s corporate articles, the requirement for unanimity and conflicting schedules make obtaining a resolution in writing difficult, and short-notice special meetings are onerous on resources.

A future report may be brought forward to resolve situations where changes are contemplated to the form of resolution prior to closing of a transaction. For now, CRHC staff will bring modified resolutions, if any, to the CRHC Board.

**CONCLUSION**

The CRHC Board should adopt an updated resolution required for the initial mortgage for the 2782 Spencer property.

**RECOMMENDATION**

That the resolution attached to this report as Appendix “A” be adopted.

Submitted by:	Steven Carey, B.Sc, J.D., Senior Manager, Legal Services & Risk Management
Concurrence:	Kristen Morley, J.D., General Manager, Corporate Services & Corporate Officer
Concurrence:	Kevin Lorette, P. Eng., MBA, General Manager, Planning & Protective Services
Concurrence:	Ted Robbins, B. Sc., C. Tech., Chief Administrative Officer

**ATTACHMENTS:**

- Appendix A: BCH final form of resolution
- Appendix B: April 14, 2022 staff report and templated BCH resolutions

**CAPITAL REGION HOUSING CORPORATION  
(the "Borrower")**

**CERTIFIED COPY OF  
RESOLUTION OF DIRECTORS**

"WHEREAS the Borrower has leased or will be leasing the property at 2782 SPENCER ROAD, VICTORIA, BC legally described as: **PID 031-284-914; LOT 4 SECTION 99 ESQUIMALT DISTRICT PLAN EPP103878, and PID: 031-405-266; THAT PART OF SECTION 99, ESQUIMALT DISTRICT SHOWN ON PLAN EPP105327** (collectively the "Property") and will be constructing and operating a housing project on the Property (the "Project") under the British Columbia Housing Management Commission ("BCHMC") Community Housing Fund Program; and

WHEREAS the Borrower needs to borrow money in order to facilitate the leasing and construction of the Project;

BE IT RESOLVED THAT:

1. The Borrower borrow monies as required to facilitate the leasing and construction of the Project and grant to BCHMC a covenant restricting the use of the Property and Provincial Rental Housing Corporation ("PRHC") an option to purchase the lease in accordance with the Loan Commitment Letter;
2. The Borrower execute and deliver all documents required by PRHC, BCHMC or the lender of the monies, including any takeout lender, in such form and containing such terms, covenants, provisos and conditions as are satisfactory to or required by them, including without limitation a lease, section 219 covenant, option to purchase, HPA covenant, mortgage, assignment of rents, security agreement, assignment of project agreements (and any assignments, modifications and assumptions thereto as approved by BCHMC) and affordable housing agreement (if applicable) and operator/operating agreement; and
3. Edward Robbins, Chief Administrative Officer, and Nelson Chan, Chief Financial Officer, or their duly authorized delegates, or one or more 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 Property and the Project 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 PRHC, BCHMC or the lender of the monies."

I, \_\_\_\_\_, THE UNDERSIGNED, \_\_\_\_\_ of CAPITAL REGION HOUSING CORPORATION 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 February, 2023 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 February, 2023.

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Name:  
Title:





**REPORT TO HOSPITALS AND HOUSING COMMITTEE  
MEETING OF WEDNESDAY, APRIL 07, 2021**

**SUBJECT     2780 Spencer Road Mortgage Registration and Final Budget Approval**

**ISSUE SUMMARY**

BC Housing Management Commission (BCHMC) requires a resolution from the Capital Region Housing Corporation (CRHC) Board of Directors to authorize the execution of the 2780 Spencer Road mortgage documents. The CRHC Procurement Policy requires that all procurement transactions must be within the scope of the Board-approved Five-Year Major Capital Plan (2021-2025). Staff therefore seek authorization to continue pursuing this project with an increase of \$406,254 to the budget.

**BACKGROUND**

In June 2020, the Capital Regional District (CRD) Board and CRHC Board authorized staff to enter into a letter of intent with Triway Seniors Housing (TSH) to complete the transfer of land to the CRD and for the CRHC to enter into a contract with TSH to act as general contractor for the construction of the 58 unit affordable housing project located at 2780 Spencer Road.

The CRD would assume ownership of the development parcel, in consideration of a nominal fee, and issue a tax receipt for the fair market value determined by third party appraisal, as required by the Canada Revenue Agency. The CRD would then enter into a 60-year lease with CRHC prior to the start of construction.

In December 2020, the CRHC Board approved the Major Capital Plan (2021-2025) which included a project budget of \$19,476,955. In early 2021, a joint review of the 50% design package has resulted in a budget revision.

Mortgage registration requires that a Section 219 Covenant granted in favour of BCHMC be registered on title. A Section 219 Covenant is a means of preserving a property's special attribute; in this case, the use of the building for affordable housing. The conditions of the Section 219 Covenant are set out in the Community Housing Fund (CHF) Operating Agreement, which states that the CRHC will provide affordable housing to households with low-to-moderate incomes.

**ALTERNATIVES**

*Alternative 1*

The Hospitals and Housing Committee recommends to the Capital Region Housing Corporation Board:

- 1) That the Major Capital Plan (2021-2025) be amended, and the final project budget for 2780 Spencer Road be approved at a value of \$19,883,209;
- 2) That the resolutions, attached as Appendix A and Appendix B and required by BC Housing Management Commission to authorize the execution of the Section 219 Covenant and the Loan and Mortgage documents for 2780 Spencer Road (PID 031-284-914) be approved; and,
- 3) That duly authorized staff or executive officer(s) be authorized to do all things necessary to effect the project and take such steps as are required to conclude the purchase and construction, as set out in the letter of intent.

*Alternative 2*

That the 2780 Spencer Road Mortgage Registration and Final Budget Approval report be referred back to staff for additional information.

**IMPLICATIONS**

*Financial Implications*

In September 2020, 2780 Spencer Road was selected to receive grant funding through the CHF and in February 2021, BCHMC approved the final project budget of \$19,883,209. This represents an increase of 2.1% or \$406,254 to the projected cost contained in the Major Capital Plan (2021-2025). The final project budget includes a repayable \$13,983,209 first mortgage, and a \$5,900,000 forgivable mortgage. Both mortgages will have 35 year amortization periods and are accompanied by terms set out in the Loan Commitment Letter and Operating Agreement.

At closing, the repayable mortgage will be charged initially as short-term financing and will convert to take-out financing at project completion. Interest rate assumptions through BC Housing financing include 0.8% for interim financing in 2021, increasing to 1% in 2022. Current projections for take-out financing include 2.4% in 2022. At the time of take-out financing, the mortgage documents will be modified to reflect the final amount, term and interest rate. The actual rate for take-out financing may end up lower than the estimate given current market rates and recent issues (i.e., Spencer Close at 1.519%).

The Major Capital Plan (2021-2015) included \$11,983,338 in approved expenditures in 2021 and \$7,493,617 in 2022. As the project has been slightly delayed, staff anticipate the expenditures for 2021 will be lower than initial estimates, with more of the cost being allocated to close out the project in 2022. If the recommendations contained within this report are approved, staff will update the Major Capital Plan (2021-2025) as part of the quarterly plan amendment process. This will allow for a higher degree of accuracy on the actual costs for 2021 and the projected costs for 2022.

**Table 1: Capital Budget**

<b>Budget Description</b>	<b>Amount</b>
<b>Soft Costs</b>	<b>\$ 370,000</b>
<b>Construction Contract</b>	<b>\$ 19,094,220</b>
<b>Financing Costs</b>	<b>\$ 218,989</b>
<b>Contingency</b>	<b>\$ 200,000</b>
<b>Total Project Cost</b>	<b>\$ 19,883,209</b>
<b>CHF Equity Contribution</b>	<b>\$ 5,900,000</b>
<b>Mortgage Principal</b>	<b>\$ 13,983,209</b>

Operating Proforma

The CHF program will facilitate a mixed income, affordable rental housing project at 2780 Spencer Road. BCHMC, through the CHF program, is committed to providing an ongoing operating subsidy to ensure the property maintains a debt coverage ratio of 1:1 through the duration of the mortgage. In the first year of operation the subsidy is estimated to total \$267,640, or \$384.54 per unit, per month.

The value of the ongoing subsidy is based on an annual operating budget approved by BC Housing and will be provided directly to the Provider as set out in the terms of the Operating Agreement. Table 2 outlines the residential unit mix and the proposed rents.

**Table 2: Unit Composition and Proposed Rents**

Unit Type	Est. Rent	# of Units
<b>20% of Units: RGI Deep Subsidy Units</b>		
Studio	\$ 375	1
1 Bedroom Accessible	\$ 375	5
1 Bedroom	\$ 375	5
<b>50% of Units: Rent Geared to Income</b>		
1 Bedroom Accessible	\$ 744	5
1 Bedroom	\$ 744	22
2 Bedroom	\$ 980	3
<b>30% of Units: Affordable</b>		
1 Bedroom	\$1,495	10
1 Bedroom + Den	\$1,550	5
2 Bedroom	\$1,900	2
<b>Total</b>		<b>58</b>

*Alignment with Existing Plans & Strategies*

This report is in alignment with the CRHC Major Capital Plan (2021-2025).

**CONCLUSION**

The proposed budget of \$19,833,209 for the project has been approved by BCHMC. CRHC must secure construction and take-out financing to complete the development of 2780 Spencer Road. A joint review of the 50% design package took place in early 2021 and resulted in a projected increase of \$406,254 to the total project cost, which increases initial budget of \$19,476,955 as detailed in the approved Major Capital Plan (2021-2025) to \$19,883,209. Staff therefore are requesting authorization to continue pursuing this project at the increased budget total. If approved, staff will revise the Major Capital Plan (2021-2025) as part of the quarterly plan amendment process to more accurately reflect the actual expenditures in 2021 and the anticipated costs in 2022 to close out the development of this 58 unit affordable housing project located at 2780 Spencer Road.

**RECOMMENDATION**

The Hospitals and Housing Committee recommends to the Capital Region Housing Corporation Board:

- 1) That the Major Capital Plan (2021-2025) be amended, and the final project budget for 2780 Spencer Road be approved at a value of \$19,883,209;
- 2) That the resolutions, attached as Appendix A and Appendix B and required by BC Housing Management Commission to authorize the execution of the Section 219 Covenant and the Loan and Mortgage documents for 2780 Spencer Road (PID 031-284-914) be approved; and,
- 3) That duly authorized staff or executive officer(s) be authorized to do all things necessary to effect the project and take such steps as are required to conclude the purchase and construction, as set out in the letter of intent.

Submitted by:	Don Elliott, MUP, Senior Manager, Regional Housing
Concurrence:	Kevin Lorette, P. Eng., MBA, General Manager, Planning & Protective Services
Concurrence:	Nelson Chan, MBA, FCPA, FCMA, Chief Financial Officer
Concurrence:	Robert Lapham, MCIP, RPP, Chief Administrative Officer

**ATTACHMENTS:**

- Appendix A: 2780 Spencer Road Resolution of Directors - Repayable
- Appendix B: 2780 Spencer Road Resolution of Directors - Forgivable

**CAPITAL REGION HOUSING CORPORATION**  
(the "Borrower")

CERTIFIED COPY OF

RESOLUTION OF DIRECTORS

"WHEREAS the Borrower has leased or will be leasing the property at 2780 SPENCER ROAD, VICTORIA, BC legally described as:

**PID: 031-284-914, LOT 4 SECTION 99 ESQUIMALT DISTRICT PLAN EPP103878**

(the "Property") and will be operating a housing project on the Property (the "Project") under the British Columbia Housing Management Commission ("BCHMC") Building BC: Community Housing Fund; and

WHEREAS the Borrower needs to borrow money in order to facilitate the construction of the Project;

BE IT RESOLVED THAT:

1. The Borrower borrow up to a maximum amount of \$13,983,209 by way of a repayable loan secured by a mortgage, including authorization for the long term financing from a Take-Out Lender, to facilitate the construction of the Project and grant to BCHMC a covenant restricting the use of the Property in accordance with the Loan Commitment Letter;
2. The Borrower execute and deliver all documents required by BCHMC or the lender of the monies, including any takeout lender, in such form and containing such terms, covenants, provisos and conditions as are satisfactory to or required by them, including without limitation a Section 219 covenant, an HPA Covenant, a mortgage and affordable housing agreement (if applicable) and operator/operating agreement; and
3. Robert Kenneth Lapham, Chief Administrative Officer and Nelson Chan, Chief Financial Officer or their authorized delegates, 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 Property and the Project 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 BCHMC or the lender of the monies."

I, \_\_\_\_\_, THE UNDERSIGNED, \_\_\_\_\_ of **CAPITAL REGION HOUSING CORPORATION** 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

\_\_\_\_\_  
(Secretary or President)

**CAPITAL REGION HOUSING CORPORATION**  
(the "Borrower")

CERTIFIED COPY OF  
RESOLUTION OF DIRECTORS

"WHEREAS the Borrower has leased or will be leasing the property at 2780 SPENCER ROAD, VICTORIA, BC legally described as:

**PID: 031-284-914, LOT 4 SECTION 99 ESQUIMALT DISTRICT PLAN EPP103878**  
(the "Property") and will be operating a housing project on the Property (the "Project") under the British Columbia Housing Management Commission ("BCHMC") Building BC: Community Housing Fund; and

WHEREAS the Borrower needs to borrow money in order to facilitate the construction of the Project;

BE IT RESOLVED THAT:

- 1. The Borrower borrow up to a maximum amount of \$5,900,000 by way of a forgivable loan secured by a mortgage to facilitate the construction of the Project and grant to BCHMC a covenant restricting the use of the Property in accordance with the Loan Commitment Letter;
- 2. The Borrower execute and deliver all documents required by BCHMC or the lender of the monies, including any takeout lender, in such form and containing such terms, covenants, provisos and conditions as are satisfactory to or required by them, including without limitation a Section 219 covenant, an HPA Covenant, a mortgage and affordable housing agreement (if applicable) and operator/operating agreement; and
- 3. Robert Kenneth Lapham, Chief Administrative Officer and Nelson Chan, Chief Financial Officer or their authorized delegates, 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 Property and the Project 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 BCHMC or the lender of the monies."

I, \_\_\_\_\_, THE UNDERSIGNED, \_\_\_\_\_ of CAPITAL REGION HOUSING CORPORATION 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

\_\_\_\_\_  
(Secretary or President)

**REPORT TO HOSPITALS AND HOUSING COMMITTEE  
MEETING OF WEDNESDAY, FEBRUARY 01, 2023**

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**SUBJECT**     **Tenant Advisory Committee Year-End Reporting**

**ISSUE SUMMARY**

To provide the Capital Regional District's (CRD) Hospitals and Housing Committee (HHC) an overview of 2022 activities of the Tenant Advisory Committee (TAC) in accordance with the TAC Terms of Reference.

**BACKGROUND**

At the April 11, 2018 CRD Board meeting, the TAC was established through the HHC. The recommended membership of the TAC includes the Chair or a delegate of the HHC and up to eight tenant representatives in good standing. Tenants in good standing are individuals who have been tenants with the Capital Region Housing Corporation (CRHC) for 12 consecutive months, have paid their rent on time and in full for the previous six months, have maintained their unit in good condition with no damage in excess of normal wear and tear, and have ensured that their standard of conduct has not resulted in a warning letter from CRHC.

The purpose of the TAC, through the HHC, is to promote effective communication, engagement and collaboration between the CRHC and its tenants, and provide information, feedback and advice regarding tenant-related policies and programs to support healthier and more livable communities. An overview of 2022 TAC activities is attached as Appendix A – Tenant Advisory Committee 2022 Annual Work Plan.

**IMPLICATIONS**

*Social Implications*

Staff received feedback from TAC in 2020 that additional clarity on the specific role of TAC members on identified work plan items would support increased engagement and would solicit more fulsome feedback. Therefore, the subsequent Annual Work Plans have been built using the International Association for Public Participation (IAP2) spectrum for public participation with the intent of introducing increased clarity on the purpose of engaging TAC on the work plan items. This can be seen in the specific anticipated outcomes as outlined in the Plan. The TAC met a total of five times in 2022 beginning with 2021-year end reporting, new member orientation, election of TAC Co-chair and reviewing carry over items from the 2021 Annual Work Plan. Staff worked in support of hybrid meetings through 2022 as very few TAC members were able to attend in-person meetings. The change to an electronic format resulted in more engaged participation during the meeting. However, there were instances where members were absent for multiple meetings and staff are working to continue to increase participation rates for 2023.

The TAC approved the 2022 Annual Work Plan in Q2, 2022, which informed how staff were able to advance specific items forward to the TAC for information, consultation, or involvement. The TAC moved through all the identified 2022 Annual Work Plan items that touched on various programs and pilots implemented by CRHC, this included waste disposal, safety issues, tenant engagement and retention. The 2023 Annual Work Plan will be developed once the new CRD's Board strategic goals have been identified.

*Service Delivery Implications*

The TAC plays an important role in providing information, feedback and advice to CRHC staff. In total, the TAC tackled four specific items in the 2022 Annual Work Plan. All four items allowed for input on how staff could raise awareness among all tenants and speak to future ideas regarding tenant engagement and retention. All of the objectives and outcomes of the 2022 Work Plan were achieved.

Tenant Engagement (TE) as a related function of the TAC continues to be impacted by COVID-19 regulations, particularly in CRHC’s apartments for seniors and people with disabilities, many of whom are still being very cautious with regard to contacts and interactions. Safety and tenant led social groups was examined with the assistance of the TAC and several ideas were put forward for review. TE continues to maintain relationships with vulnerable tenants and partner organizations to support eviction prevention and quality of life for CRHC tenants.

*Operational Implications*

As the CRHC continues to grow and the tenant populations within properties operated by the CRHC continue to evolve, the demands on available staff capacity are expected to increase. The staff supporting the activities of the TAC as those same staff who support vulnerable tenancies and work to organize and enable in-building, community-building activities. Through the pandemic there was limited opportunity to host tenant events at the various properties, but 2023 is expected to present new opportunities to bring households together. Therefore, staff will work with the TAC and consider their role within the context of the growing corporation of more than 50 unique buildings and the shifting needs of tenants. This will ensure the planning for 2023 can occur within a context where tenant needs, corporate requirements and operational capacity can all be considered.

**CONCLUSION**

The TAC continues to play an important role in providing information, feedback and advice regarding tenant-related policies and programs to support healthier and more livable communities across CRHC’s more than 50 buildings. Staff made efforts to introduce enhanced clarity for TAC members on an item-by-item basis to increase the quality of engagement and support the continued participation of TAC members. 2023 will present new opportunities to engage tenants, which will be considered through considering tenant needs, corporate requirements, and available operational capacity.

**RECOMMENDATION**

There is no recommendation. This report is for information only.

Submitted by:	Don Elliott, MUP, Senior Manager, Regional Housing
Concurrence:	Kevin Lorette, P. Eng., MBA, General Manager, Planning & Protective Services
Concurrence:	Ted Robbins, B. Sc., C. Tech., Chief Administrative Officer

**ATTACHMENT:**

Appendix A: Tenant Advisory Committee 2022 Annual Work Plan

TENANT ADVISORY COMMITTEE								
2022 ANNUAL WORK PLAN								
Goals	S/N	Key Tasks	Status	Timeframe	Lead	Meeting Format	Resources	Anticipated Outcomes
1.0 Recommend Priorities	1.1	Provided TAC with items that remain from 2021 and requested input of TAC members to inform priorities for 2022 Work Plan.	Complete	Feb/April	TAC	1. Present items not tackled in 2021.		<b>Consult:</b> Receive and review survey results to identify priorities for 2022.
	1.2	Approval of 2022 Annual Work Plan	Complete	April	TAC	1. 2022 Work Plan		<b>Empower:</b> Receive and review draft 2022 Work Plan to see how CRHC staff have incorporated 2022 TAC priorities into operational activities.
	1.3	Carry out survey or facilitated conversation of TAC members to inform priorities for 2023 Work Plan.	In progress	December	TAC	1. Survey Distributed		<b>Involve:</b> Develop and launch survey to help inform 2023 Work Plan.
2.0 Improve Tenant Satisfaction	2.1	Garbage & Recycling	Complete	September	STAFF	1. Items highlighted from facilitated conversation in 2021 (Accessibility & Pride of Place/Place-Making Activities) a. Presentation on household garbage & recycling removal (contracted service provider vs tenant responsibility). b. Facilitated discussion: Identification of engagement and raising awareness of roles to improve all measures including disposal & recycling behaviours, environmental mindfulness and managing costs.	Kate/Sharon	<b>Inform:</b> Staff to provide overview of waste management at sites; CT role vs contractor role including tenant role. <b>Consult:</b> Identification of engagement and raising awareness of roles to improve all measures including disposal & recycling behaviours, environmental mindfulness and managing costs.
	2.2	Safety Issues and CRHC Processes	Complete	June	STAFF	1. Presentation on Rules, Enforcement, Rights/Responsibility and the law. a. Guests & tenant responsibilities for guests.	Kate/Sharon	<b>Inform:</b> Staff to provide outline of the law governing tenancies as it relates to safety issues. Sharing the impact these laws have on CRHC's policies (such as; eviction prevention, guests and tenant responsibility for guests), procedures, rules and enforcement throughout tenancies. <b>Consult:</b> Raising awareness among tenants about responsibilities of tenant vs landlord.
3.0 Inform Development of Tenant Engagement Plans	3.1	Tenant Engagement Overview	Complete	April; carried forward to June	STAFF	1. Presentation on Tenant Engagement activities. (Community building within Community) a. Facilitated discussion: Community Resources available and which hold interest. (Connect & Prepare, Foodshare, My Great Neighbourhood, CoV Seedlings, etc.) vs internal ideas and capacity of CRHC and Tenant Communities (Tenant groups, special events, etc.)	Kate	<b>Inform:</b> Staff will provide information on the current way in which tenant led social groups get organized. Highlighting the resources available through CRHC. <b>Consult:</b> Facilitated discussion to examine engagement successes and areas of focus for the future. <b>Involve:</b> To work with TAC members to determine strategies for future engagement opportunities (art projects, Indigenous events, best practices).
4.0 Provide Feedback on Policy	4.1	Tenant Retention	Complete	December	STAFF	1. Presentation on the value of Tenant Retention. a. Facilitated discussion: Brainstorm ideas and items that may be valuable to tenants broadly.	Kate/Sharon	<b>Inform:</b> Staff to provide overview of existing tenant base. Provide details on services available to tenants. What CRHC hears as value to existing tenants. <b>Consult:</b> CRHC asks for feedback from TAC on other items or aspects that they may value, rate the suggested items. (Poll Anywhere) <b>Inform:</b> Staff will provide a memo outlining the benefits & challenges of providing items flagged as value items to retain tenants. Categorize and prioritize to select items to pilot.