

# Public Minutes

November 3, 2010

Toronto Community Housing



## Board of Directors

931 Yonge Street  
Toronto M4W 2H2

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The Board of Directors of the Toronto Community Housing Corporation met on Wednesday, November 3, 2010 in the Main Floor Conference Room, 931 Yonge Street, Toronto at 10:00 a.m.

**Directors in Attendance:** Mr. David Mitchell, Chair (exited meeting at 12:00 p.m.)  
Ms. Sheerin Sheikh (designated as Chair at 12:00 p.m.)  
Ms. Zahra Dhanani  
Councillor Paula Fletcher  
Mr. Dan King  
Councillor Anthony Perruzza  
Mr. Ron Struys  
Ms. Catherine Wilkinson

**Directors Absent:** Councillor Suzan Hall  
Ms. Michelle Joseph  
Mr. Greg Kalil  
Councillor Giorgio Mammoliti  
Ms. Carol Osler

**Also present:** Ms. Keiko Nakamura, Chief Executive Officer  
Mr. Harold Ball, VP, Human Resources  
Mr. John Fox, VP, Development (Acting) and General Counsel – Development  
Ms. Mitzie Hunter, Chief Administrative Officer  
Mr. Len Koroneos, Chief Financial Officer and Treasurer  
Ms. Deborah Simon, Chief Operating Officer  
Mr. Howie Wong, General Counsel and Corporate Secretary

Mr. David Mitchell, Chair, called the meeting to order, and Janice Parker served as recording secretary.

### **DECLARATION OF CONFLICT OF INTEREST**

The Chair requested members of the Board of Directors to indicate any agenda Item in which they had a conflict of interest, together with the nature of the interest. None were declared.

**MINUTES**                      **CONFIRMATION OF BOARD MINUTES OF THE TORONTO  
COMMUNITY HOUSING CORPORATION FOR AUGUST 6, 2010**

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*Motion carried*    The Board had before it the draft Board minutes for the August 6, 2010 public meeting.

**ON MOTION DULY MADE** by Councillor Paula Fletcher, seconded by Ms. Catherine Wilkinson, the Board of Directors confirmed the above-captioned minutes without amendment.

**APPROVAL OF AGENDA AND REVIEW OF AGENDA ORDER**

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The agenda was approved with the following changes:

- due to a delay on the subway system, Items 1a, 1b and 2 were moved to later on the agenda and followed item 3 in order to allow the pre-registered deputants more time to arrive.

**DEPUTATIONS**

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The Chair polled for any deputations to be heard at the meeting.

The following individuals provided deputations in relation to items on the agenda:

- Kathy Kunsmann, Tenant, verbal deputation regarding Item 1a – Eviction Prevention Workplan
- Pat McKendry, Tenant, written deputation regarding Item 2 – Revisions to the Deputation Policy

The Chair introduced his daughter who was attending the meeting as part of Take Your Kids to Work Day.

**ON MOTION DULY MADE** by Councillor Paula Fletcher, seconded by Ms. Zahra Dhanani, the Board of Directors unanimously welcomed Miss Mitchell to the meeting.

The Chair announced that with the recent City elections there will be changes to the Councillor members on the Toronto Community Housing Board. The current Councillors will remain on the Board until City Council appoints a change in representation. City Council will elect its designates for the Toronto Community Housing Board in December. The Chair took the opportunity to thank Councillors Hall, Fletcher, Mammoliti and Perruzza for their work on the Board.

Councillor Paula Fletcher thanked the Chair for his kind remarks. Councillor Fletcher noted that the members on the Board have been exceptional and she praised the mixed model Board. She emphasized that she will continue to be a booster for Toronto Community Housing Corporation. She requested that the attendance records from the

Board meetings be forwarded to the City Manager to show how councillors have been performing.

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**ITEM 1a                    EVICTION PREVENTION WORKPLAN                    TCHC:2010-105**

*Motion carried*    The Board of Directors had before it the above-captioned report (TCHC:2010-105) from the Chief Executive Officer.

Kathy Kunsmann, a tenant of Toronto Community Housing, provided a verbal deputation to the Board.

The Board thanked Ms. Kunsmann for her deputation.

Ms. Keiko Nakamura summarized the report, highlighting:

- 4 of the 9 data measures have been completed
- the number of evictions for arrears has been reduced by 60%
- the amount of arrears has increased by 42%
- staff is being cautious to ensure that they help tenants however the corporation needs to find balance in this regard by helping tenants manage their arrears
- more mediated agreements have been entered into

In response to a query from the Board, Ms. Nakamura advised that the corporation is paying a significant amount of attention to the issue of excessive belongings. Staff are working internally and collaboratively with groups such as Fire Services and Public Health officials to develop a protocol.

The Board raised a concern over a decrease in the number of repayment agreements from 2009 despite the fact that the number of evictions has gone down. Ms. Nakamura reported that the corporation has normally experienced a healthy number of repayment agreements so an increase in this area does not necessarily show success. Our numbers are fairly consistent in this area.

The Board offered a number of comments on the report for staff.

**ON MOTION MADE** by Ms. Catherine Wilkinson, seconded by Mr. Dan King, the Board of Directors unanimously received the report for information.

**ITEM 1b**            **EVICITION PREVENTION WORKPLAN PROGRESS  
UPDATE – OCTOBER 2010**

TCHC:2010-106

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*Motion carried*    The Board of Directors had before it the above-captioned report (TCHC:2010-106) from the Chief Executive Officer.

The Board provided a number of comments on the report, including working with the Anti-Ableism Committee in educating tenants on new policies, providing refresher information to all staff on how and when to involve or communicate with the Public Guardian and Trustee, and the need to develop relationships between tenant representatives and site staff.

In response to a question from the Board, Ms. Nakamura responded that there is a base funding amount to enable the CMP based initiatives to be met; although in some areas, we are still awaiting funding confirmations. Staff is still reviewing workload and IT impacts. If there are additional costs, this will come to the Board when the 2011 Operating Plan is presented.

**ON MOTION MADE** by Councillor Paula Fletcher, seconded by Mr. Ron Struys, the Board of Directors unanimously received the report for information and further recommended that:

- (1) the Board receive a report in the first quarter of 2011 for a protocol for increased inspection of units identified for excessive belongings during the annual inspection; and
- (2) resources, or lack thereof, to assist those residents with excessive belongings be identified and included in the report to the Board.

**ITEM 2**            **REVISIONS TO THE DEPUTATION POLICY**

TCHC:2010-89

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*Motion carried*    The Board of Directors had before it the above-captioned report (TCHC:2010-89) from the Chief Executive Officer.

The Board had a discussion around the need to change the wording on page 2 of the policy where it reads “Deputants are required to inform the Board Secretary of their intent to depute one day in advance of the meeting ...” Some members felt that the word “required” should be changed to “requested” whereas others felt that this was a fair requirement.

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The Board requested that an education and communication strategy for the amended policy be developed so that tenants are aware of the procedures.

A concern was raised that the amended policy did not involve tenant consultation and that review of the policy should be made within a 2-year time frame. Ms. Nakamura reported that the changes in the policy took into consideration the comments made by tenants at previous Board meetings on what changes were needed.

**ON MOTION MADE** by Councillor Paula Fletcher, seconded by Ms. Sheerin Sheikh, the Board of Directors approved the amendment of the Deputation Policy subject to:

- (1) removing the requirement to include a concise summary of deputations, whether written or oral, to the Board to form part of the meeting minutes; and
- (2) changing the wording on page 2 from “Deputants are required to inform the Board Secretary of their intent to depute ...” to “Deputants are requested to inform the Board Secretary of their intent to depute ...”

**PROPOSAL FOR YOUTH TENANT BOARD MEMBERS**

**ITEM 3**

TCHC:2010-90

*Deferred*

The Board of Directors had before it the above-captioned report (TCHC:2010-90) from the Chair of the Board of Directors.

Keiko Nakamura, CEO, summarized the report noting that the change would help offset the challenge of low councillor attendance and would provide leadership opportunities for young people.

In response to a query from the Board, Ms. Nakamura reported that the City’s other ABC Board models and various empowerment models were reviewed and it was felt that the proposal gives youth a voice and vote on the Board.

The Board emphasized the importance of tenant consultation before making a decision. It was suggested that the proposal also consider representation from seniors, aboriginals, and tenants with disabilities. The Board discussed the selection process for candidates.

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It was suggested that the timing for making this change may not be right.

Ms. Zahra Dhanani made motion to approve the recommendations with the process and timing to be determined. There was no seconder to the motion.

Ms. Nakamura advised that if the Board decides to defer the report, they would need to wait for another term until a change in composition could be requested as City Council is expected to appointed Councillors to the Board shortly.

The Board requested that staff take a further look at other models and configurations, including the possibility of 3 Councillors and 3 tenants.

**ON MOTION MADE** by Mr. Ron Struys, seconded by Mr. Dan King, the Board of Directors deferred the recommendations in the report.

Ms. Zahra Dhanani opposed the motion.

Councillor Paula Fletcher abstained from voting.

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**ITEM 4                      UNITED WAY – CORPORATE CONTRIBUTION                      TCHC:2010-107**

*Motion carried*    The Board of Directors had before it the above-captioned report (TCHC:2010-107) from the Chief Executive Officer.

**ON MOTION MADE** by Councillor Paula Fletcher, seconded by Ms. Catherine Wilkinson, the Board of Directors approved the recommendations in the report to:

- (1) authorize a corporate gift to the United Way of Greater Toronto (UWGT) in 2010 matching, on a dollar for dollar basis, the amount employees donate through payroll deductions and other fundraising activities not to exceed a corporate contribution cap of \$70,000, and
- (2) authorize the appropriate Toronto Community Housing officials to take the necessary actions to give effect to the recommendation.

**ITEM 5**                      **APPOINTMENT OF NEW CHIEF FINANCIAL OFFICER AND TREASURER AND NEW CHIEF OPERATING OFFICER**                      TCHC:2010-108

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*Motion carried*      The Board of Directors had before it the above-captioned report (TCHC:2010-108) from the Chief Executive Officer.

On behalf of the Board, the Chair thanked Mr. Gordon Chu for his hard work and service to Toronto Community Housing Corporation and wished him well in his retirement. The Chair thanked Mr. Steve Floros for his dedication and perseverance while acting as Chief Operating Officer and commended him for the various projects he led while in that position.

The Chair then welcomed the new Chief Financial Officer and Treasurer, Mr. Len Koroneos, and the new Chief Operating Officer, Ms. Deborah Simon, to their new roles and to Toronto Community Housing Corporation.

**ON MOTION MADE** by Ms. Catherine Wilkinson, seconded by Mr. Dan King, the Board of Directors authorized and approved the following recommendations:

- (1) the appointment of Len Koroneos as the Chief Financial Officer and Treasurer of Toronto Community Housing Corporation effective October 8, 2010;
- (2) the appointment of Deborah Simon as the Chief Operating Officer of Toronto Community Housing Corporation effective October 12, 2010;
- (3) the Chair to offer recognition and thanks for the contributions made by Gordon Chu and Steve Floros on behalf of the Board of Directors; and
- (4) the CEO (or her designate) to take all necessary actions and execute all documents as required to implement the above resolution.

At 12:00 p.m., the Chair, Mr. David Mitchell announced that he had to leave the meeting for another engagement and designated Ms. Sheerin Sheikh to take over as Chair for the remainder of the meeting.

**IN CAMERA PROCEEDINGS**

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*Motion carried*     **ON MOTION DULY MADE** by Mr. Dan King, seconded by Ms. Catherine Wilkinson, the Board of Directors unanimously resolved to meet “in camera” to consider items A, B, C, D, E, F, G and H.

**PUBLIC PROCEEDINGS**

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*Motions carried*     **ON MOTION DULY MADE** by Councillor Paula Fletcher, seconded by Ms. Catherine Wilkinson, the Board of Directors unanimously approved resumption of the public proceedings at 12:05 p.m. and the public meeting reconvened at that time.

**ON MOTION DULY MADE** by Councillor Paula Fletcher, seconded by Ms. Catherine Wilkinson, the Board of Directors unanimously ratified the actions authorized during the “*in camera*” meeting.

Ms. Zahra Dhanani left the meeting at 12:05 p.m.

**ITEM 6                      BOARD OF DIRECTORS 2010 PERFORMANCE SCORECARD – 2<sup>ND</sup> QUARTER                      TCHC:2010-102**

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The Board of Directors had before it the above-captioned report (TCHC:2010-102) from the Chief Executive Officer.

The Board requested that staff develop key performance indicators on maintenance requests to help determine whether service is improving.

The Board provided several comments on the report relating to the areas of tenant and staff education regarding utility usage, the financial impact of a decline in service levels, and options to improve Rentable Unit Average Turnaround Time.

The Board requested a report from staff on the strategy for dealing with hard-to-rent units.

The Board requested that they be notified when changes are made to staff directors and the portfolios they oversee.

The Board requested that staff develop measures to show whether the Integrated Pest Management Strategy is working to reduce bed bugs and report back to the Board with the results.



The Board of Directors received the report for information.

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**ITEM 7      LAWRENCE HEIGHTS REVITALIZATION PLAN:  
APPROVAL BY CITY COUNCIL      TCHC:2010-95**

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The Board of Directors had before it the above-captioned report (TCHC:2010-95) from the Chief Executive Officer.

The Board emphasized the need for staff to consider all aspects of the revitalization plan before submitting to the City.

The Board of Directors received the report for information.

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**ITEM 8      HOUSING WORKS – SALE OF 5 SINGLE FAMILY  
HOUSES      TCHC:2010-92**

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The Board of Directors had before it the above-captioned report (TCHC:2010-92) from the Chief Executive Officer.

The Board of Directors received the report for information.

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**ITEM 9      TORONTO CITY COUNCIL DECISION RE:  
TORONTO COMMUNITY HOUSING'S COMMUNITY  
MANAGEMENT PLAN FOLLOW UP RESPONSE      TCHC:2010-93**

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The Board of Directors had before it the above-captioned report (TCHC:2010-93) from the Chief Executive Officer.

The Board of Directors received the report for information.

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**ITEM 10      2009 ANNUAL GENERAL MEETING      TCHC:2010-109**

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The Board of Directors had before it the above-captioned report (TCHC:2010-109) from the Chief Executive Officer.

The Board of Directors received the report for information.

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**ITEM 11      RECEIPT OF BOARD COMMITTEES PUBLIC  
MINUTES      TCHC:2010-87**

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The Board of Directors had before it the above-captioned minutes

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(TCHC:2010-87) from the following Committees:

- Building & Investment Committee – July 16, 2010
- Tenant & Community Services Committee – July 16, 2010
- Corporate Affairs Committee – July 14, 2010

The Board received the Committee minutes for information.

**ADJOURNMENT**

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The meeting adjourned at 12:16 p.m.

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Secretary

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Chair