

Public Minutes

December 13, 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 Monday, December 13, 2010 in the Main Floor Conference Room, 931 Yonge Street, Toronto at 9:42 a.m.

Directors in Attendance: Mr. David Mitchell, Chair
Ms. Michelle Joseph
Mr. Greg Kalil
Mr. Dan King
Councillor Frances Nunziata
Ms. Carol Osler
Ms. Sheerin Sheikh
Mr. Ron Struys
Ms. Catherine Wilkinson

Directors Absent: Councillor Maria Augimeri
Councillor Raymond Cho
Ms. Zahra Dhanani
Councillor John Parker

Also present: Keiko Nakamura, Chief Executive Officer
Marta Asturi, Assistant Corporate Secretary & Legal Counsel
Harold Ball, VP, Human Resources
Mitzie Hunter, Chief Administrative Officer
Len Koroneos, Chief Financial Officer
Howie Wong, General Counsel & Corporate Secretary

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

The Chair welcomed Councillor Nunziata to Toronto Community Housing and the other Board members introduced themselves.

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.

APPROVAL OF AGENDA AND REVIEW OF AGENDA ORDER

The agenda was approved as circulated.

MINUTES CONFIRMATION OF BOARD MINUTES OF TORONTO COMMUNITY HOUSING CORPORATION FOR NOVEMBER 3, 2010

Motion carried The Board had before it the draft Board minutes for the November 3, 2010 public meeting.

ON MOTION DULY MADE by Ms. Sheerin Sheikh, seconded by Ms. Catherine Wilkinson, the Board of Directors confirmed the above-captioned minutes as circulated.

DEPUTATIONS

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

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

- Mr. Albert Hoogenboom, Tenant Representative, verbal and written deputation regarding Item 1 – 2011 Operating Plan (Interim)
- Ms. Beverly Smith, Tenant, verbal deputation regarding Item 1 – 2011 Operating Plan (Interim)
- Ms. Kathy Kunsmann, Tenant, verbal deputation regarding Item 4 – Board of Directors 2010 Performance Scorecard – 3rd Quarter

ITEM 1 2011 OPERATING PLAN (INTERIM) TCHC:2010-114

Motion carried The Board of Directors had before it the above-captioned report (TCHC:2010-114) from the Building & Investment Committee.

Albert Hoogenboom and Beverly Smith, tenants of Toronto Community Housing, provided verbal deputations to the Board.

The Board thanked Mr. Hoogenboom and Ms. Smith for their deputations.

In response to a query from the Board, Ms. Nakamura explained that the insurance costs in the 2011 Operating Plan are higher due to an increase in insurance claims, higher premiums and a provision for the Wellesley fire.

Ms. Nakamura advised that costs related to 200 Wellesley and the LeSage recommendations are included in the plan under investments for Strengthening People (\$2.4M).

The Board questioned whether the increase in serious crime shown in Q3 should impact the 2011 Operating Plan. Ms. Nakamura reported that community safety costs have increased by 2.5% as with other areas due to inflationary increases as per labour contracts. Approximately \$1.5M has been worked into the capital funds for community safety initiatives and events. The Board discussed the need to look at ways to improve community safety and whether the Operating Plan provides adequate funding in this area. Ms. Nakamura advised that the serious crime statistics in Q3 are a result of seasonal changes and an overall increase in crime in the City. Staff is considering strategies for summer months and working with Toronto Police Services to increase community policing. The Board and staff discussed the need to look at ways to deal with the increases in serious crime through the reallocation of resources rather than increasing the costs of the program.

In response to a question from the Board regarding vacancy loss, Ms. Nakamura advised that staff will bring forward a report in 2011 with various strategies for dealing with hard-to-rent units.

In reply to a question from the Board regarding a decrease in funding in 2011 for the Accessibility Program, Ms. Nakamura advised that staff will bring forward an update on this program to the Board when the 2011 budget comes forward. A portion of the money in the program was used to retrofit individual units. Many of the buildings and common space areas are now compliant.

ON MOTION DULY MADE by Ms. Sheerin Sheikh, seconded by Mr. Ron Struys, the Board of Directors unanimously approved the recommendations in the report to:

- (1) approve the 2011 Operating Plan (Interim) as detailed in the attached Appendix "A" to give the CEO spending authority for 2011, pending confirmation of funding level from the Service Manager (City of Toronto) and the further refinement of 2011 revenue/expenditures;
- (2) direct the CEO to report to the Board of Directors upon approval of subsidy levels and SHRRP capital grants by the Service Manager (City of Toronto) and any further budget refinements; and
- (3) authorize the appropriate Toronto Community Housing officials to take the necessary action to give effect to the recommendations.

ITEM 2 2011 MORTGAGE RENEWALS

TCHC:2010-115

Motion carried The Board of Directors had before it the above-captioned report (TCHC:2010-115) from the Building & Investment Committee.

Ms. Nakamura presented an overview of the report and noted that any form of interest rate adjustment (whether positive or negative) will be borne by the City as a cost pass through. The Board requested details on the savings from the mortgage renewals.

ON MOTION DULY MADE by Mr. Greg Kalil, seconded by Mr. Ron Struys, the Board of Directors unanimously approved the recommendations in the report to:

- (1) authorize the renewal, through the Ministry of Municipal Affairs and Housing, of Toronto Community Housing Corporation's mortgage obligations maturing in 2011 as detailed in Appendix "A" by adopting the attached Resolution set forth in Appendix "1";
- (2) authorize the renewal of mortgage/loan accounts with the current lenders, Canadian Mortgage and Housing Corporation and the City of Toronto, for accounts not covered by the Ministry of Municipal Affairs and Housing refinancing as detailed in Schedule "A" on terms and conditions satisfactory to the CEO; and
- (3) authorize the CEO and/or CFO of the Corporation to take the necessary action to give effect to Recommendations (1) and (2).

ITEM 3 SOCIAL INVESTMENT FUND RESTRUCTURING REPORT

TCHC:2010-120

Motion carried The Board of Directors had before it the above-captioned report (TCHC:2010-120) from the Tenant & Community Services Committee.

Ms. Nakamura presented an overview of the report.

The Board requested that staff look for good news stories to couple with our corporate communications and that staff consider focusing on 2 or 3 of the 6 outcomes per year in order to really effect change.

The Board requested that staff look into establishing a foundation for Toronto Community Housing in order to attract larger corporate funding. Ms. Nakamura advised that a foundation was set up for Regent Park to

support affordable housing and advised that she will have staff look into this.

ON MOTION DULY MADE by Ms. Carol Osler, seconded by Mr. Greg Kalil, the Board of Directors unanimously approved the recommendations in the report to:

- (1) authorize the allocation of annual Social Investment funding into two funding streams, effective January 2011;
 - a. Stream 1: Innovation Grants - \$400,000
 - b. Stream 2: Community Investment Grants - \$600,000
- (2) revise the Terms of Reference to expand the membership of the SIF Grant Review Committee from eight to twelve members in order to include two additional youth and two additional tenant leaders, as well as have tenant membership rotate annually to ensure increased tenant involvement in decision making;
- (3) authorize staff to develop an honoraria policy for tenant and community members of the Grant Review committee;
- (4) reduce the number of annual deadlines for agency supported grants from four deadlines to three;
- (5) authorize staff to realign Social Investment Fund priorities with the Strengthening People Focus area of the 2010 Community Management Plan;
- (6) receive for information the Social Investment Fund Six Year Review and Analysis; and
- (7) authorize the appropriate officials of the Corporation to take the necessary action to give effect to the above recommendations.

ITEM 4

**BOARD OF DIRECTORS 2010 PERFORMANCE
SCORECARD – 3RD QUARTER**

TCHC:2010-122

Motion carried The Board of Directors had before it the above-captioned report (TCHC:2010-122) 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. Nakamura presented an overview of the report highlighting the five areas with a “red” rating and how staff is working to improve these areas.

In response to a query from the Board about how staff is managing costs with respect to utilities, Philip Jeung reported that staff have been forecasting and buying gas when the cost is low. Staff buys for the next two years.

The Board emphasized that the scorecard is a good way to keep the public informed of both our successes and areas where we need to improve. There is a need to highlight that we are a social housing provider and not equipped to solve all problem areas beyond our capabilities.

The Board expressed a concern that MLS (Municipal Licensing & Standards) orders are too high, capital repair spends are slipping, and there is a need to convert vacant units into rentable units. Ms. Nakamura reported that she is working with the City to look at strategies to convert units into more rentable units however the cost to convert is high. She will report to the Board at its first meeting in 2011 with a strategy report to deal with this issue.

In response to a question from the Board, Ms. Nakamura reported that staff is working closely with MLS to resolve problems and work through timing issues. Staff is also working with contract management companies to ensure that they are resolving issues in their portfolios.

The Board inquired about the attributes with the Toronto Police Services working relationships. Ms. Nakamura reported that staff is working with Division commands to develop strategies during both low and high crime times. Staff has found that officers are working mostly on parking issues and neighbour disputes. Staff also identify high risk areas and work with Toronto Police on these areas. Many of the individuals involved in serious crimes on our properties are not residents.

The Board requested a report on the corporation's community safety strategy and operating model at a future meeting. The Board would like some clarity on how resources are being used for the Special Constable Program.

The Board requested that staff split the arrears amount noted in the report into arrears for parking and rent arrears. In response to a question

from the Board, Ms. Nakamura advised that the City approved a by-law adjustment prohibiting charges for visitor parking. Toronto Community Housing and others have requested a grandfathering of certain buildings that were allowed to charge for parking before the by-law amendment. The Board looks forward to hearing about the outcome of this.

In response to a question from the Board, Ms. Nakamura advised that the Board will receive a report in March with the Capital Plan which will report on the status of various capital projects which were approved under the original plan and what has been completed post-SHRPP funding. She advised that the CFO has been working with Housing Services Inc. to have work booked ahead of time. The Capital Plan was also discussed at the Investment Committee meeting and there is concern for 2012 which will impact our investment strategy.

The Board requested that staff come back with a Customer Service Protocol for working with tenants with disabilities.

ON MOTION DULY MADE by Ms. Sheerin Sheikh, seconded by Mr. Greg Kalil, the Board of Directors unanimously received the report for information.

ITEM 5 RECEIPT OF BOARD COMMITTEES PUBLIC MINUTES TCHC:2010-118

The Board of Directors had before it the above-captioned minutes (TCHC:2010-118) from the following Committees:

- Building & Investment Committee – September 23, 2010
- Tenant & Community Services Committee – September 16, 2010
- Corporate Affairs Committee – September 8, 2010

ON MOTION DULY MADE by Mr. Greg Kalil, seconded by Mr. Dan King, the Board of Directors unanimously received the Committee public minutes for information.

IN CAMERA PROCEEDINGS

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

PUBLIC PROCEEDINGS

*Motions
carried*

ON MOTION DULY MADE by Mr. Greg Kalil, seconded by Ms. Sheerin Sheikh, the Board of Directors unanimously approved resumption of the public proceedings at 12:52 p.m. and the public meeting reconvened at that time.

ON MOTION DULY MADE by Mr. Greg Kalil, seconded by Mr. Dan King, the Board of Directors unanimously ratified the actions authorized during the "*in camera*" meeting.

ADJOURNMENT

The meeting adjourned at 12:52 p.m.

Secretary

Chair