



## **NIAGARA REGIONAL HOUSING**

*Campbell East, 3<sup>rd</sup> Floor*  
*2201 St. David's Road, P.O. Box 344*  
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### Minutes

#### **NIAGARA REGIONAL HOUSING Board of Directors Meeting**

**#131 – 2014**

NRH Boardroom  
Campbell East, 3<sup>rd</sup> Floor  
2201 St. David's Road  
Thorold, ON

April 25, 2014 – 9:00 A.M.

#### Attendees

##### Directors/

**Members:** S. Cordiner, H. D'Angela, K. Blackley, P. O'Neill,  
T. Rigby, K. Kendrick, K. Goka, J. Hyatt, B. Carroll,  
L. Allen at 9:20 A.M., D. Barrick at 9:34 A.M

**Regrets:** J. Osczytko, R. Katzman, B. Marshall

**NRH Staff:** L. Beckwith, M. MacLellan, M. Fearnside,  
W. Thompson, V. Amato

**Regional Staff:** K. Chislett, Commissioner Community Services  
D. Woiceshyn, Manager Shared Financial Services

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A quorum being present, the meeting was called to order at 9:03 A.M.

#### **1. Adoption of Agenda/Declaration of Conflict**

Add under Closed Session:  
Shared Services Agreement and Update on Broadoak Litigation

*Moved by T. Rigby*  
*Seconded by P. O'Neill*

***That the agenda be ADOPTED as amended.***

**CARRIED**

##### **Directors:**

Shirley Cordiner, Chair  
Public-at-Large, Fort Erie

Henry D'Angela, Vice-Chair  
Councillor, Thorold

Karen Blackley, Secretary  
Stakeholder, Thorold

Patrick O'Neill, Treasurer  
Stakeholder,  
Niagara-on-the-Lake

Linda Allen  
Tenant, St. Catharines

David Barrick,  
Councillor, Port Colborne

Barbara Carroll  
Public-at-large,  
St. Catharines

Ken Goka  
Stakeholder, Welland

James Hyatt  
Stakeholder, St. Catharines

Ronna Katzman  
Councillor, St. Catharines

Kelly Kendrick  
Fort Erie, Stakeholder

George Marshall  
Councillor, Welland

John Osczytko  
Public-at-Large, Welland

Tim Rigby,  
Councillor St. Catharines

No conflicts of interest were declared.

## 2. Approval of Minutes

### 2.1. Minutes of the March 28, 2014 Meeting

Revised page 1 was distributed.

*Moved by P. O'Neill  
Seconded by J. Hyatt*

***That the minutes of the March 28, 2014 meeting be ADOPTED.***

CARRIED

### 2.2. Business Arising – Closed Session 9:06 A.M.

*Moved by J. Hyatt  
Seconded by P. O'Neill*

***That the NRH Board of Directors MOVE INTO closed session to consider information of a confidential nature regarding labour relations or employee negotiations - Recruitment, 2014 Job Rates and Shared Services Agreement and for litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board concerning an update on Broadoak.***

CARRIED

The only staff present were the General Manager and Executive Assistant.

#### 2.2.1. Recommended Recruitment Agency – Report IC 14-131-2.2.1.

*Moved by K. Blackley  
Seconded by P. O'Neill*

***That the NRH Board APPROVES the recommendation from the NRH Recruitment Committee to retain the services of Feldman Daxon Partners Inc. for the recruitment of the General Manager position.***

CARRIED

L. Allen joined the meeting at 9:20 A.M.

**2.2.2. Revised 2014 Job Rates – Report IC 14-131-2.2.2.**

2.2.2.A.

*Moved by T. Rigby**Seconded by K. Goka****That the NRH Board of Directors APPROVES the revised 2014 job rates as recommended by Human Resources for NRH pay grades 1 through 11.***

CARRIED

2.2.2.B.

For the next meeting staff was directed to:

1. have the Executive Search agency recommend a job rate for Grade 12;
2. complete a market survey of comparables and obtain salary ranges.

Action by: L. Beckwith

D. Barrick joined the meeting at 9:34 A.M.

2.2.2.C.

*Moved by B. Carroll**Seconded by K. Kendrick****That the Board of Directors APPROVES a full review and update of all job descriptions to ensure better internal alignment as well as appropriate alignment with the external market.***

CARRIED

**2.2.3. Shared Services Agreement – Diagram IC 14-131-2.2.3.***Moved by H. D'Angela**Seconded by K. Blackley****That the NRH Board of Directors SUPPORTS the direction taken by staff related to the Operational Support Unit.***

CARRIED

Staff was directed to conduct a Shared Services Review in Fall 2014.

Action by: GM

**2.2.4. Update on Broadoak litigation**

K. Kendrick declared a conflict with Micron and left the room.

M. Fearnside, Manager Housing Programs joined the meeting.

10:19 A.M. Kelly Kendrick returned to the meeting.

2.2.a. 10:22 A.M.

*Moved by T. Rigby*

*Seconded by P. O'Neill*

***That the NRH Board of Directors RISE with report.***

CARRIED

2.2.b.

Moved by T. Rigby

Seconded by J. Hyatt

***That the NRH Board of Directors APPROVES the holding of a special meeting as soon as legal counsel returns from vacation.***

CARRIED

Action by: L. Beckwith

10:25 A.M.

K. Chislett, M. MacLellan, W. Thompson and D. Mino joined the meeting.

### 3. **Presentation – Service Manager/NRH Roles**

The General Manager presented a snapshot of NRH which was set up as a stand-alone not-for-profit corporation without share capital in early 2002. The legislated relationship between the Service Manager (Niagara Region) and Administrator (NRH) was depicted, as well as, the relationship with the Province. The Region has a number of controls over NRH: Operating Agreement, Liaison role of Community Services, governance controls, financial controls, monitoring controls and general controls.

NRH is positioned well to deal with the up-coming challenges such as the expiry of housing provider operating agreements and loss of federal funding as the NRH structure has stakeholders at the Board table.

Staff was directed to provide Council with the same presentation. K. Chislett mentioned that the Commissioner of Corporate Services was preparing a report on this subject and that it might be appropriate to send a copy.

Action by: L. Beckwith

### 4. **Staff Reports**

#### 4.1. Quarterly Report to Council – January 1 to March 31, 2014 – Report 14-131-4.1.

*Moved by P. O'Neill*

*Seconded by H. D'Angela*

1. ***That the NRH Board of Directors APPROVES report 14-131-4.1., Quarterly Report to Council – January 1 to March 31, 2014: and,***
2. ***That the report be FORWARDED to the Public Health and Social Services Committee and subsequently to Regional and Municipal Councils for information.***

CARRIED

- 4.2. ***First Quarter Report to Board of Directors – January 1 to March 31, 2014 – Report 14-131-4.2.***

*Moved by K. Blackley  
Seconded by P. O'Neill*

***That the Niagara Regional Housing Board of Directors APPROVES the 2014 First Quarter Report to Board of Directors.***

CARRIED

4.2.a.

*Moved by T. Rigby  
Seconded by J. Hyatt*

***That the Niagara Regional Housing Board of Directors APPROVES Appendix G, Confidential Report on Tenant and Property Incident Claims January to March 2014.***

CARRIED

- 4.3. ***2013 Bad Debt Write-Off - Report 14-131-4.3.***

Increased instances of misrepresentation of income as well as increased charge-backs for maintenance repairs has resulted in higher than usual bad debt write-offs.

*Moved by K. Blackley  
Seconded by H. D'Angela*

***That the Niagara Regional Housing Board of Directors APPROVES the 2013 write-off, pursuant to the write-off policy in the amount of \$286,256.55 for:***

- ***\$ 8,965.05 early write-offs (deported, deceased and bankrupt); and,***
- ***\$ 277,291.50 for those former tenant accounts which have been in collection for more than 2 years and have had no activity since December 31<sup>st</sup>, 2011; and,***

***That staff prepare a report on collection services.***

CARRIED

4.4. Tenant Insurance – Report 14-131-4.4.

Legislation does not allow NRH to include tenant insurance in rent. Directors discussed possible mandatory insurance options, but recognized challenges in implementing process.

*Moved by D. Barrick*

*Seconded by K. Kendrick*

***That the Niagara Regional Housing (NRH) Board of Directors RECEIVES report 14-131-4.4., Tenant Insurance for information.***

CARRIED

4.5. NRH Financial Policies – Report 14-131-4.5.

*Moved by L. Allen*

*Seconded by K. Goka*

***That the Niagara Regional Housing Board of Directors APPROVES the annotated list of updated NRH Financial Policies.***

CARRIED

4.6. Policy on the Development and Updating of NRH Policies – Report 14-131-4.6.

*Moved by P. O'Neill*

*Seconded by T. Rigby*

***That Niagara Regional Housing Board of Directors APPROVES the revised policy A-1 – The Development and Updating of NRH Policies.***

CARRIED

4.7 Housing First Pilot Project - Program Review – Presentation report 14-131-4.7.

M. Fearnside, Manager Housing Programs provided an overview of the pilot program developed in partnership with Community Services, Community Agencies and private landlords. The Housing First program is an approach to help people move quickly from homelessness to their own home by providing supports that enable them to secure and retain housing.

To date, 117 households have participated in the program. Of the 87 currently enrolled, 38% have remained successfully housed 6 months to 1 year and 29% remained housed for over 1 year; The program has allowed participants to focus on improving other areas of their lives such as going back to school, overcoming health and addiction challenges, and escaping unsafe living

conditions. A survey conducted with the participants indicated that 94% believed their lives had improved since participating in this program; Community Agencies indicated that they saw improvements in their clients Health, social interactions, personal safety and life skills.

4.8. Fitch Street Update – Presentation report 14-131-4.8.

M. MacLellan, Manager, Housing Operations asked for the Board's comments on the new video. The building is almost complete (94%), but a few minor details need to be performed before the building can be considered substantially complete.

The new building is expected to exceed the building code by 40% for heating requirements, expected to be Leadership in Energy & Environmental Design (LEEDS) certified. There will be no impact on tax base as the rents will carry the building expenses.

Chair Cordiner thanked staff and the Fitch Street Design Committee for their work.

Staff was directed to forward the video to PHSS

Action by: M. MacLellan

5. **New Business**

There was no other new business.

6. **General Manager's Report**

6.1 Financial Statements as at March 31, 2014

Financial Statements were distributed.

*Moved by T. Rigby*

*Seconded by K. Blackley*

***That the Niagara Regional Housing Board of Directors APPROVE the Financial Statements as at March 31, 2014.***

CARRIED

6.2. Office Renovations

The General Manager advised that the cost of renovations to office in order to accommodate additional staff would be just over \$30,000.

## 7. **Committee Reports**

- 7.1. Executive Committee, S. Cordiner, Chair  
Minutes of the October 21, 2013 meeting were provided for information.
- 7.2. Tenant Advisory Group (TAG)  
Minutes of the December 11, 2013 TAG meeting were provided for information.

*Moved by T. Rigby  
Seconded by K. Kendrick*

***That the NRH Board of Directors RECEIVES the committee reports noted above.***

*CARRIED*

## 8. For Information

- 8.1. Action Items from Previous Meetings

### ***Correspondence/Media***

- 8.2. *Brock students assess age-friendliness of downtown St. Catharines, April 16, 2014, Brock Media*

*Moved by H. D'Angela  
Seconded by K. Goka*

***That the NRH Board of Directors RECEIVES media item 8.2., Brock students assess age-friendliness of downtown St. Catherines.***

*CARRIED*

## 9. Other

There was no Other business.

## 10. Next Meeting

Friday, May 30, 2014 Regular Meeting  
at 9:00 A.M.  
Common Room, Fitch East (new building)  
235 Fitch Street  
Welland



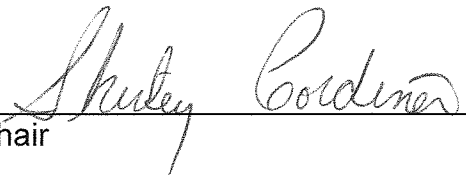
11. Adjournment

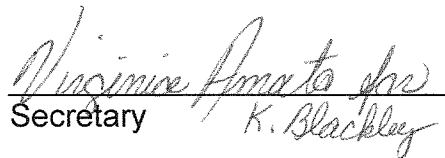
***Motion to adjourn at 11:45 A.M.***

*Moved by D. Barrick  
Seconded by L. Allen*

**CARRIED**

Minutes Approved:

  
Chair

  
Secretary  
*K. Blackley*