

NOTICE OF MEETING
BOARD OF DIRECTORS AND MEMBERS
CITYHOUSING HAMILTON CORPORATION

SPECIAL MEETING

Date: Tuesday April 23, 2024

Time: 9:30am – 12noon

*Due to the City's ongoing Cybersecurity incident,
Board meeting **in-person only** / City Hall, Room 192

Place: City Hall, 1st Floor, Room 192

Special Notice: In-Person mtg only / no
technical connection available to access
currently. Unable to post information to CHH
website for public knowledge

AGENDA:

- 1) **Call to Order**
- 2) **Conflict of Interest Declaration**
- 3) **Confirmation of Minutes**
 - a) Regular meeting held on February 13, 2024
 - b) Special meeting held on March 26, 2024
 - c) Special (Urgent) Confidential meeting held on April 15, 2024
- 4) **Guests: City of Hamilton, Public Works, Corporate Asset Management**
 - a) CHH Asset Management Plan – Briefing Note - Presentation
- 5) **Finance**
 - a) Multi-Sector Service Accountability Agreements (MSSA), Schedule F (Report #24009)
- 6) **Strategy & Quality Improvements / Development**
 - a) CHH Service Contract Extension – Landscaping Services (Report #24010)
 - b) Vacant Unit Update (Report #24011)
 - c) DV Trillium Group Inc. – Unsolicited Proposal Update (Report 23026a)
- 7) **CEO Written Updates**
 - 1.0 Cybersecurity Incident – CHH Corporate Impact Updates (Appendix A)
 - 2.0 Board Communications: Emails dated April 9th and 11th, 2024
- 8) **Adjournment**

To Be Approved BoD on April 23, 2024

MEETING MINUTES
BOARD OF DIRECTORS AND MEMBERS
CITYHOUSING HAMILTON CORPORATION

Date: **Tuesday, February 13, 2024**
Time: **10:30am – 12noon**
Meeting: **Regular Meeting**

Place: **Special Notice: (Hybrid / City Hall, 1st Floor, Room 192 & will be held via WebEx conferencing and live streamed only on YouTube for public access: <https://youtube.com/live/LFkXiulQHL8?feature=share> CHH website, Agenda Material: CHH_BoD_Feb13_2024_Meeting_AgendaMaterial**

Present: Director-Councillor Nrinder Nann, *President*
Director-Citizen Christine Griffith, *Vice-President (virtual)*
Director-Councillor Tammy Hwang, *Treasurer*
Adam Sweedland, CEO/Secretary
Director-Councillor Cameron Kroetsch
Director-Councillor Tom Jackson
Director-Councillor Alex Wilson
Director-Citizen Karl Andrus
Director-Citizen Adriana Harris
Director-Citizen Alice Plug-Buist

Regrets:

Also Present: CHH Staff: Rochelle Desouza, Sean Botham, Peter Vander Klippe, Amanda Warren-Ritchi, Leanne Ward / (virtual) Brian Kinaschuk, Tracy Murphy, Gillian McLaughlin, Bernice Lilley
Other City Depts: Director Housing Division, Kim Ryan

Public: via YouTube / Live Stream

1. Call to Order (Quorum is five)

Councillor Nann, President, called the meeting to order at 10:30am

- Due to meeting being hybrid and consent of each Board member, the Chair proceeded with Roll Call at the beginning of the meeting, calling out each member's name and having the attending member say "present".

2. Conflict of Interest Declaration

In response of a call from the President for conflict of interest declarations:

None received.

3. Confirmation of Minutes

a) **Regular meeting held on December 12, 2023**

Motion by Director-Citizen K. Andrus, seconded by Director-Citizen A. Harris and carried to approve minutes of December 12, 2023 as distributed.

b) **Audit & Finance meeting held on December 1st, 2023**

Motion by Treasurer-Councillor T.Hwang, seconded by President-Councillor N. Nann and carried to approve minutes of December 1, 2023 as distributed.

4. Finance

a) **Operating Variance Report for November 30, 2023**

The Board was in receipt of Report #24003 from CEO/Secretary dated February 13, 2024.

Rochelle Desouza, CFO gave an overview of the report.

Board direction for staff to provide in April or May a Security Update Report of the services, challenges, social issues and current spending.

It was moved by Treasurer-Councillor T. Hwang, seconded by Director-Councillor C. Kroetsch and carried:

That Report #24003 be received for information.

b) **Insurance Renewal 2023 -2024**

The Board was in receipt of Report #24001 from CEO/Secretary dated February 13, 2024.

Rochelle Desouza, CFO gave an overview of the report.

It was moved by Treasurer-Councillor T. Hwang, seconded by Director-Citizen A. Harris and carried:

That Report #24001 be received for information.

c) **Insurance Incidents 2022**

The Board was in receipt of Report #24002 from CEO/Secretary dated February 13, 2024.

Rochelle Desouza, CFO gave an overview of the report.

It was moved by Director-Citizen K. Andrus, seconded by Director-Citizen A. Harris and carried:

That Report #24002 be received for information.

d) **RBC Banking Authority Update**

The Board was in receipt of Report #24004 from CEO/Secretary dated February 13, 2024.

Rochelle Desouza, CFO gave an overview of the report.

It was moved by Director-Councillor A. Wilson, seconded by Treasurer-Councillor T. Hwang and carried:

That the Board of Directors approve the updated Master Client Agreement Regarding Banking and Security as per attached Appendix 1.

e) **Vendor Contracts - Authorization to retain vendors procured through ONPHA (Ontario Non-Profit Housing Association) and HSC (Housing Services Corporation)**

The Board was in receipt of Report #24006 from CEO/Secretary dated February 13, 2024.

Rochelle Desouza, CFO gave an overview of the report.

It was moved by Treasurer-Councillor T. Hwang, seconded by Director-Citizen A. Plug-Buist and carried:

- (i) That Report #24006 CHH Contract – Authorization to use vendors procured by ONPHA and HSC be received; and
- (ii) That the Board of Directors approve the use of vendors procured through a public procurement process by community housing sector organizations, ONPHA and HSC

5. Strategy & Quality Improvements / Development

a) **Operational Monthly Key Performance Indicators, as of February 2024**

The Board was in receipt of Report #24005 from CEO/Secretary dated February 13, 2024.

Amanda Warren-Ritchie, Manager gave an overview of the report and slide show presentation of the ‘Vacancy Renewal and Management Plan’.

It was moved by Director-Citizen A. Plug-Buist, seconded by Director-Citizen A. Harris and carried:

That Report #24005 be received for information.

b) 1620 Main St. E. – Budget Clarification

The Board was in receipt of Report #24007 from CEO/Secretary dated February 13, 2024.

Sean Botham, Manager gave an overview of the report.

It was moved by Treasurer-Councillor T. Hwang, seconded by Director-Citizen A. Harris and carried:

That Report #24007 be received for information.

6. CEO Written Update

- 1.0 EDI Recruitment Update
- 2.0 Development of a Tenant Advisory Committee (“Tenants First Team”)
- 3.0 2024 Business Planning to support the Strategic Plan
- 4.0 Habitat for Humanity – Corporate Build / Board Visit, April 12th
- 5.0 Vrancor – Unsolicited proposal

It was moved by Director-Citizen K. Andrus, seconded by Director-Citizen A. Harris and carried:

To receive CEO Updates for information.

7. In Camera / Confidential

Motion moved by Director-Citizen A. Plug-Buist, seconded by Director-Citizen A. Harris and carried to move In-Camera for item 7(a) at 12:08pm.

Attendees for Item 7a: Councillors N. Nann, T. Hwang and T. Jackson; A. Sweedland, K. Andrus, A. Harris, C. Griffith (virtual), A. Plug-Buist, S. Botham, P. Vander Klippe, A. Warren-Ritchie, T. Herechuk (recorder)

a) 405 James St. N. Update (Report #17007(h))

NOTE: Discussion of Report #17007(h), in closed session is subject to the following requirement(s) of the City of Hamilton’s Procedural By-Law and the Ontario Municipal Act, 2001;

- A proposed or pending acquisition or disposition of land by CityHousing Hamilton

RATIONALE FOR MAINTAINING CONFIDENTIALITY

Staff are recommending that the report / recommendation(s) / appendices) remain confidential, as the subject matter contains confidential information provided to CityHousing Hamilton by the development partnership and relate to the ongoing appeal by CN Rail.

Sean Botham, Manager of Development and Peter Vander Klippe, Senior Development Project Manager gave background and overview of report.

It was moved by Treasurer-Councillor T. Hwang, seconded by President-Councillor N. Nann and carried:

That Report #17007(h) be received for information,
and
Report #17007(h) remain confidential.

Motion moved by Treasurer-Councillor T. Hwang, seconded by Director-Citizen A. Plug-Buist and carried to move Out-of-Camera in public forum at 12:21pm.

8. Adjournment at 12:22pm

Motion by Vice-President C. Griffith, seconded by Director-Citizen A. Plug-Buist and carried that the meeting be adjourned.

TAKEN AS READ AND APPROVED

**Nrinder Nann, PRESIDENT
CityHousing Hamilton Corporation**

*Teresa Herechuk
CityHousing Hamilton Corporation
February 13, 2024*

To Be Approved BoD on April 23, 2024

MEETING MINUTES
BOARD OF DIRECTORS AND MEMBERS
CITYHOUSING HAMILTON CORPORATION

Date: **Tuesday, March 26, 2024**
Time: **9:00am – 10:00am**
Meeting: **Special Meeting**

Place: **Special Notice: In-Person mtg only / no technical connection available to access at this time**

***Due to the City's ongoing Cybersecurity incident, Board meeting in-person only / City Hall, Room 192**

Present: ~~Director-Councillor Nrinder Nann, *President*~~
Director-Citizen Christine Griffith, *Vice-President*
Director-Councillor Tammy Hwang, *Treasurer*
Adam Sweedland, CEO/Secretary
Director-Councillor Cameron Kroetsch
Director-Councillor Tom Jackson
Director-Councillor Alex Wilson
Director-Citizen Karl Andrus
Director-Citizen Adriana Harris
Director-Citizen Alice Plug-Buist

Regrets: Director-Councillor Nrinder Nann, *President*

Also Present: CHH Staff: Rochelle Desouza, Sean Botham, Peter Vander Klippe
Other City Depts: None
Guest: Peter Paradis, Senior Counsel (Ross & McBride LLP)

Public: via YouTube / Live Stream

1. Call to Order (Quorum is five)

Vice-President C. Griffith, called the meeting to order at 9:05am

- the Chair proceeded with Roll Call at the beginning of the meeting, calling out each member's name and having the attending member say "present".

2. Conflict of Interest Declaration

In response of a call from the Vice-President for conflict of interest declarations:

None received.

3. Finance

a) Mortgage Renewal, 10 Brock St. Hamilton

The Board was in receipt of Report #24008 from CEO/Secretary dated March 26, 2024.

Rochelle Desouza gave an overview of the report.

It was moved by Director-Councillor A. Wilson, seconded by Director-Citizen A. Harris and carried:

That Report #24008 be approved as recommended.

4. In Camera / Confidential

Motion moved by Treasurer-Councillor T. Hwang, seconded by Director-Citizen K. Andrus and carried to move In-Camera for item 4(a) at 9:05am.

Attendees for Item 7a: Councillors T. Hwang, T. Jackson, C. Kroetsch and A. Wilson; C. Griffith, A. Sweedland, K. Andrus, A. Harris, A. Plug-Buist, S. Botham, P. Vander Klippe, P. Paradis, T. Herechuk (recorder)

a) 405 James St. N. Update (Report #17007(i))

NOTE: Discussion of Report #17007(i), in closed session is subject to the following requirement(s) of the City of Hamilton's Procedural By-Law and the Ontario Municipal Act, 2001;

- A proposed or pending acquisition or disposition of land by CityHousing Hamilton

RATIONALE FOR MAINTAINING CONFIDENTIALITY

Staff are recommending that the report / recommendation(s) / appendices remain confidential, as the subject matter contains confidential information provided to CityHousing Hamilton by the development partnership and relate to the ongoing appeal by CN Rail.

Sean Botham, Manager of Development and Peter Vander Klippe, Senior Development Project Manager gave background and overview of report. Paul Paradis, Sr Counsel LLP reviewed the legal process.

It was moved by Treasurer-Councillor T. Hwang, seconded by Director-Councillor C. Kroetsch and carried:

Approving the recommendations as noted on Report #17007(i), and Report #17007(i) remain confidential

Motion moved by Director-Councillor C. Kroetsch, seconded by Director-Citizen A. Plug-Buist and carried to move Out-of-Camera in public forum at 9:46am.

5. Adjournment at 9:47am

Motion by Treasurer-Councillor T. Hwang, seconded by Director-Citizen K. Andrus and carried that the meeting be adjourned.



TAKEN AS READ AND APPROVED

**Christine Griffith, VICE-PRESIDENT
CityHousing Hamilton Corporation**

*Teresa Herechuk
CityHousing Hamilton Corporation
March 26th, 2024*



To Be Approved BoD on April 23, 2024

MEETING MINUTES
BOARD OF DIRECTORS AND MEMBERS
CITYHOUSING HAMILTON CORPORATION

Date: **Monday, April 15th, 2024**
Time: **8:30am – 9:30am**
Meeting: **Special (Confidential) Meeting**

Place: **Special Notice: CHH Special Urgent Board meeting (Confidential)**
– Virtual Only: Webex mtg invite sent to Board members only

*City’s on-going Cybersecurity Incident / no technical connection available to access at City Hall at this time

Present: Director-Councillor Nrinder Nann, *President*
Director-Citizen Christine Griffith, *Vice-President*
Director-Councillor Tammy Hwang, *Treasurer*
Adam Sweedland, CEO/Secretary
~~Director-Councillor Cameron Kroetsch~~
~~Director-Councillor Tom Jackson~~
Director-Councillor Alex Wilson
Director-Citizen Karl Andrus
Director-Citizen Adriana Harris
~~Director-Citizen Alice Plug-Buist~~

Regrets: Director-Councillor Tom Jackson, Director-Councillor Cameron Kroetsch,
Director-Citizen Alice Plug-Buist

Also Present: CHH Staff: T. Herechuk (recorder)
Other City Depts: City of Hamilton: Charles Brown, Auditor General; Brigitte Minard, Deputy Auditor General

Public: No live streaming available

1. Call to Order (Quorum is five)

Vice-President C. Griffith, called the meeting to order at 8:32am

- Due to meeting being hybrid and consent of each Board member, the Chair proceeded with Roll Call at the beginning of the meeting, calling out each member’s name and having the attending member say “present”.

2. Conflict of Interest Declaration

In response of a call from the Vice-President for conflict of interest declarations:

None received.

3. In Camera / Confidential

Motion moved by Director-Citizen A. Harris, seconded by Treasurer-Councillor T. Hwang and carried to move In-Camera for item 3(a) at 8:34am.

Attendees for Item 3a: Councillors N. Nann, T. Hwang and A. Wilson; C. Griffith, A. Sweedland, K. Andrus, A. Harris, C. Brown, B. Minard T. Herechuk (recorder)

a) Verbal Update (In-Camera) - Reporting of Serious Matters to the Board

NOTE: Discussion of this Confidential (Verbal Update) in closed session Pursuant to Section 9.3, Sub-sections (b) and (d) of the City's Procedural By-law 21-021, as amended, and Section 239(2), Sub-sections (b) and (d) of the Ontario Municipal Act, 2001:

- as amended, as the subject matter pertains to personal matters about an identifiable individual(s), including City employees –CityHousing Hamilton or labour relations or employee negotiations.

RATIONALE FOR CONFIDENTIALITY

This report is being considered in Closed Session as it contains information related to identifiable staffing positions and a personal matter about an identifiable individual(s).

Staff are recommending that Reporting of Serious Matter to the Board, Verbal Update, remain as confidential, as the primary subject matter pertains to personal matters about an identifiable individual(s)

Adam Sweedland, CEO reviewed the serious matter. Charles Brown, Auditor General reviewed investigation steps in progress and Brigitte Minard, Deputy Auditor General reviewed the fraud policy.

It was moved by President-Councillor N. Nann, seconded by Director-Citizen A. Harris and carried:

To receive the verbal information, and
To remain confidential.

Motion moved by Director-Citizen K. Andrus, seconded by Treasurer-Councillor T. Hwang and carried to move Out-of-Camera in public forum at 9:04am.

4. Adjournment at 9:04am

Motion by Treasurer-Councillor T. Hwang, seconded by Director-Councillor A. Wilson and carried that the meeting be adjourned.

TAKEN AS READ AND APPROVED

**Christine Griffith, VICE-PRESIDENT
CityHousing Hamilton Corporation**

*Teresa Herechuk
CityHousing Hamilton Corporation
Monday April 15th, 2024*



CHH Board Presentation: Dan Leake/ Pat Leishman

SUBJECT:

- *CityHousing Hamilton Board Meeting – Asset Management Plan*

DATE DECISION IS REQUIRED OF CHH BOARD:

- May 20, 2024 – this is the due date to have the Recommendation Report to the GM for June 19, 2024 GIC

RECOMMENDATION TO CHH BOARD FOR APPROVAL:

- No request for approval at this time.
- Requesting CHH Board acknowledgment and awareness of the Recommendation Report and AM Plan being presented to GIC for approval on June 19, 2024

FINANCIAL IMPLICATIONS:

- NA

STAFFING WORKLOAD IMPLICATIONS:

- NA

STRATEGIC CONNECTION

Corporate Asset Management Division will be presenting findings from CHH Asset Management Plan to the April 23, 2024, CHH Board meeting.

The presentation will include a summary on state of the assets, key findings from the Asset Management Plan, and 30-year projection.

- This plan will be presented to Council during GIC meeting to be held on June 19, 2024.

ATTACHED DOCUMENTS:

- CHH BOARD – April 23 – CAM.ppt



Hamilton

CITYHOUSING HAMILTON ASSET MANAGEMENT PLAN

APRIL 23, 2024

Ontario Regulation 588/17 Mandates

Regular updating of Asset Management Plans



Asset Management Policy
PW19053



2019

Information Report
PW22037



JULY 1, 2022

Asset Management Plan: Non-Core Assets
PW23073

- All remaining assets
- Current Levels Of Service with cost to maintain

JULY 1, 2024

JULY 1, 2025

Asset Management Plan: Core Assets PW22048

- Transportation
 - (Roads, Engineered Structures),
- Water Works
 - (Water, Wastewater, Stormwater),
- Current Levels Of Service with cost to maintain.

Proposed Levels Of Service and Financial Strategy Completed

LOS – Levels of Service

Asset Management Is

Asset Management is the coordinated activity of an organization to manage assets over their entire lifecycle

What do we own?

What condition is it in?

Where is it?

What needs to be done?

What is it worth?

When does it need to be done by?

This is done by balancing cost, risk and performance to deliver the agreed level of service.

Maturity Assessment

AWARE

- Asset information in a combination of sources and formats. Awareness of the need for an asset register (inventory)



BASIC

- Basic physical asset information is recorded in a spreadsheet format or similar (e.g., location, size, type), but may be based on broad assumptions or not complete.



CORE

- Sufficient information to complete asset valuation (basic attributes, replacement cost, and asset age/life and support prioritization of programs (criticality)).
- Asset hierarchy, identification, and attribute systems documented.
- Metadata held as appropriate.



INTERMEDIATE

- A reliable register of physical, financial and risk attributes recorded in an information system with data analysis and reporting functionality. Systematic and documented data collection process in place.



ADVANCED

- Information on work history type and cost, condition, performance, etc. recorded at asset component level. Systematic and fully optimized data collection program with supporting metadata.

What is in the Plan?

Background and Registry

What Service Are We Providing And How Long Have We Provided It?

What Do We Own?

Who Are Our Customers?

Present/Future

Registry Measures

(Condition, Age, Expected Life, Replacement Cost)

Life-Cycle

How Do We Manage These Assets?

Acquisitions, Operate, Maintain, Renew And Disposals

Demand

Who Wants To Use Our Service?

What Pressures Will We Face?

Current Demand And Future Demand

Climate Change

How Will Climate Change Affect How We Manage Our Assets?

What Mitigation/Adaptation Strategies Will We Utilize And What Demands/Risks Will We Encounter?

What is in the Plan?

Risk Management

How Do We Manage Current And Future Risks?

Financial, Environmental, Human Safety, Reduction Of Service, Legal/Reputational, Cultural/Social Outcomes

Levels of Service

What Are The Expectations And How Are We Delivering On Those Expectations?

Customer Levels
Technical Levels Of Service

Financial Plan

What Is Our 'Financial' Health And How Does It Look In The Future?

Long-term Financial Plan
3 Key Financial Indicators
(Renewals, Operating, Debt)

Continuous Improvement

What Are Our Plans To Get Better?

What Do We Plan To Do
Who's Doing It?
For How Much?
When Will It Be Done By?

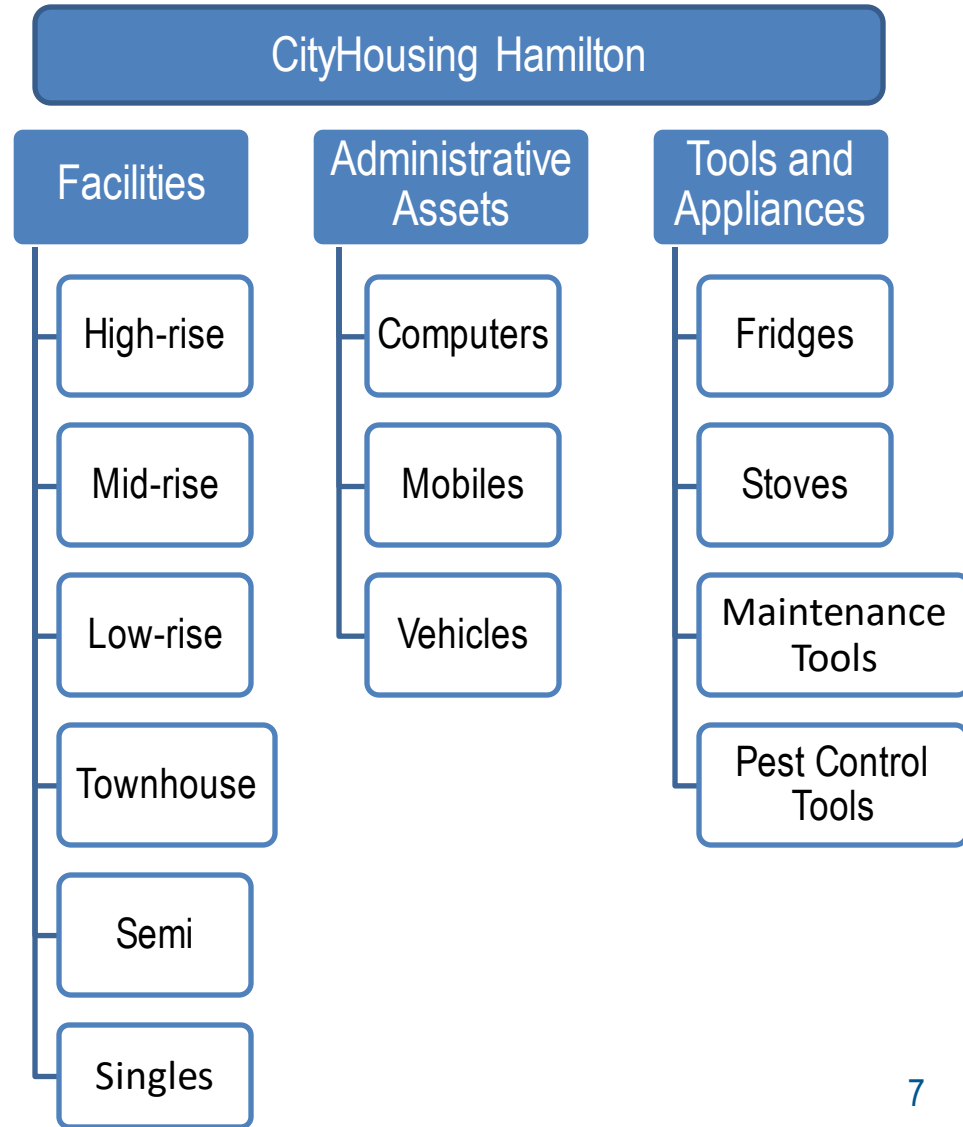
CityHousing Hamilton Asset Hierarchy

For the AM Plan, assets were grouped into categories using an asset hierarchy to present information in an organized way.

Asset renewals at these levels were treated as full asset renewals. For example, a complete renewal of a high-rise would entail significant works that restore, rehabilitate, replace, or renew the existing asset to its original service potential without increasing its design capacity. **Asset Renewal Resets the Estimated Service Life.**

The replacement work to asset components are accounted as maintenance activities.

The Overall Data Confidence for this AM Plan is Medium.



State Of CityHousing Hamilton Assets

Asset Category	Replacement Value(\$M)	Weighted Average Age in Years	Weighted Average Condition
Facilities	\$2.943B	40 Years (46% RSL*)	Fair
Data Confidence	Medium	Medium	Medium
Administrative Assets	\$752K	8 Years (22% RSL*)	Poor
Data Confidence	Medium	Medium	Low
Tools & Appliances	\$7.6M	NA	NA
Data Confidence	Medium	NA	NA
Total	\$2.951B	40 (46% RSL*)	Fair
Data Confidence	Medium	Medium	Medium

* RSL: Refers to the average Remaining Service Life for assets in that category.

ASSET REGISTRY INFORMATION

- No formal condition information was available for Semis and Singles Facility-type or Administrative assets. The Condition was based on assumptions using Age and % Remaining Service Life or Subject Matter Expertise;
- Facilities Condition (High-rise, Mid-rise, Low-rise, Townhouse) is based on Facility Condition Index (%FCI) from Building Condition Assessment (BCA);
- %FCI is a financial indicator of condition. All facilities are actively maintained to ensure habitability through legislative and preventative maintenance on all units;
- No age information was available for Tools and Appliances. Condition could not be generated for these assets; and,
- Investigating implementing an asset registry for all assets has been identified as a Continuous Improvement item that has defined inspection/condition evaluation intervals.

LEVELS OF SERVICE

- ✓ **Customer** (2022 CHH Tenant Survey Respondents, 100 respondents):
 - Felt neutral on how satisfied they are with the overall condition of their home;
 - Felt CityHousing Hamilton has performed Average in providing services tenants expect from a landlord;
 - Felt CityHousing Hamilton neutral on how satisfied they are with Pest Control services and Maintenance services.
- ✓ **External Customer** (2023 CHH City Services & Assets, 54 respondents):
 - On average, may consider rate level change to increase CityHousing Hamilton current levels of service;
 - Felt CityHousing Hamilton had Poor Performance over the last 24 months*;
 - Increasing access to equitable, affordable and inclusive housing across Hamilton is important,
 - Felt CityHousing Hamilton provided Poor value for money*.

* Public respondents may not have direct experience with CHH Services and are expressing their sentiment

LEVELS OF SERVICE

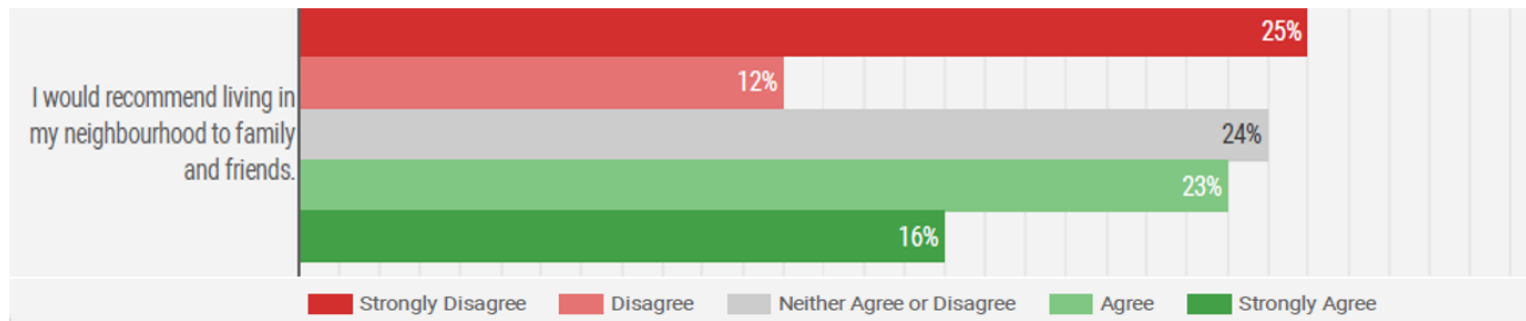
✓ External Customer, Net Promoter Score of -62*



* Public respondents may not have direct experience with CHH Services and are expressing their sentiment

Service Area	σ	NPS	Detractors	Passives	Promoter
All Service Areas	1.41	-61.98	139	33	20
Resolving Safety Concerns	1.42	-66.67	23	4	3
Tenant Services At Properties	1.35	-65.52	21	6	2
Redevelopment, Revitalization And Renewal Of The Housing Supply	1.48	-64.52	24	3	4
Exterior Care / Condition Of Building	1.36	-63.89	26	7	3
Landscaping (E.G. Grass Cutting, Snow Clearing, Etc)	1.35	-57.58	23	6	4
Waste Management	1.39	-54.55	22	7	4

✓ Tenant Customer, Net Promoter Score of -45



LEVELS OF SERVICE

✓ Technical

- At this time, the ***Technical Levels of Service (LOS)*** are derived from existing operational performance indicators reported to the CHH Board.
- Additional Technical LOS were developed for the following:
 - Acquisition of new housing units added to the CHH portfolio related to growth;
 - The Facility Condition Index of CityHousing Hamilton Facilities;
 - Legislative Maintenance Inspections; and,
 - Fleet Renewal.

✓ Demand Management

- Population Growth is a demand driver for Acquisitions;
- Customer/Tenant Expectations is also a demand driver for Acquisitions of enhanced or upgraded facility components; and,
- Regulatory Change is a demand driver for new assets acquisition or service i.e. Adequate Temperature By-law.

✓ Risk Management

- Critical assets identified as Facility components:
 - Mechanical and Electrical Systems – Tenants housing may be impacted by these failures;
 - Elevators – Impact access to tenant homes; and,
 - Foundation Integrity and Building Envelope – Potentially create unsafe conditions for tenants to reside in and may lead to tenant relocation for repairs.

✓ **Climate Change Mitigation**

- Facilities are being updated to meet Canada Mortgage Housing Corporation (CMHC) targets, aimed at reducing GHG emissions and energy consumption by 25%; and,
- New projects since 2022 follow Passive House standard, using up to 90% less energy. They are nearly net-zero energy and meet City's 2050 climate goals.

✓ **Climate Change Adaptation**

- Newly developed facilities integrate climate-resilient measures such as thermal resistance for power outage resilience, cooling for extreme heat days, and Low Impact Development (LID) practices for water management.
- Opportunities to incorporate these adaptation measures in current facilities will be measured as full buildings retrofits are completed.

LIFECYCLE MANAGEMENT

✓ Acquisition

- Major known Acquisitions (**\$149.7M**) for new development projects to increase housing supply; and (**\$0.5M**) for additional vehicles.

✓ Operations & Maintenance

- The largest operations cost is employee-related (**\$11.4M**), and utility billings costs (**\$11.3M**)
- The largest maintenance costs are around revitalizing current housing portfolio and improving energy efficiency (**\$131.5M**), Routine Maintenance (**\$2.2M**), Legislative Maintenance Inspections (**\$0.9M**), and updating the Building Condition Assessments (**\$0.5M**). These costs are defined in the budgets.
- Deferred BCA recommended maintenance activities of (**\$131.1M**) in 2023.

Data Note:

The 2023 Approved Budget and 2023 Capital were used for the preparation of this AM Plan

✓ Renewal

- Backlog amount of **\$1.2M** based on Estimated Service Life and ages:
 - Backlog items include:
 - Vehicle and IT equipment assets beyond ESL; and,
 - Two facilities (Singles) past their ESL.
- Major Renewal items forecast over the next 10 years is **\$59.3M**
 - Facility Renewals (**\$51M**)
 - 98 Semis and Singles approaching ESL of 75 years, these may be addressed by the Long-Term Development Strategy.
 - Renewal of tools and appliances (**\$6.9M**)
 - ESL of Appliances estimated at 10 Years .
 - Administrative Asset Renewal (**\$1.3M**)
 - Fleet and IT/Mobile Equipment.

FINANCIAL MANAGEMENT

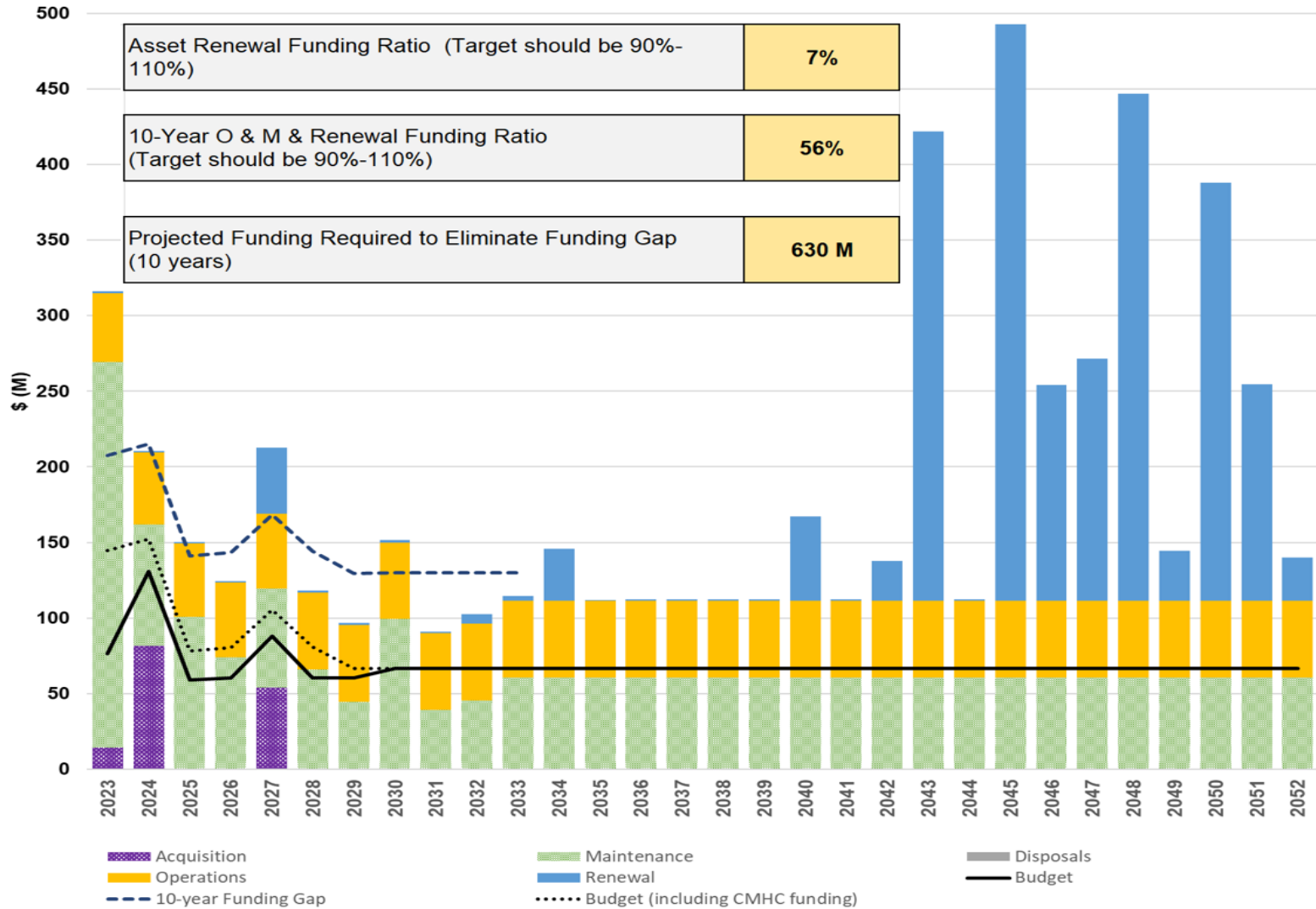
- **Current Funding Gap: \$63.0 M annually with Medium confidence**
- **Asset Renewal Funding Ratio (ARFR): 7%**
 - This is the Ratio of Renewal Needs forecast by ESL and the funding available to renew assets;
 - Driven by the 98 Facilities (singles and semis) that exceed (2) or are near (96) ESL that have no renewal funding identified at this time. It is possible the Long-Term Development Strategy will consider this, and future AM Plans will incorporate the strategy and funding;
 - *Note:* Facilities are considered renewed at the Whole Facility Level when ESL can be reset; and,
 - A facility near or beyond Estimated Service Life does not automatically mean the facility is unsafe or unusable, it means that planning should be underway for the next lifecycle stage of that Asset and that it is likely reactive maintenance costs will increase if not renewed.

FINANCIAL MANAGEMENT

- **10-Year Operating, Maintenance & Renewal Ratio: 56%**
 - Measure of Renewal, Operating and Maintenance Costs as a percentage of available budget. Assumptions did not escalate the operating budget and capital budgets;
 - The funding forecast consists of renewal costs of assets, and additional operational costs and maintenance repairs as identified in the BCA; and,
 - This metric also incorporates Renewal as such the low ARFR is also pulling this metric down.

30 Year Projection

Lifecycle Summary



- Present to GIC for approval with other Asset Management Plans on June 19, 2024;
- After approval of the AM Plan from Council, Corporate Asset Management will begin to work with staff on the identified Continuous Improvement items;
- Asset Management is a Journey, and each iteration will improve – Plans will be updated regularly;
- Better understand asset lifecycle needs (i.e., the right treatment at the right time, not just doing what we can because of budget availability etc.);
- Update Asset Management Plans for proposed level of service by July 1, 2025; and,
- Working with CityHousing Hamilton to Align Future LOS and AM Plan Updates to CHH Long Term Development Strategy.

Thanks to the Team

CityHousing Hamilton



- Adam Sweedland
- Rochelle Desouza
- Amanda Warren-Ritchie
- Bernice Lilley
- Sean Botham
- Brian Kinaschuk
- Leanne Ward



Date: Tuesday April 23, 2024

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

Prepared by: Rochelle Desouza,
Chief Financial Officer

**Multi-Sector Service Accountability Agreement (MSAA) between
CityHousing Hamilton Corporation and Ontario Health: Schedule
F – Declaration of Compliance (Report# 24009)**

RECOMMENDATION:

That the Board of Directors authorize the President to execute Schedule F of the Multi-Sector Service Accountability Agreement (MSAA) between CityHousing Hamilton Corporation (CHH) and Ontario Health, being a Declaration of Compliance for the period April 1, 2023, to March 31, 2024, and attached to Report 24008 as Appendix 1.



Adam Sweedland
Chief Executive Officer/Secretary

BACKGROUND:

CityHousing Hamilton entered into a Multi-Sector Service Accountability Agreement (MSAA) with Ontario Health (West Region) through which CHH is able to fund various tenant programs, including the community paramedicine program. Annually, CHH is required to attest to its compliance with certain conditions of the MSAA.

Specifically, CHH is required to be compliant with:

- (i) Article 4.8 of the MSAA concerning applicable procurement practices;
- (ii) The terms and conditions of *The Connecting Care Act, 2019*; and
- (iii) Any compensation restraint legislation which applies to the CityHousing Hamilton.

CityHousing Hamilton can confirm it is compliant with the LHIN funding requirements for:

- (i) procurement (all procurement is conducted through a public process in accordance with the City of Hamilton's Procurement By-law, as adopted by CHH);
- (ii) The terms and conditions of the Connecting Care Act, 2019, including ensuring any capital expenses have been classified accordingly if applicable (for 2023-24 no capitalized funds were received from the Ontario Health System); and
- (iii) The City of Hamilton is not subject to any compensation restraint legislation and complies with salary guidelines determined through collective bargaining and as approved by the City of Hamilton.
- (iv) CHH is required to provide details on any exceptions to this compliance. For there period April 1, 2023 to March 31, 2024, there are no exceptions and CHH is fully compliant.

CONCLUSION:

CHH complies with the conditions and is, therefore, able to submit its attestation to this effect.

ALIGNMENT TO THE 2023-2027 STRATEGIC PLAN:

This report implements:

STAY IN HOME:

Preserve and upgrade CHH's current housing stock.
Provide timely and responsive maintenance to CHH's portfolio.

NEIGHBOURHOOD REVITALIZATION:

Develop new and inclusive affordable mixed housing that builds strong and successful multi-generational communities.



Appendix: MSAA, 2023-2024 Schedule F: Declaration of Compliance

<AS/rd>

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.

Multi-Sector Service Accountability Agreements

Ontario Health
Health Service Provider:

2023-2024 - Schedule F: Declaration of Compliance

DECLARATION OF COMPLIANCE

Issued pursuant to the MSAA effective April 1, 2023

To: The Board of Directors of the Ontario Health West Region.
Attn: Board Chair.

From: The Board of Directors (the “Board”) of the [CityHousing Hamilton Corporation]
(the “HSP”)

Date: [23 April 2024]

Re: April 1, 2023 – March 31, 2024 (the “Applicable Period”)

Unless otherwise defined in this declaration, capitalized terms have the same meaning as set out in the MSAA between the Ontario Health Region and the HSP effective April 1, 2023.

The Board has authorized me, by resolution dated [23 April 2024], to declare to you as follows:

After making inquiries of the [Adam Sweedland, the Chief Executive Office] and other appropriate officers of the HSP and subject to any exceptions identified on Appendix 1 to this Declaration of Compliance, to the best of the Board’s knowledge and belief, the HSP has fulfilled, its obligations under the service accountability agreement (the “MSAA”) in effect during the Applicable Period.

Without limiting the generality of the foregoing, the HSP has complied with:

- (i) Article 4.8 of the MSAA concerning applicable procurement practices;
- (ii) The *Connecting Care Act*, 2019; and
- (iii) Any compensation restraint legislation which applies to the HSP

[Nrinder Nann], [President]

Appendix 1 - Exceptions

[Please identify each obligation under the MSA that the HSP did not meet during the Applicable Period, together with an explanation as to why the obligation was not met and an estimated date by which the HSP expects to be in compliance.]



Date: April 23rd 2024

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

Prepared by: Amanda Warren-Ritchie
Manager of Strategy &
Quality Improvements

Subject: **CityHousing Hamilton (CHH) Service Contract Extension –
Landscaping Services
(Report #24010)**

RECOMMENDATION:

That the Board of Directors approve an extension of the CityHousing Hamilton contract for landscaping services.

A handwritten signature in black ink, appearing to read "A. Sweedland", is written over a horizontal line.

Adam Sweedland
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

Report #24010 CHH Service Contract Extension requests approval to extend the current contract for landscaping services on a month-to-month basis until such time as a full request for proposals can be prepared and issued.

Primarily due to the disruptions caused by the cybersecurity incident that affected the City of Hamilton, this service contract's Request for Proposal was not able to be posted for competitive bids. Landscaping services are a critical service for



CHH properties to avoid liabilities and contribute to pleasant living conditions in its communities.

BACKGROUND:

CityHousing Hamilton has a service level agreement with the City of Hamilton's Procurement Department to issue, support, and award service contracts. This assists CHH in adhering to the legislative requirements of the Municipal Act, 2001, and the City of Hamilton's Procurement By-law (as adopted by the CHH Board) to issue and award service contracts.

Currently, CityHousing Hamilton has 57 active service contracts, which are necessary to meet our operational needs for preventative and on-demand maintenance.

DISCUSSION:

Report #24010 requests Board approval to extend CHH's site/landscaping service contracts which expired April 15th, 2024. CHH's Project Manager is responsible for writing service contracts and working with City of Hamilton's Procurement Department to post public tenders. Due to workload issues within the Procurement Department and with the cybersecurity incident that has affected the City of Hamilton, this service contract's Request for Proposal did not meet deadlines to post.

It has been advised/recommended by the Procurement Department that we seek approval by the Board of Directors to continue with the existing site/landscaping service contracts on a month-to-month basis until a new Request for Proposal can be posted and new contracts awarded.

CONCLUSION:

The Strategy and Quality Improvement team meets regularly with the Procurement Department and our intent is to post the site/landscaping Request for Proposal no later than Q3 of 2024. CHH will continue to update the Board of Directors on the progress of service contracts to ensure CHH is transparent and meeting operational priorities.

ALIGNMENT TO THE 2023-2027 STRATEGIC PLAN:



This report implements:

FLOURISHING COMMUNITIES:

Empower tenants with the support and services they need to thrive.

PRIDE IN HOME:

Preserve and upgrade CHH's current housing stock.

Provide timely and responsive maintenance to CHH's portfolio.

NEIGHBOURHOOD REVITALIZATION:

Develop new and inclusive affordable mixed housing that builds strong and successful multi-generational communities.

A WHOLE TEAM APPROACH:

Strengthen our people and performance.

AS/awr

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.

Date:	Tuesday, April 23, 2024	
Report to:	Board of Directors CityHousing Hamilton Corporation	
Prepared by:	Amanda Warren-Ritchie Manager, Strategy & Quality Improvement	Adam Sweedland, CEO 
Subject:	Vacant Unit Update (Report #24011)	
Report Type:	Information	

Recommendation(s):

That Report #24011 Vacant Unit Update be **received** for information.

Executive Summary:

CityHousing Hamilton (CHH) adopted its current Vacancy Management and Reset Plan on April 25, 2023, and committed to regularly reporting its progress towards reaching its new target of 2% (142 units) by the end of December 2024.

CHH does not currently have access to the system, which is used to track and monitor vacancies, as a results of the cybersecurity incident. However, CHH established a manual tracking and monitoring process. The current vacancy rate is *estimated* to be **6.3% (450 units)**.

There are two high-level processes involved in vacancy management: *unit turnover* and *tenant placement*.

- For the unit turnover process (the process from receipt of a vacant unit to making it available to rent), staff have continued this work by manually tracking new and future vacant units, locating existing work orders, and issuing new work orders. The transition to manual processing has resulted in some slowdown in creating and issuing work orders.
- For the tenant placement process (the process from the point of an available unit to a tenant’s move-in), staff have been able to continue this work with modifications to workflow. The City of Hamilton’s centralized wait list continues to be accessible



by CHH staff, as is CHH’s internal market unit waitlist. However, all other steps in this process, such as rent calculations and lease preparation are being completed manually. This has resulted in some slowdown in tenant placement.

Background and Additional Information:

The data provided herein are *estimates* based on manual tracking and the last available data. It also re-reports previous data to correct a discrepancy in how the vacancy rate was being calculated.

Table 1 – Quarterly and Monthly Full Inventory Reporting

Classification	Subclassification	Q2 2023	Q3 2023	Q4 2023	J 2024	F 2024 **	M 2024 ***
Occupied	RGI (Rent Geared to Income)	4323	4341	4425	4473	Software issue No available data	4505
	Market	1770	1766	1763	1749		1750
Pending Move-in	n/a	84	186	170	141		125
Vacant	n/a	584	505	481	467		450
Unavailable	Large Scale Projects	170	136	92	101		101
	Development	191	191	191	191		191
Total		7122	7122	7122	7122		7122
Vacancy Rate*		8.2%	7.1%	6.7%	6.5%		6.3%

*Vacancy Rate excludes units classified as Pending Move-in and Unavailable

**Software currently inaccessible- updated once available

*** Manually tracking - data is estimates and will be updated once available

CHH had 59 Move-ins for March. As of today, Tenant Placement staff have 129 units on offer or with scheduled move-in dates for April, May, and June.

Tenancy Move-outs number in March was 35. Tenancies ended because of death, health, and tenant-initiated notice.

Consultation:



Internal CHH Departments: Finance, Operations, Maintenance

External: n/a

Financial and Legal/Risk Considerations:

Vacant units are funded through the annual operating budget and is currently augmented with additional funding from the City of Hamilton's Poverty Reduction Fund (\$1M annually until 2027) and Council Direction of April 2023 (one-time \$3.7M until Dec 2024). Financial progress reporting is unavailable at this time.

Next Steps and Milestones:

May 28, 2024: Next Update Report will be presented

December 2024: CityHousing Hamilton will achieve a 2% vacancy rate.

Strategic Alignment:

This report supports the following 2023-2027 CityHousing Hamilton Strategic Priorities:

- PRIDE IN HOME: Preserve and upgrade CHH's current housing stock.
- A WHOLE TEAM APPROACH: Strengthen our people and performance.

Supporting Presentations and Appendices:

None

AS/awr



Date: April 23, 2024
Report to: Board of Directors
CityHousing Hamilton Corporation
Submitted by: Adam Sweedland
Chief Executive Officer/Secretary
Prepared by: Sean Botham
Manager, Development
Peter Vander Klippe
Senior Project Manager,
Development
Subject: DV Trillium Group Inc. – Unsolicited Proposal Update
(Report #23026(a))

RECOMMENDATION:

That the CityHousing Hamilton Corporation (CHH) Board of Directors approve the following:

- (a) Staff to complete an analysis of the requirements, implications (cost, administration, governance) and potential organizational benefits of incorporating a separate non-profit organization with charitable status which would be required to facilitate partnership with DVTI, with input from CHH legal; and
- (b) Staff to advance discussions with DVTI and prepare a site-specific agreement, with input from CHH legal, once an appropriate site is identified, and which agreement is to be subject to the approval of the CHH Board of Directors and the City of Hamilton, as its Shareholder.



Adam Sweedland
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

DV Trillium Group Inc. (DVTI) approached CityHousing Hamilton (CHH) Hamilton with an unsolicited development concept for consideration. On September 28, 2023, CHH received a comprehensive proposal from DVTI, which was formally presented to the CHH Board of Directors on November 28, 2023. Staff were directed to complete a detailed assessment, including legal review and necessary coordination with the city. The proposal aligns with the ongoing creation of CHH's long-term development strategy.

DVTI proposed:

- It would construct and own a new building (of approximately 100 units) which, in its initial phase, would be operated by CHH for the purposes of affordable housing (affordability levels TBD);
- DVTI (or its related corporation) would offset the operating cost (cost of operating vs. rental revenue collected), by a subsidy from a related foundation, allowing CHH to operate the building at its average operating cost.
- CHH, through an affiliated non-profit corporation with charitable status, would issue the foundation a charitable tax receipt for the value of the subsidy;
- The subsequent phase involves the donation of the building (transfer of ownership) to the CHH-affiliated non-profit corporation, for which DVTI would be issued a final charitable tax receipt.

In order to proceed with this arrangement, it is necessary to have a non-profit organization with charitable status. CityHousing Hamilton Corporation cannot seek charitable status directly as it is governed by the Ontario Business Corporations Act and is not eligible. However, it can create an affiliated non-profit corporation and seek charitable status through the Canada Revenue Agency.

There may be several benefits and opportunities associated with creating this separate corporate vehicle, in addition to facilitating the proposal with DVTI. This report recommends staff complete the full analysis of the cost, administration, governance implications, as well as identify potential opportunities to leverage this to benefit CHH tenants.

This report provides a comprehensive evaluation of the proposal, confirming its feasibility and potential benefits for both CHH and the City of Hamilton, while outlining necessary conditions and recommendations for moving forward, and a recommendation to do so.

BACKGROUND:

DV Trillium Group Inc. reached out to the City of Hamilton regarding a development concept which was directed to CHH Staff.

Staff met with DVTI (and/or its affiliated and related corporations, including Vrancor Group), and its consultant partners and received a verbal proposal of a development concept involving the donation of a building or buildings, not specific to the 734 to 756 King Street East, along with rent subsidies. Staff requested the proposal in writing to provide to the Board an outline of the development concept.

At its November 28, 2023, meeting, the CHH Board of Directors (Board), directed Staff to assess the proposal from DV Trillium Group Inc., including legal review and coordination with the City of Hamilton as necessary.

A review and assessment were made with consideration to the parallel creation of the long-term CityHousing Hamilton Development Strategy, as reported herein.

DISCUSSION:

CHH is undergoing the planning work necessary to set overall strategy and direction moving forward through a long-term Development Strategy. This will provide the strategic framework, going forward, to evaluate and prioritize individual projects. However, in the absence of the completed strategy and, considering the significant potential housing and financial benefit of the unsolicited proposal it was brought forward for review by the Board.

Proposal Summary

The high-level summary of the proposal from DVTI is that they would like to enter into an agreement with CHH to design and construct a building that CHH would operate, and eventually own, at no additional operating cost to CHH as compared to our typical buildings. There would be two phases to this deal as detailed below:

Phase 1:

CHH would fully operate the building owned by DVTI, pay a market rent to DVTI for the building, but receive a subsidy from a foundation related to DVTI to reduce CHH's operating cost to our average. This is somewhat similar to the way CHH operates many buildings currently (with offsetting subsidy from the City). The benefit to CHH is the addition of approximately 100 net new apartments for almost no capital cost¹, and the benefit to DVTI's foundation is the charitable tax receipts issued by CHH's non-profit for the operating subsidy.

Phase 2:

This is when the building (or the corporation that owns the building) is donated in its entirety to the CHH non-profit charitable corporation. At this point, CHH's non-profit would take title to a building and issue DVTI's foundation a final charitable tax receipt for the value of the building, less any outstanding liabilities, at the time of donation. The benefit to CHH is again receiving ownership of a building with approximately 100 apartments, and the benefit to DVTI is the charitable tax receipt for the value of the building.

Assessment

A fulsome assessment of the proposal has been conducted with assistance from CHH legal counsel. It has been determined an agreement, generally in line with this proposal, is operationally and financially feasible.

While CHH Staff, in consultation with legal counsel, believe an agreement is feasible, the main prerequisite is the creation of a non-profit corporation with charitable status to issue the charitable tax receipts.

In addition, there are several other requirements CHH would be seeking, including:

1. That DVTI can build in general conformance with CHH design standards and that CHH receives a building of comparable quality to its own new construction.
2. That CHH has adequate use and/or control over any shared building elements.
3. That CHH will not in any way be put in a worse position, including financially (e.g. impacts to cash flow or unanticipated costs), legally (e.g. through additional liability) or otherwise through this endeavor.

¹ CHH's costs are expected to primarily legal costs but may also include CHH staff time and other compliance / review consultants as required.

Non-Profit Charitable Corporation

Through discussions with DVTI it has become apparent that a foundational element to proceeding is the need for a charitable organization to issue charitable tax receipts for the operating subsidy and eventual donation of the building.

CityHousing Hamilton Corporation, in its existing governance state, is not eligible to seek charitable status. However, it may create an affiliated non-profit organization to seek and obtain charitable status. This is a common practice for municipally owned housing providers.

CHH staff believe there are many other potential benefits to creating such an organization. As one example, it could also be used to fundraise for programs that benefit CHH tenants, which could offset operating and capital budgets.

In support of this initiative, CHH staff are seeking direction from the Board to complete an assessment and report back on the recommendations needed to complete the incorporation of a charitable organization.

CHH staff will provide recommendations on its:

- purpose (corporate mandate and charitable purpose), structure, and organization;
- governance and administration; and
- financial considerations and timelines for completing the incorporation and obtaining charitable status from the Canada Revenue Agency.

The intent is this charitable organization could be used to facilitate this proposed arrangement with DVTI. But it could also be used for similar arrangements with other interested parties. and leverage the advantages of charitable status to the benefit of CHH's current and future tenants.

Potential Agreement

Staff are recommending CHH proceed with discussions with DVTI. Any final recommended agreement would be subject to the approval of both the Board and the Shareholder. The proposal has been deemed to be feasible and would provide significant benefit to CHH in supporting an increase in affordable housing that is financially sustainable.



The development of the final agreement may require significant negotiation and review, supported by CHH legal counsel. However, the general terms and conditions for an arrangement between DVTI and CHH have been contemplated and there is mutual understanding of how a relationship could work. Given there is no formal site-specific development currently attached to this proposal, further negotiations and considerations may be needed once this is identified and confirmed. These would be brought back to the Board at such time as a specific partnership opportunity can be advanced.

CONCLUSION:

The proposal from DV Trillium Group Inc. presents a unique and advantageous opportunity for City Housing Hamilton to expand its housing portfolio through an innovative, cost-effective partnership. The proposed arrangement aligns with CHH's strategic goals of enhancing its property assets without financial strain, offering considerable benefits through a phased approach to acquiring new, high-quality housing units.

In addition, the creation of a non-profit charitable organization would not only be able to facilitate the proposed subsidy and capital donations, but also enable CHH to engage in additional fundraising and partnership opportunities, amplifying its capacity to serve its tenants and the broader community.

Upon assessment made in conjunction with legal counsel, CHH Staff recommend proceeding towards an agreement with DVTI by both investigating and reporting back on the establishment of a charitable organization to facilitate subsidy and building transactions, along with future similar endeavors, and the drafting of an agreement that ultimately becomes site-specific before being returned to the Board for consideration.

The investigation towards the establishment of a charitable organization, and the drafting of an agreement for a potential partnership, are both to be conducted in such a way as to ensure alignment with legal, financial, and operational standards of CHH. The innovative approach to addressing affordable housing demand through the establishment of donation pathways would place CHH in a favorable position to capitalize on this and potential future charitable contributions, supporting the corporate mission of providing quality housing solutions in Hamilton.



ALIGNMENT TO THE 2023-2027 STRATEGIC PLAN:

This report implements:

NEIGHBOURHOOD REVITALIZATION:

Develop new and inclusive affordable mixed housing that builds strong and successful multi-generational communities.


Supporting Presentations and Appendices:

None

<AS/sb>

Mission: We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities.



Date:	April 23, 2024
Report to:	Board of Directors CityHousing Hamilton Corporation
Prepared by:	Adam Sweedland, Chief Executive Officer
Signature:	
Subject:	CEO Updates and Communications
Report Type:	Information (to be received)

Recommendation(s):

That the CEO Updates and Communications be **received** for information or discussion purposes.

Updates:

1.0 Cybersecurity Incident - CHH Corporate Impact Updates

CHH has been impacted significantly by the cybersecurity incident. All Tenant services have been able to continue by employing a variety of workarounds. However, from an organizational performance perspective, it is *not* business as usual. I want to highlight some of the impacts CHH is currently dealing with.

- 2023 Annual Audit / Annual General Meeting: CHH has not had access to the information needed to complete or move forward with this annual corporate work. Two distinct and necessary software programs remain unavailable: Northgate (used primarily for tenant records and maintenance work orders) and Arcori (used for financial purposes). In addition, the additional material needed to produce the annual report is unavailable.
- Arrears / Landlord and Tenant Board: CHH is not able to access data on outstanding arrears or take actions to collect on outstanding arrears. As a result,

CHH has had to seek adjournments for several arrears-related Landlord and Tenant Board. This could result in an increase in the amount of arrears reported but the total arrears outstanding cannot be determined at this time. Rent paid to CHH since the service disruption is being tracked to ensure tenants receive proper credit when we can resume accessing the Northgate system.

- **Board Reporting:** Many usual, standard and requested Board reports are not able to be completed at this time. *Appendix A* outlines the list of outstanding and future reports currently being deferred to later meetings. Note, this is a not an exhaustive list as there are additional reports being contemplated to give effect to some development related matters.

2.0 Board Communications

The following Board Communications were sent to the Board of Directors via email since the last regular meeting:

- April 9, 2024: CityHousing Hamilton Board Confidential Update
Subject Matter(s): Jamesville Development
- April 11, 2024: CityHousing Hamilton Board General Communication
Subject Matters: Service Standards Information
Hamilton is Home;
Housing Funding Programs.

Strategic Alignment:

This report supports the following 2023-2027 CityHousing Hamilton Strategic Priorities;

- FLOURISHING COMMUNITIES: Empower Tenants with the support and services they need to thrive:
- PRIDE IN HOME: Preserve and upgrade CHH's current housing stock.
- NEIGHBOURHOOD REVITALIZATION: Develop new and inclusive affordable mixed housing that builds strong and successful multi-generational communities.
- A WHOLE TEAM APPROACH: Strengthen our people and performance.

Supporting Presentations and Appendices:

Appendix A: Updated Board Report Schedule

Report Topic / Matter	Original Scheduled Date	New Targeted Date <i>*subject to data availability</i>
Presentation by CHH staff on Eviction Prevention Policies and Procedures and Arrears	March 26, 2024	May 28, 2024
Presentation by Housing Services (Waitlist and RGI Eligibility)	March 26, 2024	May 28, 2024
Accessibility Report – Follow Up	March 26, 2024	May 28, 2024
2024 Equity, Diversity and Inclusion Workplan	March 26, 2024	May 28, 2024
Operating Variance (Feb)	April 23, 2024	TBD
2023-2027 Strategic Plan Annual Update	April 23, 2024	May 28, 2024
Full Key Performance Indicators (vacancies, arrears, maintenance and pest control)	April 23, 2024	June 25, 2024
Auditor’s Report	May 28, 2024	TBD
Annual Report	May 28, 2024	TBD
Security Services Update	May 28, 2024	June 25, 2024
Development Update: 106 Bay Street	May 28, 2024	May 28, 2024
Development Update: 55 Queenston	May 28, 2024	May 28, 2024
CMHC Project Reporting	May 28, 2024	June 25, 2024
257 King William – Property Management Agreement with Indwell	n/a	May 28, 2024
Asset Renewal Annual Report (KPIs and Energy Projects)	June 25, 2024	June 25, 2024
Energy Initiatives Incentives Proposal	June 25, 2024	June 25, 2024
Area Rating Funded Projects Overview	June 25, 2024	June 25, 2024
Tenants First Team (Tenant Advisory Committee) - Terms of Reference and Workplan	June 25, 2024	June 25, 2024
New Development Plan proposal (confidential)	June 25, 2024	June 25, 2024