

NOTICE OF MEETING
BOARD OF DIRECTORS AND MEMBERS
CITYHOUSING HAMILTON CORPORATION

REGULAR MEETING

Date: Tuesday Feb. 13, 2024
Time: 10:30am – 12noon
*10:15am – Board members join via Webex invite

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](#)

AGENDA:

- 1) Call to Order
- 2) Conflict of Interest Declaration
- 3) Confirmation of Minutes
 - a) Regular meeting held on December 12, 2023
 - b) Audit & Finance meeting held on December 01, 2023
- 4) Finance
 - a) Operating Variance for November 30, 2023 (Report #24003)
 - b) Insurance Renewal 2023 – 2024 (Report #24001)
 - c) Insurance Incidents 2022 Report #24002)
 - d) RBC Banking Authority Update (Report #24004)
 - e) Authorization to use procured contracts of Ontario Non-Profit Housing Association (ONPHA) and Housing Services Corporation (HSC) (Report #24006)
- 5) Strategy & Quality Improvements / Development
 - a) Monthly Key Performance Indicators, as of Feb. 2024 (Report #24005)
 - b) 1620 Main St. E. - Budget Clarification (Report #24007)
- 6) CEO Written Updates
 - 1.0 Equity, Diversity, Inclusivity (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 & Visit
 - 5.0 Vrancor – Unsolicited Proposal Update
- 7) In-Camera / Confidential
 - a) 405 James St. N. Update (Jamesville) (Report #17007h)

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 CONFIDENTIALITY

This report is being considered in Closed Session as it contains information proposed or pending acquisition or disposition of land.

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.

8) Adjournment

MEETING MINUTES
BOARD OF DIRECTORS AND MEMBERS
CITYHOUSING HAMILTON CORPORATION

Date: **Tuesday, Dec. 12, 2023**
Time: **10:00am – 12noon**
Meeting: **Special 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/c6PffvfPclk?feature=share>
CHH website, Agenda Material:
CHH BoD Dec. 12 2023 Agenda Material

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

Regrets: Treasurer-Councillor Tammy Hwang

Also Present: CHH Staff: R. Desouza, S.Botham, A. MacKenzie, B. Lilley, L. Ward, A. Warren-Ritchie / *Virtual* – B. Kinaschuk, T. Murphy, Gillian McLaughlin
Other City Depts: Housing Division, B. Kreps, K. Ryan / *Virtual* - M. Baird

Public: via YouTube / Live Stream

CHH VOLUNTEER APPRECIATION AWARD CEREMONY
10:00am

JACQUELINE AIRD Board Director since 2015 to Oct 2023	NICKOLAS BUT Vice President oct. 2021 – 2023 Board Director since 2019 to Oct 2023	PATRICIA REID Board Director since 2011 to Oct 2023	Don MALLETTE 20 Years Volunteer for 'Larch After School Program'
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Each volunteer was presented with a framed art piece and gift card in appreciation of their service.

1. Call to Order (Quorum is five)

Chair - President Nann proceeded with Traditional Land Acknowledgement for the City of Hamilton.

President Nann, called the meeting to order at 10:16am

Board meeting December 12th is a Hybrid meeting and being held via WebEx conferencing and Live Streamed on YouTube

- Hybrid meeting, 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 / Appointment of Officer

- a) Regular meeting held on November 28, 2023

Motion by Director-Citizen K. Andrus, seconded by Director-Citizen A. Harris and carried to approve minutes of Nov. 28, 2023 as distributed.

- b) Audit & Finance meeting held on November 16, 2023

Motion by Director-Councillor C. Kroetsch, seconded by Director-Councillor T. Jackson and carried to approve minutes of November 16, 2023 as distributed.

- c) 2023 Appointment of Officer – Vice President

The Chair called for nominations for the position of Vice-President.

Citizen Member Christine Griffith has put forth her name for nomination for the role of Vice-President.

Motion by Director-Councillor Kroetsch, seconded by Director-Citizen A. Plug-Buist that *Christine Griffith* be nominated as Vice-President.

There being no other nominations, Christine Griffith is elected and duly declared Vice-President of the Board.

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

That the following Director be appointed as Officer with signing authority:

Vice-President, Christine Griffith

4. Finance / Asset Renewal

a) 2024 Budget Presentation (Operating & Capital Replacement and Reserve Budget)

The Board was in receipt of the 2024 Budget power point presentation from CEO/Secretary dated December 12, 2023.

Adam Sweedland, CEO; Rochelle Desouza, CFO and Bernice Lilley, Manager of Asset Renewal gave an overview of the report recommendation and presented slide show, including but not limited to:

- Overview of CHH Services and 2023 Highlights
- Overview of Structure
- Summary of 2023 to 2024 Complement Changes
- Overview of all 2024 Funding Sources and allocation
- Report 23031 – Proposed Operating Budget 2024
- Report 23032 – Proposed Capital Replacement and Reserve Budget 2024
- Update on Canada Mortgage Housing Corporation Co-Investment Fund
- Review of current CityHousing Hamilton Reserves

It was moved by Director-Citizen A. Harris, seconded by Vice-President C. Griffith and carried:

That the power point presentation be received for information.

b) Proposed 2024 Operating Budget (Report #23031)

The Board was in receipt of Report #23031 from CEO/Secretary dated December 12, 2023.

Rochelle Desouza, CFO gave an overview of the report as indicated above as part of the slide show presentation.

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

- a) That Report #23031 be received;
- b) That the Board adopt and approve Report #23031 CityHousing Hamilton Corporation 2024 Operating Budget; and
- c) Staff be directed to work with the City of Hamilton, in its capacity as Service Manager, to retain an external consultant to complete a comprehensive financial analysis of CityHousing Hamilton Corporation for the purposes of establishing recommendations for a permanent funding model which considers sustainability from an operating, capital and growth perspective.

c) Proposed 2024 CHH Replacement & Reserve Budget

The Board was in receipt of Report #23032 from CEO/Secretary dated December 12, 2023.

Bernice Lilley, Manager of Asset Renewal gave an overview of the report as indicated above as part of the slide show presentation.

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

- a) That the Board adopt and approve the CityHousing Hamilton Corporation 2024 Replacement and Reserve Budget totalling \$9,991,208; and
- b) That the Chief Executive Officer be delegated authority to approve in-year changes to the proposed expenditures in Report #23032 to address unanticipated emergency projects and report back to the Board with details of any such reallocation.

5. CEO Written Updates (deferred from Nov.28th,2023)

The Board was in receipt of the CEO Written Updates from CEO/Secretary dated December 12, 2023.

- 1.0 EDI Recruitment Update
- 2.0 Board Orientation for New Citizen Members
- 3.0 Federal Government Fall Economic Statement
- 4.0 Portfolio Management Committee (PMC), Terms of Reference Update (Report #23022) – attachment

Adam Sweedland, CEO gave an overview of each item.

Item 4.0, PMC Updated the members as referred in the Terms of Reference for a minimum of 3 Council-elected Board members and 1 Citizen-appointed Board member. Confirmed Council-elected Board members are: Councillors Nrinder Nann, Cameron Kroetsch and Alex Wilson and Citizen members are: Vice-President Christine Griffith, Karl Andrus and Alice Plug-Buist.

It was moved by Vice-President C. Griffith, seconded by Director-Citizen K. Andrus and carried:

That the CEO updates be received for information and the PMC members are:
Councillors Nrinder Nann, Cameron Kroetsch and Alex Wilson and Citizen members: Vice-President Christine Griffith, Karl Andrus and Alice Plug-Buist.

6. In-Camera / Confidential - Deferred from Nov. 28th, 2023

Motion moved by Director-Councillor C. Kroetsch, seconded by Director-Councillor A. Wilson and carried to move In-Camera for item 6(a) and 6(b) at 11:11am.

Attendees for Item 6a: Councillors N. Nann, C. Kroetsch, T. Jackson (virtual), A. Wilson (virtual); K. Andrus, A. Harris, C. Griffith, A. Plug-Buist, A. Warren-Ritchie, A. Sweedland, S. Botham, A. MacKenzie (recorder) and T. Herechuk (recorder)

a) **181 Main St. W. (Report #23029)**

PRIVATE AND CONFIDENTIAL

NOTE: Discussion of this Confidential Report in closed session is subject to the following requirement(s) of the of the City of Hamilton's Procedural By-law and the *Ontario Municipal Act, 2001*:

(i) a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization;

RATIONALE FOR CONFIDENTIALITY

This report is being considered in Closed Session as it contains information explicitly supplied in confidence to the municipality or local board by Canada, a province or territory or a Crown agency of any of them.

RATIONALE FOR MAINTAINING CONFIDENTIALITY

Staff are recommending that the Report 23029 remain confidential, as the subject matter is a trade secret or scientific, technical, commercial, financial or labour relations information, supplied in confidence to the municipality or local board, which, if disclosed, could reasonably be expected to prejudice significantly the competitive position or interfere significantly with the contractual or other negotiations of a person, group of persons, or organization.

Sean Botham, Manager of Development gave an overview of the report.

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

That Report 23029 recommendations be followed as noted in the report, and

That Report 23029 remain confidential.

Attendees for Item 6b: Councillors N. Nann, C. Kroetsch, T. Jackson (virtual), A. Wilson (virtual); K. Andrus, A. Harris, C. Griffith, A. Plug-Buist, A. Warren-Ritchie, A. Sweedland, L. Ward, A. MacKenzie (recorder) and T. Herechuk (recorder)

b) Update on Recommendations from Auditor General Investigations, (Report #23030)

NOTE : Discussion of this Confidential Report in closed session is subject to the following requirement(s) of the requirement(s) of the City of Hamilton's Procedural By-law and the *Ontario Municipal Act, 2001*:

- **as amended, as the subject matter pertains to personal matters about an identifiable individual, 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 matters about an identifiable individual(s).

Staff are recommending that Report #23030, Update on Recommendations from Auditor General Investigations remain confidential, as the primary subject matter pertains to personal matters about an identifiable individual(s).

Adam Sweedland, CEO and Leanne Ward, Manager of Operations gave an overview of report.

It was moved by Director-Citizen C. Griffith, seconded by Director-Citizen A. Harris and carried:

That Report 23030 be received for information, and

That Report 23030 remain confidential.

Motion moved by Director-Citizen A. Plug-Buist, seconded by Director-Citizen A. Harris and carried to move Out-of-Camera in public forum at 12:02pm.

7. Adjournment at 12:02pm

Motion by Director-Citizen K. Andrus, seconded by Director-Citizen A. Harris and carried that the meeting be adjourned.

TAKEN AS READ AND APPROVED

**Nrinder Nann, PRESIDENT
CityHousing Hamilton Corporation**

*Teresa Herechuk
CityHousing Hamilton Corporation
December 12, 2023*



AUDIT & FINANCE COMMITTEE

CITYHOUSING HAMILTON CORPORATION

Date: Friday December 1, 2023
Time: 12.30 pm – 1.00 pm
Place: Web-ex

Web-ex Attendees: Councillor Tammy Hwang – Treasurer
Brian Kreps – Service Manager, Housing Ser.
Bernice Lilley, Manager Asset renewal
Adam Sweedland, CEO
Rochelle Desouza, CFO
Teresa Herechuk – Web-ex host

Regrets: Kim Ryan – Hsg. Officer, Housing Ser.

Re: CHH Board meeting date, December 12, 2023

AUDIT COMMITTEE MEETING MINUTES:

Item	Title	ACTION
1)	Report 23031 – Proposed Operating Budget 2024 Rochelle Desouza, summarized the report and the findings.	.
2)	Report 23032 – Proposed Replacement & Reserve Budget 2024 Bernice Lilley, summarized the report and the findings.	
3)	Adjournment at 9.00 am with no changes or action items from the meeting.	
TAKEN AS READ AND APPROVED		
TAMMY HWANG, TREASURER CityHousing Hamilton Corporation		
	Rochelle Desouza, CFO CityHousing Hamilton Corporation December 1, 2023	

Date: February 13, 2024

Report to: Board of Directors
CityHousing Hamilton Corporation

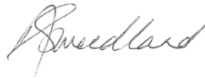
Submitted by: Adam Sweedland
Chief Executive Officer/Secretary

Prepared by: Rochelle Desouza
Chief Financial Officer

Subject: **Operating Variance Report for November 30, 2023
(Report # 24003)**

RECOMMENDATION:

That Report #24003 be received for information.



Adam Sweedland
Chief Executive Officer/Secretary

BACKGROUND:

Summarized consolidation Operating results as at November 30, 2023 are shown below:

Consolidated	Budgeted	Actual	Variance	Annual Budget
	YTD Nov 2023	YTD Nov 2023	YTD Nov 2023	2023
REVENUE				
1 Operating Revenue	37,514,348	38,447,670	933,322	40,924,743
2 Government Subsidies	20,058,407	19,865,119	(193,289)	21,881,899
Other	1,683,534	1,815,984	132,450	1,836,582
TOTAL REVENUE	59,256,289	60,128,772	872,484	64,643,224

Consolidated	Budgeted	Actual	Variance	Annual Budget
	YTD Nov 2023	YTD Nov 2023	YTD Nov 2023	2023
EXPENSES				
3 Administration-Salaries/Wages/Benefits	12,815,732	13,136,500	(320,768)	13,980,798
4 Administration-Bad Debts	376,664	1,071,690	(695,026)	410,906
5 Administration-Insurance	1,762,543	2,043,951	(281,408)	1,922,774
6 Administration-Other	2,243,594	1,918,085	325,509	2,447,557
7 Materials and Services	13,349,507	13,925,507	(576,000)	14,563,099
8 Utilities	10,330,568	10,208,917	121,650	11,269,710
Property Taxes	726,612	763,812	(37,199)	792,668
Amortization and Mortgage Interest	8,721,301	7,003,652	1,717,648	9,514,146
Allocated to Capital Services	8,929,769	8,929,769	0	9,741,566
TOTAL EXPENSES	59,256,289	59,001,882	254,407	64,643,224
NET SURPLUS/DEFICIT	-	1,126,890	1,126,890	-

Appendix A displays the consolidated year-to-date operating results as at November 30, 2023, this shows a favorable variance to budget of \$1,126,890. Details on significant variances are discussed below.

Revenue

Detailed revenue information is shown in the chart below:

REVENUE DETAILS	Budgeted	Actual	Variance	Annual Budget
	YTD Nov 2023	YTD Nov 2023	YTD Nov 2023	2023
1 <u>Operating Revenue</u>				
Residential Rent	36,667,738	37,402,334	734,596	40,001,169
Commercial Rent	846,610	1,045,336	198,727	923,574
Tenant Recoveries	511,866	607,192	95,326	558,399
Other	1,171,668	1,208,792	37,124	1,278,183
TOTAL OPERATING REVENUE	39,197,881	40,263,654	1,065,772	42,761,325
2 <u>City of Hamilton Subsidy</u>				
Rent/Operating Subsidy	19,219,077	19,096,432	(122,646)	20,966,266
Rent Supplement Subsidy	839,330	768,687	(70,643)	915,633
TOTAL CITY OF HAMILTON SUBSIDY	20,058,407	19,865,119	(193,289)	21,881,899
TOTAL REVENUE	59,256,289	60,128,772	872,484	64,643,224

Operating Revenue¹

Net operating revenue is showing a favorable variance to budget of \$1,065,772. Revenue is budgeted as per benchmarking factors as provided by Ministry of Municipal Affairs and Housing. For commercial rent there is one unit vacancy loss at 89 King and there was adjustment for commercial space at 181 Main in January 2023.

Government subsidies has a variance, this will be reconciled at year end when we complete the Annual Information return.

Administration Salaries, Wages and Benefits³

Staffing complements are continuously reviewed to ascertain appropriate staffing levels. Some of the overages due to positions being hired to reflect the staffing model as approved by the Board and some additional resources to meet the vacancy work being conducted. Positions which work on new development are funded as a capital cost to the respective projects in each quarter.

Administration Bad Debt⁴

Bad Debts are based on an actual Bad Debts for 2023.

Administration Insurance⁵

Insurance is showing an unfavorable variance to budget of (\$281,408). Cost are as per actual invoices paid and the deductibles are higher than expected in year.

Administration Other⁶

Seasonal variance in cost as most are incurred in latter part of the year.

Materials and Services⁷

Operating expenses relating to Materials and Services are showing an unfavorable variance to budget of (\$576,000). The chart below shows a distribution of total materials and services costs among the main cost categories:

Particulars	Budgeted	Actual	Variance	Annual Budget
	YTD Nov 2023	YTD Nov 2023	YTD Nov 2023	2023
Building Operating	3,600,546	2,640,658	959,887	3,927,868
Unit Turnovers/Vacancies	2,098,226	858,218	1,240,008	2,288,974
Painting Operating	401,373	23,988	377,385	437,861
Roofing Operating	151,490	250,124	(98,634)	165,262
Life Systems Operating	564,275	1,036,587	(472,311)	615,573
Elevators Operating	402,888	463,276	(60,388)	439,514
Equipment Operating	236,321	444,314	(207,992)	257,805
Plumbing Operating	598,113	601,408	(3,295)	652,487
Heating and Ventillation Operating	694,621	1,233,632	(539,011)	757,768
Grounds Operating	1,516,609	2,313,579	(796,969)	1,654,483
Electrical Operating	518,320	349,238	169,082	565,440
Building Security Operating	1,049,848	2,186,382	(1,136,534)	1,145,289
Waste Removal Operating	254,476	622,664	(368,189)	277,610
Supplies	1,035,672	901,439	134,233	1,129,824
HST Expenses- Material and Services	226,729	-	226,729	247,341
TOTAL MATERIALS & SERVICES	13,349,507	13,925,507	(576,000)	14,563,099

Unit Turnovers in 2023 which are over and above the Property Managers budgets will be renovated through the Poverty Reduction Fund 2023. CHH is grateful to the City of Hamilton for the Vacant Unit Funding which will help repair 476 units.

Building Security, Waste Removal, HVAC and Grounds are categories driving significant variances. Management is reviewing this work to look for opportunities for efficiencies and cost reductions.

Utilities⁸

This budget line is estimated as per Ministry of Municipal Affairs and Housing (MMAH) benchmark indices and Utilities are trending within budget. There has been significant savings in utilities due to the Building Automation Systems and the grants received from the province towards green energy. Budgets are distributed equally between the 12 months of the year. Trending is lower than budget for November 2023.

Replace & Reserve Expense Variance Statement

Appendix B details the Statement of Replace & Reserve income and expenses of CHH for the month ending November 30, 2023.

Balance Sheet

Appendix C details the Balance Sheet as at November 30, 2023.

ALIGNMENT TO THE 2023-2027 STRATEGIC PLAN:

This report implements:

A WHOLE TEAM APPROACH:

Strengthen our people and performance.

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.



Budget V/S Actual

Statement of Operations for the month ending November 30, 2023

<u>Account</u>	<u>Nov 2023</u>	<u>Budet -YTD</u>	<u>Actual</u>	<u>Variance</u>	<u>Annual Budget</u>
REVENUE					
Rental					
Residential	3,457,022	36,667,738	37,402,334	734,596	40,001,169
Commercial	83,698	846,610	1,045,336	198,727	923,574
Total Rents Revenue	3,540,720	37,514,348	38,447,670	933,322	40,924,743
Subsidy					
Subsidy	1,822,530	20,058,407	19,865,119	(193,289)	21,881,899
Total Subsidy Revenue	1,822,530	20,058,407	19,865,119	(193,289)	21,881,899
Other Revenue					
Tenant Recoveries	71,732	511,866	607,192	95,326	558,399
Other	151,596	1,171,668	1,208,792	37,124	1,278,183
Total Other Revenue	223,328	1,683,534	1,815,984	132,450	1,836,582
Total Revenues	5,586,578	59,256,289	60,128,772	872,484	64,643,224
EXPENSES					
Salaries & Wage Expenses	1,239,251	12,815,732	13,136,500	(320,768)	13,980,798
Bad Debts	787,117	376,664	1,071,690	(695,026)	410,906
Insurance	278,981	1,762,543	2,043,951	(281,408)	1,922,774
Administration Other	184,144	2,243,594	1,918,085	325,509	2,447,557
Maintenance	2,925,311	13,349,507	13,925,507	(576,000)	14,563,099
Utilities	1,045,779	10,330,568	10,208,917	121,650	11,269,710
Municipal Taxes	- 200	726,612	763,812	(37,199)	792,668
Amortization & Mortgage Interest	517,592	8,721,301	7,003,652	1,717,648	9,514,146
Capital Reserve allocation	811,797	8,929,769	8,929,769	0	9,741,566
Total Expenses	7,789,774	59,256,289	59,001,882	254,407	64,643,224
Surplus/Deficit	(2,203,195)	-	1,126,890	1,126,890	-



Budget V/S Actual

Statement of Replace & Reserve for the month ending November 30, 2023

Account	Budget -YTD	Actual	Variance	Annual Budget
REVENUE				
Grant Revenues				
City Block Funding	458,333	-	(458,333)	500,000
Sold Unit Transfers	-	-	-	-
Grants	11,228,502	17,209,336	5,980,834	12,249,275
Total Grant Revenue	11,686,835	17,209,336	5,522,501	12,749,275
Reserve Transfer				
Reserve Transfer from Operating	8,929,769	8,929,769	(0)	9,741,566
Total Reserve Transfer	8,929,769	8,929,769	(0)	9,741,566
Total Revenues	20,616,604	26,139,105	5,522,501	22,490,841
EXPENSES				
New Construction R&R	11,000,000	27,486,146	(16,486,146)	12,000,000
Building R&R	2,845,477	732,857	2,112,620	3,104,157
Flooring R&R	-	2,550	(2,550)	-
Unit Retrofit R&R	916,667	1,690,141	(773,474)	1,000,000
Roofing R&R	1,558,333	228,194	1,330,139	1,700,000
Energy Conservation R&R	-	1,139,585	(1,139,585)	-
Elevators R&R	-	1,771	(1,771)	-
Electrical R&R	-	59,696	(59,696)	-
Equipment R&R	-	8,120	(8,120)	-
AODA R&R	-	3,740	(3,740)	-
Administration	-	463,071	(463,071)	-
Grounds R&R	-	165,112	(165,112)	-
Life Safety Systems R&R	1,787,500	286,969	1,500,531	1,950,000
Heating & Plumbing R&R	-	54,715	(54,715)	-
Heating & Vent R&R	-	8,375	(8,375)	-
Plumbing R&R	-	4,148,418	(4,148,418)	-
Transfers to Investment	2,508,627	-	2,508,627	2,736,684
Total Expenses	20,616,604	36,479,459	(15,862,855)	22,490,841
Surplus/Deficit	-	(10,340,354)	(10,340,354)	-



CHH Board of Directors
February 13, 2024
Report # 24003, Appendix C
Consolidated Balance Sheet
 As of 11/30/2023

Account	Amount
Assets	
Cash and Cash equivalents	\$25,385,663.27
Other Accounts Receivable	(\$2,363,480.49)
GST/HST Receivable	\$1,042,469.16
Rents Receivable	\$3,171,280.58
Due to/From	(\$75,825,032.37)
Prepaid Expenses	\$1,908,423.05
<i>Total Current Asset</i>	(\$46,680,676.79)
Marketable Security	\$16,249,053.17
<i>Total Investment</i>	\$16,249,053.17
Capital Assets	\$225,114,763.09
<i>Total Fixed Assets</i>	\$225,114,763.09
FCM	(\$5,094,481.61)
<i>Total Long Term Liabilities</i>	(\$5,094,481.61)
Total Assets	\$189,588,657.86
Liabilities And Net Assets	
Accounts Payable	\$7,004,794.21
Accrued Liabilities	\$6,478,813.19
Other Liabilities	\$609,104.14
Prepaid Rents	\$1,227,640.03
Rent Deposits	\$558,601.38
-GST/HST Receivable	\$23,214.89
Deferred Contributions	\$9,841,439.80
Due to/From	(\$75,825,032.37)
Subsidies Payable	\$1,400,570.00
<i>Total Current Liabilities</i>	(\$48,680,854.73)
Mortgages	\$29,336,658.71
City Loan	\$26,780,036.52
<i>Total Long Term Liabilities</i>	\$56,116,695.23
Retained Earnings	\$150,295,344.26
Development Fund	\$6,733,980.00
Special Reserves	\$91,186.26
Sold Units Reserves	\$32,890,196.92
Contributed Surplus	\$45,819.00
Share Capital	\$76,300.00
Energy Reserves	\$1,233,455.06
Current Years Surplus	(\$9,213,464.15)
<i>Total Shareholders Equity</i>	\$182,152,817.35
Total Liabilities And Net Assets	\$189,588,657.86



Date: February 13, 2024

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

Prepared by: Rochelle Desouza,
Chief Financial Officer

Subject: Insurance Renewal- Nov 2023-Nov 2024 (Report #24001)

RECOMMENDATION:

That Report #24001 be received for information.

A handwritten signature in black ink that reads "Sweedland".

Adam Sweedland
Chief Executive Officer/Secretary

BACKGROUND:

Insurance premiums including additional insurance for the renewal period commencing November 1, 2023 total \$2,074,178.87 (prior year \$1,815,189.91). This represents an increase of \$258,988.96 or 14.27% over prior year. This is due to the factors of the true cost to reconstruct and that insurance costs have gone up higher than expected (the benchmark for insurance increase is 5.53%). Insurance coverages are based on the expected cost to reconstruct and last years details and credit for sold units will be received as sent during the year. Details of insurance rates per type of coverage are shown below:



Particulars	Insurance cost	Insurance cost	Insurance cost	CY vs PY
	2021/22	2022/23	2023/24	% change
Total Insured Values	\$ 1,069,289,265	\$1,165,244,181	\$ 1,317,551,446	13.07%
Average Property Rate	\$ 0.093920	\$ 0.105793	\$ 0.112615	6.45%
#Units	6973	6846	6962	1.69%
Insurance cost/unit	\$ 186	\$ 228	\$ 276	20.79%
<u>LINE OF COVERAGE (BASE)</u>				
Property	\$ 338,234.01	\$ 426,098.79	\$ 563,798.43	32.32%
Contribution to Property Claims Fund	\$ 666,037.62	\$ 806,644.32	\$ 919,966.71	14.05%
Total Property Insurance	\$ 1,004,271.63	\$ 1,232,743.11	\$ 1,483,765.14	20.36%
Commercial General Liability	\$ 245,126.14	\$ 302,891.29	\$ 323,404.42	6.77%
Boiler & Machinery	\$ 15,700.56	\$ 17,294.62	\$ 18,173.84	5.08%
Crime	\$ 12,827.34	\$ 14,189.97	\$ 15,151.93	6.78%
Directors & Officers	\$ 66,455.73	\$ 66,427.47	\$ 66,989.68	0.85%
Umbrella Liability	\$ 14,748.81	\$ 15,755.96	\$ 16,824.08	6.78%
Excess Umbrella Liability	\$ -	\$ -	\$ 94,801.87	
Property Managers Errors & Omissions	\$ 0.01	\$ 0.01	\$ -	-1
Mandatory Tenant Insurance Credit	-\$ 24,547.73	-\$ 32,445.45	-\$ 36,808.32	
Risk Credits	\$ -	\$ -	\$ -	
Smoke Free Credit	-\$ 1,118.10	-\$ 1,404.23	-\$ 2,873.29	
Smart Burner Credit	-\$ 39,276.37	-\$ 51,912.66	-\$ 58,893.36	
Total	\$ 1,294,188.02	\$ 1,563,540.09	\$ 1,920,535.99	22.83%
PST	\$ 107,542.56	\$ 134,458.51	\$ 153,642.88	14.27%
TOTAL INVOICE	\$ 1,401,730.58	\$ 1,697,998.60	\$ 2,074,178.87	22.15%
		\$ 1,815,189.91	\$ 2,074,178.87	14.27%

The 2022/2023 policy term included a Property Claims Fund. This follows the risk logic of funding smaller predictable claims and insuring larger unexpected claims. This fund was created as a trust fund for the benefit of providers who contribute into it.

When CHH incurs a property claim, funds from the trust are used to pay any eligible claims expenses and indemnities between CHH's deductible amount up to the program deductible. Housing Services Corporation monitors the Claims Fund and can provide details of claims paid/expenses and the fund balance.

The deductible for property claims went up from \$25,000 per occurrence to \$50,000 per occurrence.

For the 2023/2024 policy term, Marsh Canada Limited are the program broker and HSC Insurance Inc. (a Housing Services Corporation affiliate) remains responsible for gathering data, issuing invoices and collecting premiums.

CHH's Risk Rating is 6 which is considered a high risk level.

Appendix A details current insurers for each insurance type and their participation.

		Limits
Property	\$Based on Schedule of Location	
Commercial General Liability	\$	2,000,000
Boiler & Machinery	\$	50,000,000
Crime	\$	250,000
Directors & Officers	\$	5,000,000
Umbrella Liability	\$	3,000,000

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/rd

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

DECLARATION OF INSURANCE

Line of Business	Insurer	Master Policy Number	Participation
Property - Primary \$10,000,000	Lloyd's Syndicates various	MCL-2081	58.00%
	XL Specialty Insurance Company, Canadian Branch	MCL-2081	12.50%
	Aviva Insurance Company of Canada	MCL-2081	12.50%
	Allianz Global Risks US Insurance Company	MCL-2081	7.00%
	Swiss Re Corporate Solutions America Insurance Corporation - Canadian Branch	MCL-2081	10.00%
Property - Excess Layer \$15,000,000 of \$10,000,000	Northbridge General Insurance Company	MCL-2081	37.50%
	XL Specialty Insurance Company, Canadian Branch	MCL-2081	12.50%
	Aviva Insurance Company of Canada	MCL-2081	15.00%
	Intact Insurance Company	MCL-2081	10.00%
	National Liability & Fire Insurance Company (Berkshire Hathaway)	MCL-2081	15.00%
Property - Second Excess Layer \$50,000,000 of \$25,000,000	Allied World Specialty Insurance Company	MCL-2081	10.00%
	Liberty Mutual Insurance Company	MCL-2082	20.00%
	Allianz Global Risks US Insurance Company	MCL-2082	5.00%
	Allied World Specialty Insurance Company	MCL-2082	15.00%
	Intact Insurance Company	MCL-2082	35.00%
	Swiss Re Corporate Solutions America Insurance Corporation - Canadian Branch	MCL-2082	10.00%
Property - Third Excess Layer \$50,000,000 of \$75,000,000	Echelon Insurance	MCL-2082	15.00%
	Swiss Re Corporate Solutions America Insurance Corporation - Canadian Branch	MCL - 3139	10.00%
	Allianz Global Risks US Insurance Company	MCL - 3139	5.00%
	Definity Insurance Company	MCL - 3139	5.00%
	Intact Insurance Company	MCL - 3139	40.00%
	Liberty Mutual Insurance Company	MCL - 3139	35.00%
Property - Fourth Excess Layer \$25,000,000 of \$125,000,000	Echelon Insurance	MCL - 3139	5.00%
Equipment Breakdown	Intact Insurance Company	MCL - 3140	100.00%
Commercial General Liability	Boiler and Inspection Insurance Company	00001619	100.00%
Abuse Liability Endorsement	XL Specialty Insurance Company, Canadian Branch	MCL-2083	100.00%
Non Municipal Water Supply Liability Endorsement	XL Specialty Insurance Company, Canadian Branch	MCL-2083	100.00%
Tenant Support and/or Assisted Care Services Errors and Omissions	XL Specialty Insurance Company, Canadian Branch	MCL-2083	100.00%
Property Managers Errors and Omissions	XL Specialty Insurance Company, Canadian Branch	MCL-2083	100.00%
Umbrella Liability	AXA XL Specialty Insurance Company, Canadian Branch	MCL-2083	100.00%
Excess Umbrella Liability	Zurich Insurance Company Ltd.	8622006	100.00%
Crime	AXA XL Specialty Insurance Company, Canadian Branch	MCL-2083	100.00%
Directors' and Officers' Liability Cyber Liability	Travelers Insurance Company of Canada	1009477 1000007557	100.00%
Excess Directors' and Officers' Liability	HDI Global Specialty SE	CC0028621000	100.00%
SUBTOTAL OF CORE INSURANCE PREMIUM NOT INCL APPLICABLE TAXES OR "NON-CORE" INSURANCE PREMIUM			



Date: February 13, 2024

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

Prepared by: Rochelle Desouza
Chief Financial Officer
Leanne Ward
Manager of Operations

Subject: Insurance Incidents for the year 2022 (Report #24002)

RECOMMENDATION:

That Report #24002 be received for information.

A handwritten signature in black ink that reads "Sweedland".

Adam Sweedland
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

This report provides information on CityHousing Hamilton's (CHH) Insurance Incidents for the year 2022. This report was created following a recommendation from the 2016 Operational review.

During the period January to December 31, 2022, there were 44 incidents reported, compared to 39 reported in 2021. Of the 44 incidents reported, 20 incidents were sent to the insurance adjusters, compared to 32 referred in 2021.

The following table shows the deductibles and settlements over the past five years:

Year	Total Amount
2022	\$ 85,968
2021	\$ 84,000
2020	\$ 115,000
2019	\$ 203,129
2018	\$ 203,284
2017	\$ 122,792

Some 2022 claims are currently being processed with the insurance and the deductible will be paid in 2023-24.

As part of its residential leasing process, CHH recommends and strongly encourages residents to obtain and maintain tenant insurance. Prospective residents are provided with information about how to obtain insurance and cost-effective options available for social housing tenants. However, the *Residential Tenancies Act* does not allow landlords to require tenants to obtain and maintain insurance. Tenant insurance protects residents from unexpected and costly expenses because of fire, theft or water damage.

Ultimately, CHH is responsible for ensuring our properties: (i) are operated safely; (ii) have fire safety plans established for apartment buildings; and (iii) are appropriately insured to mitigate risk.

DISCUSSION:

Below is the summary of incidents that CHH had in 2022.

WARD	PORTFOLIO	NATURE	OUTCOME
14	Portuguese	Slip and Fall	Information
5	Public Housing	Slip and Fall	Settled
5	Public Housing	Slip and Fall	Settled
7	Market	Slip and Fall	Settled
6	Public Housing	Slip and Fall	Settled
5	Public Housing	Slip and Fall	Settled
1	Public Housing	Biohazard	Information
5	Public Housing	Slip and Fall	Information
7	MNP	Flood	Settled
6	Public Housing	Slip and Fall	Settled
3	Market	Flood	Settled
14	Public Housing	Flood	Below deductible-no claim
6	Public Housing	Miscellaneous	Settled

5	Public Housing	Fire	Settled
2	MNP	Slip and Fall	Information
2	CPPP	Miscellaneous	Information
2	Public Housing	Miscellaneous	Information
6	Public Housing	Fire	Claim sent to Insurance-on going
2	Public Housing	Slip and Fall	Settled
4	Public Housing	Slip and Fall	Information
5	Public Housing	Flood	Below deductible-no claim
5	Public Housing	Flood	Below deductible-no claim
1	Public Housing	Flood	Claim sent to Insurance-on going
14	Public Housing	Fire	Claim sent to Insurance-on going
6	MNP	Slip and Fall	Information
6	Public Housing	Miscellaneous	Settled
6	MNP	Flood	Information
7	Public Housing	Slip and Fall	Information
8	Public Housing	Slip and Fall	Information
5	Public Housing	Fire	Below deductible-no claim
2	Public Housing	Slip and Fall	Information
2	Public Housing	Fire	Claim sent to Insurance-on going
5	Public Housing	Slip and Fall	Information
6	Public Housing	Electrical Outage	Claim sent to Insurance-on going
6	Public Housing	Miscellaneous	Claim sent to Insurance-on going
7	Market	Slip and Fall	Information
14	Portuguese	Fire	Information
5	Public Housing	Flood	Information
7	Public Housing	Miscellaneous	Information
14	Public Housing	Flood	Information
14	Portuguese	Fire	Information
14	Public Housing	Slip and Fall	Settled
8	MNP	Slip and Fall	Information
8	MNP	Flood	Claim sent to Insurance-on going

*Outcome definition below

Information: Incident occurred but did not impact CHH's insurance.

Below Deductible/No claim: Incident was below the deductible limit, so CHH paid for damages through work orders.

Claim sent to Insurance: Insurance adjusters are yet working on the claim.

Settled: Claim has been looked after by the insurance and is closed now.

* Nature of Incident

Miscellaneous includes incidents where a tenant passed away, violent incident or self harm. Details are not provided to protect the tenants involved and tenant privacy.

The breakdown of the insurance incidents as per type of structure is below:

Type of Incident	Type of Structure			Total
	Apartments	TownHomes	Singles/Semi's	
Slip and Fall	10	9	0	19
Flood	4	6	0	10
Fire	3	4	0	7
Miscellaneous	3	2	1	6
Bio Hazard	1	0	0	1
Electrical Outage	1	0	0	1
	22	21	1	44

CONCLUSION:

CHH continues to work on educating and training staff to identify ways to reduce risk for residents and assets. CHH's goal is to ensure a safe, secure and healthy community.

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.

A WHOLE TEAM APPROACH:

Strengthen our people and performance.

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.



Date: February 13, 2024

Report to: Board of Directors
CityHamilton Housing Corporation

Submitted by: Adam Sweedland,
Chief Executive Officer/
Secretary

Prepared by: Rochelle Desouza,
Chief Financial Officer

Subject: Updated RBC Banking Authority (Report #24004)

RECOMMENDATION:

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

A handwritten signature in cursive script that reads "A. Sweedland".

Adam Sweedland
Chief Executive Officer/Secretary

BACKGROUND:

CityHousing Hamilton Corporation currently requires two signatures for all cheques. The Treasurer and Chief Executive Officer sign all cheques under \$2,000.00 with an electronic signature. Cheques more than \$2,000.00 require the Treasurer's electronic signature along with the signature of the Chief Executive Officer or designated Manager. Prior to cheque processing, CityHousing Hamilton Corporation requires approval of all invoices from the Property Manager, Contract Administrator and the respective Manager.

The Master Client Agreement is updated following a change in the Board of Directors and/or in senior leadership.

DISCUSSION:

To provide additional internal controls and follow best practices the CityHousing Hamilton Corporation Audit Committee, Treasurer and the CityHousing Hamilton Management Team recommend the following changes to the bank signatories:

Cheques Value	Required Signatures
Less than \$2,000.00	No change, two electronic signatures, The Treasurer and Chief Executive Officer along with proper invoice approval
Between \$2,000.00 and \$10,000.00	No change. The Treasurer's Electronic Signature, Chief Executive Officers signature or designated Manager along with proper invoice approval
More than \$10,000.00	Change - The Treasurer's electronic signature along two other signatures. The signature of the Chief Executive Officer and an authorized Manager. In the absence of the Chief Executive Officer the Chief Financial Officer will sign along with an authorized Manager. Proper invoice approval is required prior to cheque signing.

CONCLUSION:

To improve internal controls and follow best practices, staff is recommending the Board approve the amended policy for bank signatories and approve the amended Master Client Agreement (Appendix A).

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:

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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/rd

Appendix: Appendix A (attached)

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



LIST OF SIGNING OFFICERS-DIRECTORS & CHH MANAGERS

BOARD MEMBER <i>TERM: DECEMBER 2018 TO NOVEMBER 2022</i>	TITLE	STATUS
COUNCILLOR NRINDER NANN	President	Exist as a signing officer
CHRISTINE GRIFFITH	Vice - President Citizen Member	New
COUNCILLOR TAMMY HWANG	Treasurer	New
COUNCILLOR TOM JACKSON	Board Director	Exist as a signing officer
COUNCILLOR CAMERON KROETSCH	Board Director	New
COUNCILLOR ALEX WILSON	Board Director	New
ALICE PLUG-BUIST	Board Director Citizen Member	New
ADRIANA HARRIS	Board Director Citizen Member	Exist as a signing officer
KARL ANDRUS	Board Director Citizen Member	New
CHH MANAGEMENT TEAM	TITLE	PERSONAL MAILING ADDRESS
ADAM SWEEDLAND	CEO, Secretary	New
ROCHELLE DESOUZA	Chief Financial Officer	Exist as a signing officer
AMANDA WARREN-RITCHIE	Manager, Strategic & Quality Improvement	Exist as a signing officer
BERNICE LILLEY	Manager, Asset Renewal	Exist as a signing officer
BRIAN KINASCHUK	Manager, Maintenance	Exist as a signing officer
LEANNE WARD	Manager, Operations	Exist as a signing officer
SEAN BOTHAM	Manager, Development	Exist as a signing officer
TRACY MURPHY	Manager, Tenancy Administration	Exist as a signing officer



Date: February 13, 2024

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

Prepared by: Rochelle Desouza
Chief Financial Officer

Subject: **Vendor Contracts – Authorization to retain vendors procured through ONPHA (Ontario Non-Profit Housing Association) and HSC (Housing Services Corporation) (Report # 24006)**

RECOMMENDATION:

- (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.

Adam Sweedland
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

CityHousing Hamilton (CHH) manages multiple contracts that need to be procured through a public process. In most cases, CHH works directly with the City of Hamilton’s Procurement Division (through the terms and conditions of a Service Level Agreement) to source its vendors in accordance with the terms of the procurement policy. Occasionally, CHH needs to procure on an emergency basis and/or seeks authorization from the Board to procure outside of the policy. CHH is recommending the Board authorize the use of vendors that have been



part of a procurement process and selected as an approved vendor either through the Ontario Non-Profit Housing Association (ONPHA) or the Housing Services Corporation (HSC).

ONPHA is the pre-eminent sector association representing municipal non-profit and private non-profit housing providers in Ontario to which CHH is an important member. HSC is a corporation established and governed by the *Housing Services Act, 2011*. By legislation, CHH is already mandated to use many of its services but also voluntarily participates and may opt to take advantage of other services and supports. Both organizations, from time to time, undergo public procurement activities to leverage the purchasing power of multiple organizations to secure the best price for goods and services, as well as source vendors with a specialized focus in the community housing sector.

There is a need for additional vendors which can be quickly called upon in times of emergencies, for increasing CHH's access to quality and fairly priced supplies and for consultant vendors with expertise in community housing sector to help meet unique deliverables of the Strategic Plan. This would not include contracts for which we currently have a certified vendor or a vendor that can be chosen from the roster. This helps increase CHH's ability to provide timely and responsive maintenance to its portfolio and enable CHH to maintain and preserve housing stock.

This will also help ensure CHH has access to specialized vendors to improve and meet legislative compliance, improve tenants living conditions, and safeguards building components.

BACKGROUND AND DISCUSSION:

CityHousing Hamilton (CHH) currently has 7,122 units and the average age of buildings is 46 years. To ensure buildings and properties are maintained and meet legislation compliance, a variety of contacts with external vendors are required.

CHH entered into an SLA with Finance and Corporate Services Department (Procurement Division) in May 2021. This SLA outlines the type of support and guidance the Procurement Division provides to CHH. The services provided are the following:

- 1.1.1. assist CHH with interpreting the City of Hamilton Procurement Policy and any applicable Procedures;
- 1.1.2. assist CHH in identifying options for proceeding with the procurement of a Good and Service, either through a competitive or non-competitive process;
- 1.1.3. in accordance with the City of Hamilton's Procurement Policy and Procedures:
 - a) issue procurement documents on behalf of CHH;
 - b) oversee site or vendor meetings, evaluation meetings, and vendor debriefings initiated out of a procurement process in order to encourage and ensure that an open, fair and competitive process is undertaken;
- 1.1.4. assist CHH with issues of unsatisfactory vendor performance;
- 1.1.5. assist CHH by providing comment on Board reports dealing with competitive and non-competitive procurements; if requested
- 1.1.6. assist CHH with the development of any contract document for consultancy services where secured through a non-competitive process;
- 1.1.7. assist CHH with interpreting and administering the City's Fair Wage Policy and Fair Wage Schedule and any applicable Procedures. The Procurement Section will deal with all Fair Wage complaints made against any contractor or sub-contractor;
- 1.1.8. process timely execution of all contracts for procurements issued by the Procurement Section on behalf of CHH; and
- 1.1.9. assist CHH in identifying items for legal or risk management review.

This SLA relationship has enabled CHH to streamline procurement processes and access resources.

CHH also uses the City of Hamilton roster for contracts where possible.

CHH manages multiple contracts on an ongoing basis. Because of the nature of CHH's business and the need to be able to provide consistent and on-demand service, often contracts need to be extended, sole-sourced or goods and services need to be procured on an emergency basis. This does not always allow CHH to access the best prices and/or the best services available.



By authorizing, CHH to use vendors procurement by HSC and ONPHA, it will increase its access to available vendors, benefit from favourable prices achieved through group procurement and still meet the fairness and transparency required from the procurement activities of a public sector organization.

CONCLUSION:

These additional options enable CHH to better maintain legislative compliance, ensure longevity of building components, and ensure tenants homes are safe and well maintained.

ALIGNMENT TO THE 2023-2027 STRATEGIC PLAN:

This report implements:

FLOURISHING COMMUNITIES:

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

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Strengthen our people and performance.

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.



Date: February 13th 2024

Report to: President and Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

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

Subject: **Operational Monthly Key Performance Indicators, as of February 2024 (Report #24005)**

RECOMMENDATION:

That Report #24005 be received for information.

A handwritten signature in cursive script that reads "Sweedland".

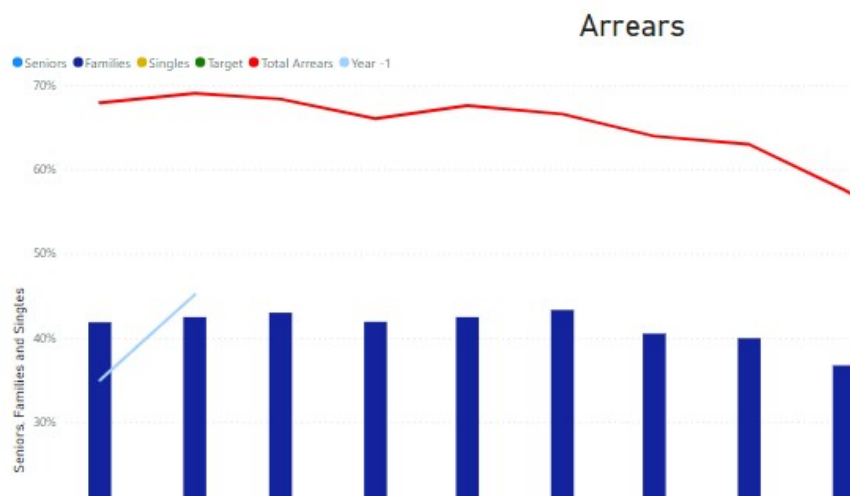
Adam Sweedland
Chief Executive Officer/Secretary

BACKGROUND:

The purpose of this report is to provide information regarding Key Performance Indicators metrics. It highlights CityHousing Hamilton's (CHH) efforts to manage arrears, vacancies, and maintenance work in an efficient manner.

1. Arrears

As of February 13, 2024, CHH collected 55.28% of rent and parking charges due. Rent arrears represent 44.72 % of one month’s receivables with an associated value of \$1,372,773.16. Since January 2023 arrears rate has decreased by 23%.



Families represent 28.57% of total arrears, seniors represent 9.62% of total arrears, and singles represent 6.53% of total arrears.

CHH has a comprehensive Arrears and Eviction Prevention Policy that support tenants to ensure they do not lose their tenancy for unpaid rent, by encouraging early resolutions of arrears.

Twenty-six (29%) of arrears are in the first stage of the collection process. This means that the tenant has either been served a Notice for Non-Payment of Rent or sent an Arrears Letter for minimal balances of less than \$85.00. Fifty-four percent (51%) have been sent to the Landlord and Tenant Board. Twenty percent (20%) have been settled and are being repaid either through Mediated Settlements or Orders.

2. Vacancies

In April 2023, the Board endorsed a new Vacancy Renewal and Management Plan. The Plan recalibrates CHH's ability to sustain and keep pace with unit turnovers on an ongoing basis and reduce its vacancy target to 2% by December 2024.

Table 1 – Full unit Inventory by Status Report

Classification	Sub-classification	Reported in April (March Data)		Reported in June (May Data)		Reported in September (Aug Data)		Reported in October (Sept Data)		Reported in November (Oct Data)		Reported in December (Nov Data)		Reported in January (Dec Data)	
		No.	%	No.	%	No.	%	No.	%	No.	%	No.	%	No.	%
Occupied	Rent-geared-to-income	4291	60%	4296	60%	4331	61%	4352	61%	4334	61%	4353	61%	4393	61%
	Market	1755	25%	1785	25%	1780	25%	1753	25%	1767	24%	1759	24%	1749	24%
Vacant	Turnover Required (>25K)	545	7.65%	573	8%	494	7%	416	6%	411	6%	444	6%	414	5%
	Turnover Required (<25K)	24	0.34%	27	0.4%	51	1%	49	.6%	54	.7%	55	7%	53	7%
	Available (Offer Process)	80	1.12%	88	1%	170	2%	202	2.8%	194	2.7%	147	2%	141	2%
Hold	Large Scale Projects	238	3%	102	1%	88	1%	97	1.3%	94	1.3%	91	1.3%	101	1.4%
	Units to be Replaced Through Development	191	3%	191	3%	191	3%	191	3%	191	3%	191	3%	191	3%
Total Requirement		7122	100%	7122	100%	7122	100%	7122	100%	7122	100%	7122	100%	7122	100%
Vacancy Rate		8%		8.05%		6.9%		5.84%		5.77%		6.23%		5.81%	

As of January 31, 2024, there are total of 414 vacant units and CHH's total vacancy rate is 5.81%.



Table 2 shows the duration of vacancies in days by bedroom size.

Table 2 - Vacant Unit Duration Reporting – December 2023

Bedroom Size	Vacancy Duration (Days)				Totals
	0-90	91-120	121-180	180+	
Bach	20	3	14	138	175
1	43	20	21	164	248
2	10	7	10	36	63
3	2	3	11	43	59
4	9	1	1	11	22
5+				2	2
Total vacant units	84	34	57	394	

City of Hamilton Financial Status Update

CHH received funding dollars from the City of Hamilton to turnover 476 units. As of December 31, 2023, 243 of these units are now occupied. The remaining 233 units will be turned over and occupied in 2024.

3. Maintenance

There were 2,591 work orders were completed from December 1, 2023, to December 31, 2023. These include work orders completed by internal staff (Maintenance Servicers) and CHH external contractors.

- Maintenance Servicers completed 1186 work orders in December 2023.
- External contractors completed 1405 work orders in December 2023.

In December 2022, 1885, work orders were completed by Maintenance Servicers and 865 by external contractors.



ALIGNMENT TO THE 2023-2027 STRATEGIC PLAN:

This report supports:

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

Attachments: Power Point 'Vacancy Renewal and Management Plan'

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 February 13, 2024

Report to: Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

Prepared by: Sean Botham,
Manager of Development;
Samantha Blackley
Development Coordinator

1620 Main St E - Budget Clarification (Report# 24007)

RECOMMENDATION:

That Report #24007 be received for information.

A handwritten signature in cursive script, appearing to read "A. Sweedland", is written in black ink.

Adam Sweedland
Chief Executive Officer/Secretary

EXECUTIVE SUMMARY:

CHH has received confirmation from City of Hamilton Corporate Services, that to access the Housing Development Charge Reserve funding (DC funding) allocated to the 42-unit 1620 Main St E project at the Queenston traffic circle, a Board or Council report must specify this funding explicitly as part of the budget. This additional detail has been clarified in this report.

No budget figures, neither total budget nor individual allocations, have changed since the original budget approval on April 25, 2023, Report 23003(a).

BACKGROUND:

In November 2022, CMHC announced the third round of Rapid Housing Initiative (RHI). This funding provides capital contributions for the rapid construction of new housing and/or acquisition of existing buildings for rehabilitation or conversion to permanent affordable housing.

On February 9th, 2023, the CHH Board approved the RHI application and an invitational procurement process to hire the design-build team for the 1620 Main St E (Queenston Phase 2) development and RHI3 application through Report #23003.

On February 15th, 2023, Report HSC20056(c) was approved at Special Meeting of Council, to allow the City of Hamilton to accept Hamilton’s Rapid Housing Initiative Round 3 allocation through the Cities Stream. A financial contingency of \$5 million was also approved if any overages were experienced.

On April 25th, 2023, Report 23003(a) was approved by CHH’s Board to proceed with the development plan for the 42-unit development at a budget of \$25.21M.

On February 7, 2024, Corporate Services identified the need for an explicit reference to Development Charge Reserve funding to be provided to the CHH Board or Council for it to be distributed to CHH for this project.

DISCUSSION:

The original budget for the 1620 Main St E project was approved as shown in Table 1 on April 25th, 2023, through Report 23003(a).

Table 1

	Potential RHI3 Funding	City Funding	CHH Equity	Total
42 Units	10,870,100	4,359,900	9,981,000	25,211,000

RHI funding: Funding for Canada Mortgage and Housing Corporation funding for rapid housing initiative projects

CHH has received confirmation from Corporate Services, that to access the Housing Development Charge Reserve funding allocated to this project, a Board or Council report must explicitly specify this funding as part of the financing



strategy. Table 2 highlights the further details on funding sources for the same budget originally approved for the 1620 Main St E project, breaking out reference to the Housing Development Charge Reserve funding.

Table 2

	RHI3 Funding	City Funding	Housing DC Reserve	CHH Equity	Total
42 Units	10,870,100	4,359,900	2,074,505	7,906,495	25,211,000

CONCLUSION:

Additional detail on the funding for the 1620 Main St E project has been provided in this report to clarify for the CHH Board and for City of Hamilton Staff the specific DC funding that has been allocated to the project. The reporting of this figure will enable City Staff to distribute the DC funding to CHH.

No budget figures, neither total budget nor individual allocations, have changed since the original budget approval on April 25, 2023, Report 23003(a).

The recommendation is for the CHH Board to receive this report for information.

ALIGNMENT TO THE 2023-2027 STRATEGIC PLAN:

This report implements:

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.

<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: February 13, 2024

Report to: President and Board of Directors
CityHousing Hamilton Corporation

Submitted by: Adam Sweedland **Prepared by:** Adam Sweedland, CEO
Chief Executive Officer/
Secretary

Subject: **CEO Information Written Update**

1.0 EDI Recruitment Update

I am happy to report CHH was successful in its most recent efforts to recruit for the position of Equity Specialist. Adrian McKenzie will be joining us on February 20, 2024. He will take up the work of developing and supporting the implementation of CHH's EDI framework.

2.0 Development of a Tenant Advisory Committee (“Tenants First Team”)

We have invited a group of engaged natural tenant leaders to participate in a discussion this evening about the development of CHH's new Tenant Advisory Committee. This was anticipated within the Strategic Plan, as well as the Tenants First Refresh Plan. This transitional tenant team will be supported by staff and leadership to develop and recommend a permanent advisory committee model for the Board's approval.

3.0 2024 Business Planning to support the Strategic Plan

The leadership team is currently concluding its 2024 business planning process. Some key priorities include:

- a continued focus on vacant unit turnovers,
- implementation of the preventative maintenance plan,
- implementing the full tenants refresh plan,
- developing CHH's EDI framework,
- developing a CHH-specific communications strategy and plan,
- concluding the long term development strategy, and
- reviewing and revising planned capital projects to better position CHH for capital grant and other funding opportunities.

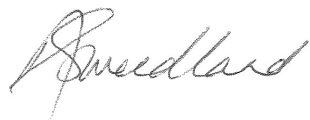
4.0 Habitat for Humanity – Corporate Build / Board Visit

CHH has a very valuable partnership with Habitat for Humanity Hamilton to assist with vacant unit turnover. Habitat's work is largely volunteer driven and they are very successful in attracting and retaining an active volunteer base. To demonstrate CHH's support for the work Habitat is doing, I am proposing to arrange a date for interested Board members and CHH's leadership team to participate in an opportunity to lend their hands and join Habitat's staff and leadership at one of our local sites. I am trying to confirm some dates – likely in April – but would like to take this opportunity to gauge interest.

5.0 Vrancor – Unsolicited Proposal

At its meeting of November 28, the Board received a presentation from representatives of the Vrancor Group with respect to a proposal in which the concept included the potential construction and eventual donation of an affordable housing building.

CHH staff have been conducting an assessment of a potential partnership between CHH and The Vrancor Group. Financial, operational, and legal considerations have been the focus of the review and to date, no insurmountable obstacles have been discovered. CHH is currently awaiting a revised and refined proposal from DV Trillium Group that will be referenced in a fulsome report being prepared for the March CHH Board meeting.

A handwritten signature in black ink, appearing to read "B. Smedley".



****CONFIDENTIAL****

Date: Tuesday February 13, 2024

Report to: CityHousing Hamilton
Board of Directors

Submitted by: Adam Sweedland
Chief Executive
Officer/Secretary

Prepared by: Sean Botham,
Manager, Development
Peter Vander Klippe
Senior Project Manager

Subject: CONFIDENTIAL / IN-CAMERA

7) PRIVATE AND CONFIDENTIAL

a) 405 James St N (Jamesville) (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 CONFIDENTIALITY

This report is being considered in Closed Session as it contains information proposed or pending acquisition or disposition of land.

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.