



## NIAGARA REGIONAL HOUSING

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

Karen **Murray**, Chair  
Public-at-large,  
St. Catharines

Henry **D'Angela**, Vice-Chair  
Councillor, Thorold

Betty Ann **Baker**, Secretary  
Stakeholder, Welland

Catherine **Jolliffe**, Treasurer  
Stakeholder, Welland

David **Barrick**  
Councillor, Port Colborne

Karen **Blackley**  
Stakeholder, Thorold

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

Barbara **Hannah**  
Tenant, Niagara Falls

Ronna **Katzman**  
Councillor, St. Catharines

Kelly **Kendrick**  
Stakeholder, Fort Erie

George **Marshall**  
Councillor, Welland

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

John **Osczytko**  
Public-at-Large, Welland

Tim **Rigby**  
Councillor, St. Catharines

## Minutes

### NIAGARA REGIONAL HOUSING Board of Directors Meeting

#120 – 2013

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

March 27, 2013 – 1:10 P.M.

### Attendees

#### Directors/

Members: K. Murray, C. Jolliffe, S. Cordiner, T. Rigby,  
J. Osczytko, P. O'Neill, G. Marshall, K. Blackley  
B. Hannah, Kelly Kendrick, D. Barrick, B. Baker at 1:19 A.M.

Regrets: H. D'Angela

Absent: R. Katzman

NRH Staff: L. Beckwith, M. Fearnside, M. MacLellan, W. Thompson,  
V. Amato, A. Swigger for item 3.2.

Regional Staff: K. Chislett, Commissioner Community Services  
D. Mino, Program Financial Analyst

A quorum being present, the meeting was called to order at 1:10 P.M.

The Chair welcomed the newest Director, K. Kendrick. K. Kendrick is the Administrator for Ganawaegh & Ohsto: Seri Urban Homes consisting of 64 Federal and 32 Provincial single family homes. She already serves on the Provider Advisory Group and Appeals Committee.

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

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

***That the agenda be adopted.***

CARRIED

K. Blackley declared a conflict with IC 13-120-6.2. regarding Thorold Municipal Non-Profit.

**2. Approval of Minutes****2.1. Minutes of the February 22 2013 Meeting**

Moved by S. Cordiner  
Seconded by C. Jolliffe

***That the minutes of the February 22, 2013 meeting be adopted.***

CARRIED

**2.2. Business Arising**

There was no business arising.

**3. New Business****3.1. Final Committee Structure & Terms of Reference (TOR) - Report 13-120-3.1.**

The Executive Committee reviewed their TOR on Monday, a copy of the Executive TOR with the committee's recommended revisions was distributed. The General Manager highlighted changes to TOR's.

B. Baker joined the meeting at 1:19 P.M.

Staff was directed ensure that all TOR's state that quorum (minimum number of committee members required to hold a meeting) is 50%+1.

Action by: L.Beckwith

Moved by G. Marshall  
Seconded by S. Cordiner

***That Niagara Regional Housing Board of Directors APPROVES the committee structure and the terms of reference for each committee as amended.***

CARRIED

- 3.1.a. *Moved by D. Barrick*  
*Seconded by G. Marshall*

***That Niagara Regional Housing Board of Directors REFERS all committee terms of reference to the Governance Committee for review and recommendation regarding appropriate term limits/length of term membership.***

CARRIED

- 3.2. Housing and Homelessness Action Plan Survey Results – Report 13-120-3.2.

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

***That Niagara Regional Housing Board of Directors RECEIVES report 13-120-3.2., Housing and Homelessness Action Plan Survey Results for information.***

CARRIED

- 3.3. Bill 140 – *Housing Services Act* Local Rule – Income and Asset Limits – Report 13-120-3.3.

Staff reviewed issues and statistics considered in arriving at the recommendation.

*Moved by T. Rigby*  
*Seconded by C. Jolliffe*

***That Niagara Regional Housing Board of Directors APPROVES a local rule related to Income and Asset Limits under the Housing Services Act (HSA) as follows:***

- 1. That Income or Assets limits not be implemented at this time; and,***
- 2. That the local rule be reviewed in 2015 to determine its continued appropriateness.***

CARRIED

- 3.4. Action Item – Mileage vs. Honorariums - Report 13-120-3.4

There was some discussion on reasons for claiming or not claiming mileage expenses.

*Moved by G. Marshall*  
*Seconded by J. Osczytko*

***That the NRH Board APPROVES the removal of action item #9 – Report on Mileage vs. Honorariums from the March 27, 2013 Board Action list.***

CARRIED

Frequency of claims may be quarterly, all should be submitted prior to year end and are not retroactive.

### 3.5. Fitch St. Update

M. MacLellan reported that construction is on track and within established budget for contingency.

- 1<sup>st</sup> floor walls are up
- There were problems with the geothermal drill but they have been resolved and the driller is working on completing 2 holes a day. (11 holes already done)
- It was initially anticipated that 40 holes would be sufficient, however they have only been able to drill down 320 feet so 50 holes will be required to compensate for the lesser depth. Drilling will continue for another few weeks.
- Design committee has been meeting regularly to review interior finishes and a more in-depth presentation will be provided at the April board meeting.
- Tenants are kept up to date and are being patient about parking.

*Moved by K. Blackley*

*Seconded by P. O'Neill*

***That the NRH Board of Directors RECEIVES the verbal update on Fitch St. for information.***

CARRIED

### 8.2. Use of the One-time Grant funding to Support the Transition to the Community Homelessness Prevention Initiative (CHPI), COM 06-2013, March 5, 2013

*Moved by T. Rigby*

*Seconded by B. Baker*

***That item 8.2., COM 06-2013, March 5, 2013, Use of the One-time Grant funding to Support the Transition to the Community Homelessness Prevention Initiative (CHPI) be considered at this time.***

CARRIED

K. Chislett advised that the one time grant totalling \$1,887,302 will be used to extend the Housing Stability Plan (HSP) to ODSP households and the hiring of 3 temporary full time staff to administer the program. The HSP assists with last months' rent deposits, moving costs and rent arrears. The one-time grant helps to mitigate the loss of the Community Start Up and Maintenance Benefit funding.

Niagara Region Housing Stability Plan, inquiry Information for Community Partners was distributed, in the event that Directors are asked for information about programs, eligibility or who to contact.

8.2.a. *Moved by T. Rigby*

*Seconded by B. Baker*

***That the NRH Board of Directors RECEIVES COM 06-2013 for information.***

CARRIED

### 3.6. Bed Bugs – Update

In June 2012 staff provided statistics and information on the process being used to address the bed bug issue on NRH property. The Board requested an update.

There has been a resurgence of the bedbug population in recent years for two main reasons: international travel and the banning of the pesticide DDT that was banned in Canada in the 1970's. NRH has been dealing with bed bugs since 2008.

Last year NRH developed a policy that established acceptable practices and guidelines for the prevention and treatment of bed bugs. The policy focus is on bed bug prevention, early detection and tenant education. NRH also implemented 360 degree unit inspections.

In 2011, NRH treated 104 units for bed bugs. Multi-residential apartment buildings accounted for 87% of all units treated. The cost for pest control services to treat units with bedbugs for 2011 was \$35,093. In 2012, 101 units were treated at a cost of \$38,521.

In most cases, NRH appears to be making headway on the bedbug issue. This is attributed to the 360 degree inspections. One senior building in St. Catharines is an exception, it accounts for 31 percent of all bedbug treatment work orders issued. About 30% of the building has been affected with bedbugs.

In this particular building, staff will be bringing in "Bed Bug Detection Dogs" This is a costly alternative but felt to be necessary in this one building to hopefully identify and treat all units within the building. It is believed that some tenants within the building are not reporting the bed bugs, which would contribute to their spread, causing reoccurrence of bed bugs in units that have already been treated.

*Moved by K. Blackley*

*Seconded by S. Cordiner*

***That Niagara Regional Housing Board of Directors RECEIVES the verbal update on Bed Bugs for information.***

*CARRIED*

Staff was requested to forward NRH bedbug elimination process along with name of qualified contractors who provide this service, to Housing Providers.

Action by: M. Fearnside

### 3.7. NRH 2012 Draft Financial Statements & Representation Letter – Report 13-120-3.7.

The 2012 Financial Statements prepared by KPMG were reviewed with the auditor at the NRH Executive/Audit Committee meeting of March 25, 2013 and are recommended by the Committee, with amendments, for Board approval.

The following items were highlighted:

- Notes 2 and 8 will be updated
- Page 20 *Housing Provider Reconciliation Adjustments* – this line which reflects year end reconciliations of housing provider budgets is on the decline. In the past, lower interest rates provided significant returns in funding to NRH. However the majority of mortgages have been renewed and this line will continue its decline in returned revenue.
- Reading page 20 it appears that the year-end surplus is over \$2 mil; note 7 on page 16 clarifies that the 2012 operating surplus of \$350,060 was transferred to Niagara Region and \$196,692 (2011-\$157,224) was transferred to Niagara Region encumbrance reserve re: Broadoak.

Staff was directed to request auditor to asterisk *net revenues* on page 20 and add footnote to “see note 7”.

Action by: D. Mino

*Moved by T. Rigby*

*Seconded by B. Hannah*

***That the NRH Board of Directors APPROVES the Draft Financial Statements, with amendments, for the year ended December 31, 2013***

CARRIED

3.8. Updated Signing Authorities and Delegation of Authority – Report 13-120-3.8.

*Moved by P. O'Neill*

*Seconded by S. Cordiner*

***That Niagara Regional Housing Board of Directors APPROVES the updated Purchasing and Execution Authority including the Senior Property Administrator position with purchasing and execution authority for up to \$25,000.***

CARRIED

Inquiry was made in regard to what happens when a formal quote is released at under \$100,000 but ends up coming in over \$100,000 as the lowest bid. Staff advised that the next approval level would be applied and the results provided in the Quarterly Report on Operations. The General Manager will highlight these instances in future reports

Action by: L. Beckwith

3.9. 10<sup>th</sup> Anniversary Promotion Options – Report 13-120-3.9.

Directors had discussion regarding pricing, delivery and readership.

*Moved by T. Rigby*

*Seconded by P. O'Neill*

***The Niagara Regional Housing Board of Directors RECEIVES report 13-120-3.9. for information and REFERS back to staff for investigation of possibility of corporate sponsors for advertising and contacting media for coverage.***

CARRIED

Action by: W. Thompson

The NRH 10<sup>th</sup> Anniversary Report was distributed; Directors were requested to contact W. Thompson with any comments by Wednesday, April 3<sup>rd</sup>.

### 3.10. Request for Permanent Full-time Employees – Report 13-120-3.10

The General Manager reviewed the report with Directors.

- Request will be part of the 2014 Operating Budget Submission
- Addressing the above issues has been delayed due to the Efficiency Review but can no longer be ignored.
- Compared to similar size Service Manager (SM) areas NRH has 17 to 29 fewer employees.
- Request is for Core programs only (Staffing for the 8 Federal and Provincial is provided by the program allocation)
- Hiring temporary staff will not attract the expertise required
- Tenant issues have also increased in volume and complexity.
- Business case has been reviewed by Human Resources

The Directors suggested that the Business Case might be better presented if there were additional graphs or significant findings provided in bold font.

*Moved by T. Rigby*

*Seconded by K. Blackley*

***That the NRH Board APPROVES:***

- ***4.4 permanent full time employees in the 2014 budget; and***
- ***Submission of this report to Public Health and Social Services committee for information***

CARRIED

## 4. General Manager's Report

### 4.1. May 2013 Meeting

It was agreed that the May Board meeting can be moved up one week from May 31<sup>st</sup> to May 24, 2013.

### 4.2. China Delegation update

Approximately 17 delegates from China, visited the morning of March 4<sup>th</sup> They were very interested in aging-in-place programs in affordable housing for seniors and people with disabilities.

## 4.3. Annual General Meeting

It was agreed that the NRH Annual General Meeting would be held on the same day as the April 26<sup>th</sup> Board meeting.

## 4.4. NRH Recognized by United Way

NRH received Unites Way Partnership Award Plaque for outstanding service to your community through United Way.

## 5. Chair's Report

No report.

## 6. Closed Session – 3:15 P.M.

*Moved by P. O'Neill*

*Seconded by K. Kendrick*

***That the meeting move into closed session to consider Information of a confidential nature relating to:***

- Personal matters about an identifiable individual including municipal or local board employee's - Request for Temporary Contracts
- Security of property & a proposed or pending acquisition or disposition of land by the municipality or local board - Thorold Municipal Non-Profit Housing Corporation – Redevelopment Proposal – Bartlett & Ormond
- Security of property of the municipality or local board regarding: Fire Carlton St., St. Catharines.

**CARRIED**

6.1. Request for Temporary Contracts – Report IC 13-120-6.1.

*Moved by C. Jolliffe*

*Seconded by K. Blackley*

***That report IC 13-120-6.1. be APPROVED as amended.***

**CARRIED**

6.2. Thorold Municipal Non-Profit Housing Corporation – Redevelopment Proposal – Bartlett & Ormond – Report IC 13-120-6.2.

K. Blackley having declared a conflict, left the meeting.

*Moved by D. Barrick*

*Seconded by B. Baker*

***That report IC 13-120-6.2. be APPROVED.***

**CARRIED**

K. Blackley returned to the meeting.



**6.3. Fire Carlton St., St. Catharines**

*Moved by D. Barrick*

*Seconded by K. Blackley*

***That the verbal staff report on Carlton Street Fire be RECEIVED for information.***

CARRIED

**6.a - 3:40 P.M.**

*Moved by S. Cordiner*

*Seconded by T. Rigby*

***That the Board rise with report.***

CARRIED

**7. Committee Reports****7.1. Appeals**

Minutes of the February 19, 2013 Appeal Hearing were provided for information.

**7.2. Community Economic Development Advisory Group, T. Rigby, Chair**

Minutes of the January 31, 2013 meeting were provided for information.

*Moved by D. Barrick*

*Seconded by S. Cordiner*

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

CARRIED

**8. For Information****8.1. Action Items from Previous Meetings*****Correspondence/Media***

8.2. Report to PHSS, COM 06-2013, March 5, 2013, Use of the One-time Grant funding to Support the Transition to the Community Homelessness Prevention Initiative (CHPI)

8.3. *Record United Way campaign a community boost*, QMI Agency, March 21, 2013 was distributed.

8.4. *Welland councillors warned about seniors challenges on the horizon*, The Tribune, March 20, 2013 was distributed.

**9. BREAK – Not required**

10. Presentation – not scheduled

**11. Other Business**

D. Barrick thanked M. MacLellan for a job well done at the Port Colborne Seniors Advisory meeting.

K. Blackley thanked M. Fearnside for all her hard work for Thorold Municipal Non-Profit

**12. Next Meeting**

Friday, Friday, April 26, 2013  
AGM - 9:00 A.M. followed by regular meeting  
NRH Board Room  
Campbell East, 3<sup>rd</sup> Floor  
2201 St. David's Road, Thorold, ON

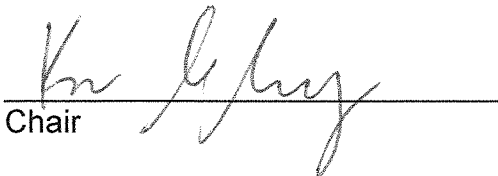
**13. Adjournment**

***Motion to adjourn at 3:45 P.M.***

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

CARRIED

Minutes Approved:

  
Chair

  
Secretary