



Bruce County Housing Corporation Agenda

Thursday, December 7, 2017
Council Chambers
County Administration Centre, Walkerton

1. Declaration of Pecuniary Interest
2. Approval of Minutes - October 19, 2017 (attached)
3. Action Items
 - A. Annual Bad Debt (attached)
 - B. Rent Supplement Bad Debt (attached)
 - C. 2018 Market Rents (attachment)
 - D. 2017 Capital Surplus Reallocation (attached)
4. Information Items
 - A. Q3 Arrears Report (attached)
 - B. Housing Facilities Manager Information Report (attached)
5. Next Meeting

January 4, 2018
6. Adjournment



Bruce County Housing Corporation Minutes

October 19, 2017
11:32 a.m.
Council Chambers
Walkerton, Ontario

Present: Warden Mitch Twolan,
Councillors Anne Eadie, (Chair), Robert Buckle, Paul Eagleson, David Inglis, Janice Jackson, Milt McIver and Mike Smith

Staff: Kelley Coulter, Chief Administrative Officer
Darlene Batte, Deputy Clerk
Christine MacDonald, Director of Social Services and Housing

1. Pecuniary Interest

There were no declarations of pecuniary interest.

2. Minutes

Moved by Councillor Mike Smith
Seconded by Councillor Janice Jackson

That the minutes of the September 7, 2017 meeting of the Bruce County Housing Corporation be adopted as circulated.

Carried

3. Action Items

Moved by Warden Mitch Twolan
Seconded by Councillor Milt McIver

That the November 1, 2017 to November 1, 2018 Insurance Program for Bruce County Housing Corporation be renewed with The Frank Cowan Company Ltd., the lower quote submitted in the amount of \$104,343 plus any applicable taxes; and,

That the Housing Facilities Manager be authorized to execute Housing Services Corporation - Alternate Broker Covering Form; and,

That Bruce County Housing Corporation submits to Housing Services Corporation the alternate coverage fee of \$2,347.72 plus any applicable taxes.

Carried

4. Next Meeting

The next meeting of the Bruce County Housing Corporation will take place on Thursday, November 2, 2017 in the Council Chambers, County Administration Centre, Walkerton, Ontario.

5. Adjournment

Moved by Councillor Robert Buckle
Seconded by Councillor Mitch Twolan

That the meeting of the Bruce County Housing Corporation adjourn at 11:35 a.m.

Carried

Councillor Anne Eadie, Chair
Social Services and Housing Committee



Board Report

To: Warden
Members of the Bruce County Housing Corporation

From: Christine MacDonald
Director of Social Services and Housing

Date: December 7, 2017

Re: Annual Bed Debt Write Off for 2016

Recommendation:

The Bruce County Housing Corporation authorizes the write off of \$41,274.42 for bad debt for the year ending December 31, 2016; and

That the write off be posted for the year ending December 31, 2017.

Background:

The annual tenant charges for 2016 were \$3,236,642.33. The annual bad debt write-offs for 2016 expressed as a percentage are 0.97%. This is slightly lower than the bad debt write-off for the year ending December 31, 2015, which was 1.21%. It is an average of \$504.42 of bad debt per tenant for the year ending 2016.

Account	Amount as at December 31, 2015	Number of Tenants as at December 31, 2015	Amount as at December 31, 2016	Number of Tenants as at December 31, 2016
Rent	\$18,358.66	29	\$11,156.16	14
Maintenance	\$11,423.94	12	\$11,395.31	22
Legal (LTB/Small Claims)	\$1,020.00	6	\$2,468.40	8
Misrepresentation	\$5,137.00	4	\$3,280.00	5
Air Conditioner Charge	\$400.00	5	\$275.00	2



Account	Amount as at December 31, 2015	Number of Tenants as at December 31, 2015	Amount as at December 31, 2016	Number of Tenants as at December 31, 2016
Utilities	\$790.89	3	\$2,138.55	3
NSF Charges	\$718.00	12	\$220.00	7
Bad Debt Recovery	\$500.00	1	\$341.00	1
Total Write Off Amount	\$38,348.49	72	\$31,274.42	62

Financial/Staffing/Legal/IT Considerations:

Staff make every effort to minimize the amount of bad debt through collections and payment plans. Regardless of debt being written off, staff keep record of all accounts owing and are able to make some recovery of written off debt each year. There are no legal or IT considerations associated with this report.

Interdepartmental Consultation:

There are no interdepartmental considerations related to this initiative.

Link to Strategic Goals and Elements:

There are no specific links to the Strategic Goals and Element of Bruce County.

Written by: Tania Dickson, Housing Services Manager

Approved by:

Kelley Coulter
Chief Administrative Officer



Board Report

To: Warden
Members of the Bruce County Housing Corporation

From: Christine MacDonald
Director of Social Services and Housing

Date: December 7, 2017

Re: Rent Supplement Bad Debt Write Off for 2016

Recommendation:

That Bruce County Housing Corporation authorizes the write off of \$7,202.19 for bad debt for the rent supplement program for the year ending December 31, 2016; and

That the write off be posted for the year ending December 31, 2017.

Background:

Bruce County Housing Corporation (BCHC) has rent supplement agreements with landlords for properties located throughout the County. On occasion the circumstances of the agreement are such that BCHC reimburses the landlord for money owing to them by the tenant in the rent supplement program. When circumstances are such, that the tenant becomes responsible to the debt to BCHC, generally these payments are collected from the tenant through payment plans. On occasion due to changes in income the rent supplement tenants are in a subsidy overpayment situation. Staff work with rent supplement tenants to collect monies owing.

Account	Amount	Number of Tenants
Misrepresentation	\$7,202.19	1
Total Write Off Amount	\$7,202.19	1

Financial/Staffing/Legal/IT Considerations:

Staff make every effort to minimize the amount of bad debt through collections and payment plans. Regardless of debt being written off staff keep record of all accounts owing and are able to make some recovery of written off debt each year. There are no legal or IT considerations associated with this report.



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Bruce County Housing Corporation

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Interdepartmental Consultation:

There are no interdepartmental consultations related to this initiative.

Link to Strategic Goals and Elements:

There are no specific links to the Strategic Goals and Elements of Bruce County.

Written by: Tania Dickson, Housing Services Manager

Approved by:

A handwritten signature in black ink, appearing to read 'Kelley Coulter', is written over a light blue horizontal line.

Kelley Coulter
Chief Administrative Officer



Board Report

To: Warden
Members of the Bruce County Housing Corporation

From: Christine MacDonald
Director of Social Services and Housing

Date: December 7, 2017

Re: 2018 Market Rent Increase - Social Housing Units

Recommendation:

That the rent for Bruce County Housing Corporation, social housing units be increased by the Ontario 2018 Rent Increase Guideline of 1.8% or the Ministry of Housing's minimum recommended increase, as indicated in the Bruce County Housing Corporation Market Rents April 1, 2018, except,

That the increase, for the following units, be approved as indicated in the attached Bruce County Housing Corporations Market Rents April 1, 2018, based on the average market rent: 539 Ivings Drive, one bedroom lower; Mary Street; 920 Old Durham Road, one and two bedrooms; and

That rent geared to income assistance be provided immediately for all tenants that qualify for rent geared to income assistance that may currently be paying the market rent but due to the increase in the market rent would now qualify for rent geared to income assistance.

Background:

Generally, in the past the Bruce County Housing Corporation Market Rents have been set annually effective April 1st of the applicable calendar year, based on the original occupancy. The individual tenant rents are increased once annually on their own anniversary date, which is determined by their lease signing date. The Ontario Rent Increase Guideline is set by the province and has been set at 1.8% for 2018.



Staff are recommending that an exemption be given for particular units in order to accomplish the following objective:

- To bring the Market Rent of particular units more in line with the average market rent of other BCHC units of comparable size and amenities based on the unique geographical regions within Bruce County; and
- To close the gap and or eliminate differing market rents within one building to reduce administration for greater efficiencies.

Where staff are recommending exemptions for using the guideline increase, consideration has been given to whether the tenant or the corporation pays the utilities and therefore adjusted accordingly in determining the rent.

Financial Considerations:

The increase in the market rents will provide additional revenue for the housing corporation.

Legal Considerations:

Generally, the rents have been increased by the allowable guideline increase under the Residential Tenancies Act (RTA), however, under the same legislation in Section 7 of the Act; Social Housing is exempt from provisions, including Section 120 relating to the guideline increase.

As per the RTA, market rent tenants must be given 90 days' notice of the rental increase. If staff notify tenants of the increase in market rent by December 31, 2017 this meets any legislative requirements.

Staffing/IT Considerations:

There are no staffing or IT considerations associated with this report.

Interdepartmental Consultation:

There was no interdepartmental consultation associated with this report.

Link to Strategic Goals and Elements:

Goal #5. Eliminate our own red tape

Element A. All work process designed for the fewest steps and the easiest completion.



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Element E. Focus on the internal and the external customer/client needs first.

Written by: Tania Dickson, Housing Services Manager

Approved by:

Kelley Coulter

Chief Administrative Officer

**Bruce County Housing Corporation
Market Rents
Effective April 1, 2018**

COMMUNITY	BUILDING	UNIT SIZE	2017 RENT	2018 RENT
Chesley		bachelor	640	649
		1 bedroom	717	727
Kincardine		Bachelor	706	716
		1 bedroom	815	827
		2 bedroom	881	894
		2 bedroom TH	975	989
		3 bedroom TH	1070	1089
		3 bedroom bung	1238	1260
Lucknow	535 Walter	1 bedroom	710	722
	550 Willoughby	1 bedroom	776	787
		2 bedroom	847	859
Mildmay		1 bedroom	670	682
Paisley		1 bedroom	761	772
		2 bedroom	843	855
Port Elgin		1 bedroom	815	827
		3 bedroom TH	1178	1199
		4 bedroom TH	1318	1341
	539 Iving Drive	1 bedroom	520	536
		1 bedroom Lower	533	600
		2 bedroom	640	640
		3 bedroom	760	773
		4 bedroom	765	778
Ripley		1 bedroom	644	655
Southampton		1 bedroom	815	827
Tara		1 bedroom	754	765
		2 bedroom	835	847
Teeswater	22 James	1 bedroom	670	680
	5 Railway	1 bedroom	776	787
		2 bedroom	847	859
Tobermory		1 bedroom	720	732
		2 bedroom	798	809
Walkerton	308 John	1 bedroom	743	767
	Mary Street	3 bedroom	913	1070
	McNab Street	4 bedroom	1183	1204
	401 Cayley	1 bedroom	772	785
		2 bedroom	855	867
	920 Old Durham	1 bedroom TH	685	775
		2 bedroom TH	732	855
		3 bedroom TH	1070	1089
		4 bedroom TH	1183	1204
Warton	295 Frank	1 bedroom	751	764
	621 Mary	1 bedroom I	761	774
		1 bedroom II	761	774

COMMUNITY	BUILDING	UNIT SIZE	2017 RENT	2018 RENT
Warton	621 Mary	2 bedroom I	843	858
		2 bedroom II	843	858

Effective August 1, 2008, all new tenants in family units are responsible for paying their own electricity and heat. Bruce County Housing Corporation is responsible for paying utilities in all other units.

**Bruce County Housing Corporation
Affordable Housing Rents
Effective April 1, 2018**

Community	Building	Unit Size	2017 Rent	2018 Rent
Port Elgin	757 Wellington	1 bedroom	\$562	572
		2 bedroom	\$646	657

All tenants in Affordable Housing units are responsible for paying their own electricity and heat.



Board Report

To: Warden
Members of the Bruce County Housing Corporation

From: Christine MacDonald
Director of Social Services and Housing

Date: December 7, 2017

Re: 2017 Capital Surplus Reallocation - Barrier Free Units Project

Recommendation:

That approval be granted to reallocate \$265,000 of 2017 surplus capital funds to a project to renovate two existing apartment units to fully barrier free residences.

Background:

The Bruce County Long Term Housing Strategy identified the importance of providing a range of housing options to support local need. This includes providing rent geared to income tenants (RGI) with fully accessible barrier free units that meet the most recent Accessibility for Ontarians with Disabilities Act (AODA) requirements. Currently there are no rent geared to income (RGI) units that fully meet today's AODA requirements.

At present, there are two suitable vacant units including a senior's designated unit at 915 Huron Terrace, Kincardine and another adult unit available at 116 Albert St., Southampton. The physical locations of these two units within their buildings' are ideal candidates for fully accessible units as they are very near to main entrances as well as to laundry and garbage facilities.

Staff are recommending the utilization of 2017 surplus capital funds to:

- Contract for the services of a design consultant;
- Complete required interior renovations to the two identified units;
- Make required modifications to existing common spaces such as laundry facilities, garbage rooms; and
- Complete the required exterior renovations to parking areas and exterior paths of travel.



Financial/Staffing/Legal/IT Considerations:

As of the date of this report, there is \$305,770.77 in 2017 surplus capital funds in the Housing Facilities approved budget. This amount is comprised of the combined total of capital projects that were completed in 2017 under budget. Existing staffing resources can implement the work which given the parameters would begin in 2017 and would span into 2018. There are no legal or IT considerations associated with this report.

Interdepartmental Consultation:

Housing Staff provide for review, to the Purchasing Staff, all tender documents in the procurement process. There will also be consultation with the Clerk as the lead for accessibility for the County.

Link to Strategic Goals and Elements:

- 5. Eliminate our own red tape.
- D. Streamline support services - provide services in a holistic manner to the organization.

In addition to the link to strategic goals and elements this project is in keeping with the Bruce County Long Term Housing Strategy.

Written by Tony Ban, Housing Facilities Manager

Approved by:

Kelley Coulter
Chief Administrative Officer



Board Report

To: Warden
Members of the Bruce County Housing Corporation

From: Christine MacDonald
Director of Social Services and Housing

Date: December 7, 2017

Re: 3rd Quarter 2017 - Arrears Report

Recommendation:

The 3rd Quarter 2017 Arrears Report is for information.

Background:

Current Tenant Arrears - September 30, 2017

The following table details the current tenant arrears as at September 30, 2017 as compared to the tenant arrears for September 30, 2016.

Arrears	Arrears Balance as at September 30, 2016	Number of Tenants owing as at September 30, 2016	Arrears Balance as at September 30, 2017	Number of Tenants owing as at September 30, 2017
Rent	\$34,4024.89	76	\$37,360.39	88
Maintenance	\$5,285.95	27	\$5,730.26	21
Misrepresentation	\$24,368.38	46	\$15,623.88	42
Utilities	\$5,107.15	41	\$5,683.14	34
TOTAL	\$68,786.37	190	\$64,397.67	185

The total current tenant arrears expressed, as a percentage as at September 30, 2017 is 2.6327%.ⁱ The total tenant charges as at September 30, 2017 are \$2,446,093.86.



Former Tenant Arrears - As at September 30, 2016

The following table details the former tenant as if June 30, 2017 in comparison to June 30, 2016. The total former tenant arrears expressed, as a percentage as at June 30, 2017 is 4.58%.ⁱⁱ

Arrears	Arrears Balance as at September 30, 2016	Number of Tenants owing as at June 30, 2016	Arrears Balance as at September 30, 2017	Number of Tenants owing as at September 30, 2017
TOTAL	\$63,796.13	59	\$67,354.69	61

Landlord Tenant Board Notices - As at September 30, 2017

As at September 30, 2017 BCHC staff had issued 74 N4 notices for non-payment of rent. There has been two evictions as at September 30, 2017. Both evictions were for non-payment of rent.

The Tenant Coordinators currently have payment plans in good standing with 48 current tenants. The Tenant Coordinators follow the Eviction Prevention Policy to minimize the amount of arrears.

Financial/Staffing/Legal/IT Considerations:

Staff makes every effort to minimize the amount of arrears through timely charge back and affordable payment plans. There is no staffing, legal or IT considerations associated with this report.

Interdepartmental Consultation:

There have been no interdepartmental consultations related to this report.

Link to Strategic Goals and Elements:

Goal # 6 - Explore alternate options to improve efficiency, service.

Element # A. - Develop a system for measuring our processes and their successful desired outcome.



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The reporting of arrears on a quarterly basis provides a measure of our rent collection processes.

Written by: Tania Dickson, Housing Services Manager

Approved by:

Kelley Coulter

Chief Administrative Officer

ⁱ The percentage of arrears is calculated as the difference between total rents, housing charges and other charges charged to households and the total actually received from households, divided by the total charged, expressed as a percentage. This formula for arrears calculation is the definition of the Social Housing Services Corporation used for calculating arrears as an indicator of performance.

ⁱⁱ The percentage of arrears is calculated as the difference between total rents, housing charges and other charges charged to households and the total actually received from households, divided by the total charged, expressed as a percentage. This formula for arrears calculation is the definition of the Social Housing Services Corporation used for calculating arrears as an indicator of performance.



Board Report

To: Warden
Members of the Bruce County Housing Corporation

From: Christine MacDonald
Director of Social Services and Housing

Date: December 7, 2017

Re: Housing Facilities Manager Information Report

Recommendation:

The Housing Facilities Manager Information Report is for information

Background:

OPERATING AND CAPITAL TENDERS

The following table is a listing of capital and operating tenders that have been awarded in 2017.

<u>Tender Number</u>	<u>Description of Work</u>	<u>Project/Address</u>	<u>Successful Contractor</u>	<u>Cost of contract (excluding HST)</u>	<u>Approved 2017 Capital Budget</u>	<u>Funding Type</u>
Quote Renewal	Snow Removal	50 Park Street a15c RIPLEY	Small Town Holdings	\$1,700/month Nov 2017 - March 2018	N/A	Operating
SFT 11-05	Operation and Maintenance Drinking Water System	7432 Hwy 6 Tobermory	Ontario Clean Water Agency	\$39,045.85	N/A	Operating
SFT 13-01	Janitorial Landscaping and Site Maintenance	50 Park St Ripley St	Kincardine Cleaning Services	\$22,564.26	N/A	Operating

<u>Tender Number</u>	<u>Description of Work</u>	<u>Project/Address</u>	<u>Successful Contractor</u>	<u>Cost of contract (excluding HST)</u>	<u>Approved 2017 Capital Budget</u>	<u>Funding Type</u>
SFT 13-04	Snow Removal	286 Albert St Paisley	Jim McCullough Snow Removal	\$60 Parking Lot \$25 Sand/Salt	N/A	Operating
SFT 13-06 Renewal	Snow Removal	52 Maria Street b02c TARA	Douglas Trelford	\$41.74 parking lot/sand/salt	N/A	Operating
SFT 13-07 Renewal	Snow Removal	22 James Street a04c 5 Railway Street b06c TEESWATER	Small Town Holdings	\$80.00 parking lot \$60.00 sand/salt	N/A	Operating
SFT 13-08	Snow Removal	7432 Hwy 6 b05c TOBERMORY	Steve Liverance	\$50.00 parking lot \$75.00 sand/salt	N/A	Operating
SFT 14-01	Janitorial, Landscaping, Site Maintenance	Tara	Shawn Marrow	\$15,803.88	N/A	Operating
SFT 14-02	Lawn Care Treatment 2017	Across Portfolio	EnviroMasters Lawn Care	\$12,633.95	N/A	Operating
SFT 14-07 Renewal	Snow Removal	a02c a11c a14c a20c KINCARDINE	Maurer Contracting Co. Ltd.	\$19,690.49/year invoices spread over six (6) months Nov 2017 - Apr 2018	N/A	Operating
SFT 15-02	Janitorial Services	A11C A14C A20C	Kincardine Cleaning Service	\$24,354.10	N/A	Operating
SFT 15-03	Janitorial Services	A21C D01C E01C	Bill Tedesco	\$10,800.00	N/A	Operating
SFT 15-04	Move out Cleaning	A21C D01C E01C	Bill Tedesco	\$1,071.00	N/A	Operating
SFT 15-06	Janitorial Landscaping and Site Maintenance	A05C A10C A13C	Bill Tedesco	\$26,400.00	N/A	Operating
SFT 16-02	Summer Landscaping	Saugeen Shores	Brown Property Maintenance	\$13,000.00	N/A	Operating
SFT-16-03	Summer Landscaping	Kincardine	Wylds KM Service	\$9,190.00	N/A	Operating

<u>Tender Number</u>	<u>Description of Work</u>	<u>Project/Address</u>	<u>Successful Contractor</u>	<u>Cost of contract (excluding HST)</u>	<u>Approved 2017 Capital Budget</u>	<u>Funding Type</u>
SFT 16-04	Janitorial Landscaping and Site Maintenance	Mildmay	Bill Tedesco	\$10,800.00	N/A	Operating
SFT 17-01	Annual Inspections/Fire Alarm Testing	Across Portfolio	Troy Life and Safety Ltd	\$13,594.56	N/A	Operating
SFT 17-02	New Water Well	7432 Hwy 6 b05c TOBERMORY	Cliff's Plumbing & Heating	\$51,300.00	SHIP funding	Capital
SFT 17-03	Sidewalk Snow Removal	Saugeen Shores Port Elgin/Southampton	Brown Property Maintenance	\$40/hr Snow and Ice Melt \$30/hr Ice Melt Only	N/A	Operating
PT 13-04 Renewal	Interior Move Out Painting	Across County	Geoff Johns	\$93,620.35	N/A	Operating
PT 17-01	Life Safety Systems Upgrades	22 James St Teeswater 4 Adam St Mildmay	Brad Baker Plumbing Heating and Electrical	\$162,400.00	\$164,260	Capital
PT 17-02	Drainage & Parking Improvements	1065 Huron Terrace a11c KINCARDINE	Ackert Construction Ltd.	\$173,467.14	SHIP funding	Capital
PT 17-03	Drainage & Sidewalk Improvements	621 Mary Street b04c b08c WIARTON	Multiple Enterprises	\$46,614.00	\$91,000	Capital
PT 17-04	Roofing & Mechanical Upgrades	83-2 nd Street a10c CHESLEY	Cliff's Plumbing & Heating	426,620.00 Contract over budget, funds to complete construction will be allocated internally from surplus funds	\$352,000	Capital
PT 17-05	Window, Door & Siding Upgrades	647 Arlington Street a08c PORT ELGIN	Allen-Hastings Ltd.	\$324,952.00	\$452,042.00	Capital
PT 17-06	Window and Door Replacement	52 Maria St Tara	Allen Hastings Ltd	\$178,290.00	\$270,000.00	Capital
PT 17-07	Window and Door Replacement	539 Ivings Dr Port Elgin	Northview Windows and Doors	\$88,516.90	\$213,360.00	Capital

<u>Tender Number</u>	<u>Description of Work</u>	<u>Project/Address</u>	<u>Successful Contractor</u>	<u>Cost of contract (excluding HST)</u>	<u>Approved 2017 Capital Budget</u>	<u>Funding Type</u>
PT 17-08	Flooring Replacement	1065 Huron Terrace	Allen-Hastings Ltd.	\$94,199.00	\$94,199.00	Capital

Tenant Chargeback for Damages

To date in 2017 there have been 53 incidences, totaling approximately \$17,260, where tenants have been charged back for damages.

Financial/Staffing/Legal/IT Considerations:

The cost of the expenditures and the staff resources required to complete the work are included within the 2017 approved budget. There are no legal or IT considerations associated with this report.

Interdepartmental Consultation:

Housing Staff provide for review, to the Purchasing Staff, all tender documents in the procurement process.

Link to Strategic Goals and Elements:

There is no specific link to the Corporate strategic goals or elements, however maintaining the existing social housing stock is one of the key objectives under the Bruce County Long Term Housing Strategy.

Written by: Tony Ban, Housing Facilities Manager

Approved by:



Kelley Coulter

Chief Administrative Officer