

**THE AGENCY FOR CO-OPERATIVE HOUSING –  
L'AGENCE DES COOPÉRATIVES D'HABITATION**

**BOARD HIGHLIGHTS**

**Board Meeting of 13 December 2006**

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**MANAGEMENT REPORT**

With the division directors' assistance, the CEO presented her management report for September to November 2006, highlighting accomplishments, work in progress and deferred activities, and a report on staff's success in meeting the key performance indicators from the 2006 operating plan. The division directors presented highlights from the report and answered questions.

The CEO advised that overall 2006 had been a successful year, with most performance indicators met. She commented on the Agency's productive working relationship with CMHC and advised that future reports to the Board would compare Agency performance with client-service and CMHC-Agreement performance standards.

The Director, Information Services and Best Practices reported on the timely delivery of the first quarterly portfolio and Agency performance reports to CMHC and the launch of external-user access to CHAIS. The director also updated the Board on new information-system functionality planned for 2007.

The Director, Program Management Services reported on the challenge of reviewing housing charges against market rents in Year 15 and beyond under the ILM program, arising from sharply escalating market rents in B.C. and Alberta. The director further advised that she planned to bring in additional resources to clear the backlog in validating AIRs.

The Director, Corporate Services reported that the Agency was fully staffed, with most human-resources procedures in place, and that problems with the Agency's telecommunications systems were being resolved.

**FINANCE AND ADMINISTRATION**

**Policy Reviews**

The Finance and Audit Committee recommended Board approval of the revised Outsourcing, Procurement, and Accounting for Capital Assets policies. The board adopted the recommendation.

## **Budgets, Audit Matters and Financial Statements**

The Finance and Audit Committee reported on the anticipated decline of the operating surplus by year end, with none expected for 2007, and on the 2006 audit plan and auditor's remuneration, which the board approved. The committee also made a recommendation, acted on by the Board, for adoption of the 2007 capital and operating budgets and October 2006 financial statements.

## **GOVERNANCE AND HUMAN RESOURCES**

### **2007 Operating Plan**

Staff presented the 2007 operating plan. Leaving management to establish key performance indicators, the Board agreed that its role is to ensure that the Agency meets the performance standards in the CMHC agreement by the fourth quarter.

### **Corporate Compliance Report**

On the recommendation of the Governance and Human Resources Committee, the Board approved the first annual corporate-compliance report from staff, noting that it was both useful and more extensive than would be needed in future.

### **Business Continuity and Disaster Recovery Plans**

As recommended by the Governance and Human Resources Committee, the Board adopted business-continuity and disaster-recovery plans for the Agency's regional service centres.

### **Board Performance Assessment Process**

On the recommendation of the Governance and Human Resources Committee, the Board accepted the survey instrument proposed for the annual board-performance assessment.

### **Corporate Incentive Award**

The Governance and Human Resources Committee proposed the payment of a 2006 corporate-incentive award for staff, recommending that it be double the amount budgeted, given the extraordinary effort required of all staff during the start-up year. The Board accepted the committee's advice, noting the Vice-President's declaration of a conflict of interest.

### **Employee Wellness Program Policy**

The Board adopted an Employee Wellness Program Policy, introducing a wellness program that included individual initiatives and group activities.

### **Policy Reviews**

The Board approved revisions to the Human Resources Policy, and adopted a revised Out-Partner Selection, Contracting and Performance Standards Policy, distinguishing between the qualifications for performing market-rent studies and property appraisals and changing sections on conflict of interest, loyalty and ethical conduct.

### **OTHER BUSINESS**

The Board agreed to send a letter to the Ontario government proposing the Agency's program-management services for provincial-program housing co-ops after their reversion from the municipal to the provincial level, should that take place.