

# **THE AGENCY FOR CO-OPERATIVE HOUSING**

## **BOARD HIGHLIGHTS**

**Meeting of 6 March 2009**

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### **MANAGEMENT REPORT**

The Board received the CEO's written management report for the period October 27, 2008 to February 13, 2009, as well as copies of the Q4 report to CMHC on the performance of the Agency and our client co-operatives, an accompanying letter and an internal report on the Agency's achievement of client-service standards in the final quarter of 2008.

### **FINANCE**

On the recommendation of the Finance and Audit Committee, the Board approved the audited financial statements for the year ended December 31, 2008 and agreed to recommend to the member (CHF Canada) that Marcil, Lavallée be reappointed to serve as auditors for 2009.

The Treasurer reported on staff plans to issue a Request for Proposals for bookkeeping and accounting services, noting that the current provider's three-year contract, which ends at the end of March, would be extended to May 31.

The Board approved the insurance coverage proposed for 2009.

### **GOVERNANCE AND HUMAN RESOURCES**

On behalf of the Governance and Human Resources Committee, the Vice-President recommended that no changes be made to the Complaints and Dispute Resolution Policy, following its scheduled review by the committee. The Board approved the recommended revisions to the Communications Policy, on the committee's advice.

The committee presented the results of the Board's annual self-assessment of its performance conducted through a confidential on-line survey.

The Board approved the 2008 Compliance Audit Report and management's response, noting that it contained an unqualified opinion that the Agency was in compliance, in all material respects, with the audited clauses of the Agency's agreement with CMHC.

Plans for the Agency's presence at the annual CHF Canada conference, scheduled for May in Victoria, were discussed.

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On the advice of the Governance and Human Resources Committee, the Board approved payment to the employees of the corporate incentive award for 2008. The Vice-President declared a conflict of interest and recused herself. The directors also approved the appointment of Laird Hunter to the Governance and Human Resources Committee.

Following a presentation on the positive results of the 2008 Client Satisfaction Survey, conducted in late 2008, the Board received the report.

On the advice of the CEO, the Board approved revisions to the strategic-focus areas accepted in November and adopted Key Performance Indicators to serve as the markers against which the Board will judge the Agency's performance in 2009.

**IN CAMERA**

The Board met in camera, first with the CEO, and then alone, to hear the CEO's annual report on succession planning and to review her 2008 performance and fix her 2009 remuneration.