

THE AGENCY FOR CO-OPERATIVE HOUSING

BOARD HIGHLIGHTS

Meeting of 28 March 2012

MANAGEMENT REPORT

The Board received the CEO's written management report for the period November 18, 2011 to March 9, 2012. Attached were copies of the Q4 reports 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 fourth quarter of 2011.

The CEO added information on several matters, including median growth rates in client contributions to their capital replacement reserves. She reported on work in 2011 to provide clients and frontline staff with improved tools, including a streamlined web-based monthly monitoring report.

The CEO also made the Board aware of her plan to test market prices by undertaking a public Request for Supplier Qualifications for property-management services. Directors were updated on the issue of CMHC's administrative-spending guideline and the circumstances of several struggling clients.

FINANCE

The Treasurer reported on behalf of the Finance and Audit Committee, commenting on the financial results for 2011 and recommending approval of the audited financial statements and auditor's report for the year ending December 31, 2011, which expressed no qualifications. On the Committee's advice, the Board agreed to recommend to the Agency's sole member, CHF Canada, reappointment of the external auditor for 2012.

The Board also received management's report on the development of the Agency's enterprise risk-management program.

GOVERNANCE AND HUMAN RESOURCES

On the advice of the Governance and Human Resources Committee, the Board approved several minor changes to the Agency's Sustainability Policy.

The Board viewed the results of a confidential Board and Committee self-evaluation, conducted in February 2012, noting that they were positive. The Board received the 2011 Compliance Audit Report, in which an independent auditor gave its unqualified opinion that the Agency was in compliance with the audited clauses of the Agreement with CMHC. As advised by management in response to the auditor's report, the Board

approved minor changes to the Ethical Conduct Agreement and the Procurement Policy. On the Committee's advice, the Board also approved a corporate incentive award based on Agency staff's achievement of Key Performance Indicators set for 2011.

The meeting concluded with an in-camera discussion of the CEO's 2011 performance and 2012 performance plan.