



Board Report Chief Executive Officer October 2020

The Waterstone

- New Caretaker Glenn is working out very well. Everyone seems very happy with him and he seems to be setting good boundaries with tenants.
- Minimal turnovers

The Yalestone

- Sprinkler burst on bottom floor causing major flood damage. Were able to relocate Autumn House tenants within the building and now fully underway with restoration. Estimate 2 months to complete and working with insurance to determine responsibility.
- Strata and Bill of Sale and Purchase have been finalized and registered so we are no able to complete filling the building.
- Working on GST self supply with GST specialist Shawna Hansen.

The Riverstone

- Riverstone completion is scheduled to be app. 3 months ahead of schedule with opening now looking like early spring as opposed to June/July.
- AHMA working on feature story highlighting The Riverstone and MQHS's strategy to reinvest old and expired housing stock.

HR/Staffing

- Completed full day of Staff Development with Mike Sambrook with some good direction for me to follow up with.
- We are currently posting for the following positions:
 - Tenant Relations Liaison – West
 - Tenant Administrator
 - Building Service Worker
 - Caretaker – Riverstone
 - Tenant Support Worker – Riverstone
- Recent changes to organizational chart which include changes to several titles.
 - Administrative Assistant to Communications Coordinator (Tracey)
 - Maintenance Worker to Maintenance Manager (Melanie)
 - Tenant Administrator to Tenant Relations Manager (Alyshia)
 - Tenant Relations Coordinator to Tenant Relations Liaison (Michelle and New)
- Changes made to benefit plan – MQHS no longer paying for 100% of benefits. Staff are now deducted for Long Term Disability and Life portion.
- ½ day staff development planned for November 10 with Mike Sambrook to present Strat Plan recently completed with the Board and discussion around recent staffing changes and work still ahead with Operations Manual development.
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Audit

- Nadine had everything completed and submitted on our end by end of August and now waiting for Enns and Co to deliver our final audit .

AHMA

- AHMA review was completed August 5 & 6. We haven't received any official documentation at this point but were verbally told that everything is looking great within our finance department, Tenant Relations Department and the buildings that were inspected.
- I am preparing to submit another request for Extraordinary Expenses to purchase more lap tops in order to give all staff the tools required to work remotely if necessary.

Working remotely

- Received estimate for new phone systems to be more compatible with remote/automated systems. Also researching Telus Business Connect which seems to be the better option.

New Development opportunity

- Partnership opportunity with the United Church on Spadina Avenue in Chilliwack has been on the table for app. 2 years. The church has amalgamated with two others with a new title of Cheam View United Church. Their processes have now been completed within their levels of congregations and ultimately the Pacific Mountain Regional Council of the United Church of Canada has issued their letter of Approval on the proposal to redevelop the site and the partnership with MQHS. We are now working in conjunction with Casey Clerkson (CPA Development) and CHPA Architects to submit a proposal for funding to BC Housing which is due January 15. Currently I am seeking Letters of Support in the City through the Chilliwack Healthier Community group along with Mayor and Council and other community groups.