Ph: 604.820.3324 Fx: 604.820.2175 Web: www.mqhs.ca Mail: PO Box 3563, Mission, BC, V2v4L1

Board Report
Chief Executive Officer
January 2022

The Waterstone

Along with The Yalestone, these two buildings being non-subsidized it is necessary to incorporate annual rent increases at the maximum level allowed within the Residential Tenancy Act – which this year is a 1.5% increase. Notices went out in January to accommodate the 90 day notice requirement and we have not had or heard any push back from tenants.

The Yalestone

Opening ceremony was held on September 8. Thank you to Andrea and Darlene for joining us was great to have Board representation along with attendance from the city, Autumn House, Vanmar, Station One, AHMA, neighbors and all MQHS staff.

New Tenant Relations Liaison (Keenan Genovese) was hired in September following Gina's resignation to accommodate her moving to Castlegar.

The Riverstone

The townhomes and 1 bedroom apartments filled quite quickly however we experienced a fair amount of difficulty filling the 2 bedrooms. With a request to AHMA they are willing to make some allowances to the occupancy standards in order to fill them. So we are now just filling the last few units.

Opening ceremonies were again delayed due to Covid but will make plans as soon as we are able.

Permissive Tax Exemption

I am pleased to report that our two buildings in Mission (Statxwaya and To'o) were approved for Permissive Tax Exemption for the first time. On a less positive note however, we were again denied with the City of Abbotsford with them stating that the program is still under review. As this poses a substantial hit to our budget with taxes coming in at over $70,000 I am pursuing a reduction in taxes with BC Assessment along with working with Rod Santiago (ED for Archway Community Services) in expressing our concern with the City and lobbying to have them expedite their review process.

Spadina Avenue

- Design stage was completed and submitted to BC Housing along with our application for Pre Development Funding (PDF) of just under $500,000.
- Nest steps will be approaching city of Chilliwack for rezoning.
- Name the building contest has gone out to all staff and Board (excluding management) so we are excited to see the submissions and find a name for the new building.
- Continuing to work closely with Cheam View United to ensure residential and programming spaces will be compatible.

HR/Staffing

- I am pleased to share that due to her hard work and strong commitment to MQHS, Tracey Goodwin has been promoted to Office Manager and thus will officially be joining our management team as of January 5, 2022
- Work continued with Pro COAL Consulting under the current contract which completed at the end of December. Throughout this time we continued to hold weekly managers meetings followed by continued work on the Operations Manual. Procedures continue to be posted on HR Bamboo in draft form for front line staff to implement and offer any feedback at the weekly team meetings. In order to continue to fulfill our ongoing HR needs I have signed a retainer with Pro COAL for this year, allowing us continued access to her HR expertise while growth continues at MQHS and keeping pace is critical. The contract will include individual monthly meetings with management staff along with regular weekly meetings and her availability to coach and advise on issues in the workplace. All staff will have access to her services as a neutral 3rd party support.
- HR Bamboo is now fully functioning with time sheets and the employee evaluation module now in place. All annual employee evaluations will now be implemented through HR Bamboo and will be completed by the end of February. Individual employee goals will be posted on their personal HR Bamboo site for reference and regular review.
- Management have continued their Executive Coaching with Mike as he completes his current contract with us.
- Team meetings continue to be held monthly at all our sites (Waterstone, Yalestone, Riverstone, Mission) to focus on each site specifically and include the Tenant Relations Liaison, Building Maintenance Worker and management. Goals of meetings are to:
    - Build healthy teams
    - Introduce new procedures
    - Discuss what's going well and where the challenges are
    - Roadblocks and challenges
    - Goals and ideas

We have seen great improvement in relationships between the departments because of these collaborative meetings along with staying informed regarding the individual needs of each building.

CEO education/training update

As per the goals set out in my last Evaluation, I have now completed 2 of the 4 courses (Housing Policy & Asset Management) and well into the 3rd course (Housing and Society). The 4th and final course will start in February to complete the Chartered Designation Program through the Canadian Chartered Institute of Housing. In addition, I am continuing with Executive Coaching with Mike Sambrook, meeting at least monthly with ongoing communication in between regular sessions.

Community Transformation Funding

I have completed and submitted a second application to the Community Transformation Centre for $48,000. Funds would have two components:

1. Contract with ProCOAL Consulting in completing the Operations Manual along with a full department audit for Tenant Relations and Maintenance which would include reviews and revisions to current job descriptions and time management along with recommendations for Professional skills and development training plans.
2. Contract with Brackish Consulting to continue with monthly Executive Coaching for Management team (to now include Tracey). We are also proposing to hold 2 days (1 in the first quarter and 1 in the fourth quarter) of Leadership Development and Team Building sessions that will include reviewing the Strategic Plan to envision the work for 2022 and onwards and plan for the successful fulfillment of the goals.

Collaboration/ Partners
Continued work within the following committees:

- Abbotsford Community Advisory Board (CAB) focusing on the Reaching Home Funding along with a subcommittee focusing on Indigenous specific funds.
- Chilliwack Healthier Community
- Market Affordable Housing Committee (City of Chilliwack)
- HATS (Hope Area Transition Society) - (Jess to attend and represent MQHS)
- Hub of The Fraser Valley
- Mayors Roundtable on Homelessness in Mission
- AHMA monthly coffee break meetings and regular 'Policy Talks' meetings.

WorkSsafe BC

We have been dealing with a situation involving WorkSafe BC and an employee who has taken a medical leave of absence. The situation began late August due to a meeting of disciplinary nature and escalated quite rapidly. I have been in regular (weekly) contact with the Board President to ensure transparency as the situation unfolds. To keep the board up to date WorkSafe completed a full investigation in to Bullying and Harassment accusations and although the allegations proved false we revised and implemented a detailed 'Bullying and Harassment' policy that was signed by all employees following a power point training presentation and discussion.

The employee then continued through other avenues of WorkSafe including Prohibitive Action and application for insurance to due to injury in the workplace both unsuccessfully and the file being closed.

She then went to Labour Relations who supplied her with legal support to appeal WorkSafe BC's decision. The case has now gone to WorkSafe Adjudication where a final decision will be made.