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Board Report
Chief Executive Officer
January 2023

Building reports
Nothing out of the ordinary to report, concentration on snow removal and keeping sidewalks clear has been a bit of a challenge with the recent snow and ice storms.

Spadina Avenue
Bit of a hold up with permitting due to a automobile garage that was on the existing property. Property originally held two separate lots which also need to be consolidated. Now in final stages of Stage 1 and Supplemental Stage 2 Site Inviestigation.

Tenant Relations Department
A complete Department audit and review has been completed with ProCoal Consulting to include re-structuring and creating new job descriptions to better align with the growing needs of the department and the continued addition of new tenants. It was realized during the process the need to have procedures that are aligned in work in collaboration with the maintenance department and ensure we are working efficiently and effectively. It was also realized during the process that we need to keep a business mind in ensuring we experience minimal vacancy losses & keep arrears under control while also continuing to provide support to tenants whenever possible. In order to address these areas of priority the following positions have been created and/or revised.

- Tenant Services Finance Administrator (new)
- Tenant Services Intake Coordinator (previously Tenant Administrator)
- Tenant Relations Liaison (1 position only/previously 2)
- Mission Tenant Support Worker (new)
- Riverstone Tenant Support Worker (existing)

We are currently needing to fill only the Tenant Relations Liaison Coordinator position.

Maintenance Department
During our department reviews it has been recognized that the Maintenance Department is in need of administrative support within the office to address tasks such as filing, PO system, billing etc….. Adding an administrative position will also free the Director of Maintenance to work more closely with his team at the building sites to ensure maintenance needs are being properly addressed.

The decision was made to promote our Receptionist (Kristal Eakins) to the position of Administrative Assistant to work largely on supporting the maintenance department in its administrative duties while continuing to support the Finance Department minimally.

Stolo Nation Targeted Wage Subsidy
I applied to Stolo Nation Targeted Wage Subsidy program to hire and train a student for the receptionist position. If successful, the grant will cover wages for 52 weeks.

CEO education/training update
Bursary received through BCNPHA and received full certification.

Community Transformation Funding
Contracts under the funding all ending December 31 although Mike is still following up with a few executive coaching sessions that were postponed.
Final reporting will be completed and submitted.

Annual Renewals
Annual Renewals for Mission properties completed and now working on Riverstone and Miranda Apartments.

Annual Rent Increases/Damage deposit increases
Notices went out in December for the annual rent increases for affordable housing buildings (Waterston/Yalestone). This provides the required 90 day notice for increases to be applied for April 1. Increases set at 2% as per the RTB limit for 2023.

Finance/Sage 300
Nadine has been working diligently over the past 6 months to set up accounts, transfer data and convert to Sage 300. Just finishing up with transferring payroll, To'o and RNH accounts.

Employee update
As we have experienced a considerable turnover in staff over the last several months due to change and restructure, I am providing a listing of our current positions and employees for your reference:

Finance Manager	Nadine Wasnick
Director of Maintenance	Randy Reber
Resident Building Maintenance Worker Mission	Bill Nate
Resident Building Maintenance Worker Waterstone	Derek House
Resident Building Maintenance Worker Yalestone	Al Koebel
Resident Building Maintenance Worker Riverstone	Tim Henry
Tenant Services Finance Administrator	Theresa Anderson
Tenant Services Intake Coordinator	Michelle Connors
Tenant Relations Liaison	Vacant
Office Manager	Tracey Goodwin
Administrative Assistant	Kristal Eakins
Reception	Vacant
Riverstone Support Worker	Emily Jaic
Mission Tenant Support Worker	Tenille Lou-Hing
Healthy Living Coordinator (Laura Jeanes)	Alison Hackh

Feeling very optimistic and excited to take on the New Year with such a great team here at MQHS!