ANNUAL REPORT

2023/24

Mamele'awt Qweesome Housing Society | 137-34110 Lougheed Hwy | Mission, BC

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FOREWORD

The 2022/23 year at MQHS has been largely focused on building our Human Resource capacity, not only introducing new team members but also re-evaluating roles and responsibilities within the individual departments.

Janice Silver
Chief Executive Officer
Mamele'awt Qweesome Housing Society

WE ACKNOWLEDGE THE UNCEDED TERRITORY OF THE COAST SALISH PEOPLE UPON WHICH WE LIVE AND WORK, IN PARTICULAR THE HOST OF THESE TERRITORIES , THE STO:LO PEOPLE

ProCoal Consulting

We have completed our second year with Andrea Stimpson of ProCoal Consulting, funded through the Community Transformation Fund. Included in the work that was completed this year was a full audit/review of the Tenant Relations Department resulting in a Restructure of the Department with revised job descriptions. The new department now includes the following positions:

Tenant Services Finance Administrator
Tenant Services Intake Coordinator
Tenant Relations Liaison
Tenant Support Worker
Tenant Support Worker – Riverstone

We will be entering into a much-downsized contract with ProCoal in the new fiscal year to have her assist with employee interviews and to address any HR issues that may arise.
In addition, we will be conducting a full audit/review of the Maintenance Department following a similar process executed with the Tenant Relation Department.

ProCOAL CONSULTING

Brackish Consulting

Mike Sambrook of Brackish Consulting also concluded his contract funded through theCommunity Transformation grant. He completed his work with us by administering a Birkman Assessment for all new staff and followed up by facilitating a full day team building event which highlighted the Birkman Assessment results and how the team interacts and communicates through the lens of the assessment results.

BRACKISH
CONSULTING GROUP

TEAM MEETINGS

Monthly team meetings have continued which have proven to be a very successful way to keep in touch and stay on top of any concerns at all our building sites. It also ensures there is good communication and collaboration between departments when troubleshooting and/or problem solving.

We are also recognizing the need for our entire team to meet on a regular basis, and we are now looking at the best way to incorporate these meetings in regard to format and scheduling while ensuring they are productive and meaningful.

Organizational Development Continued

Finance Department

As the software needs for the Finance Department have grown significantly over the last 7 years, we were able to access funding through an Extraordinary Expense to purchase and install Sage 300 to replace our previous Sage 50 software. The new system is now fully installed and executed and significantly adds to the efficiency of our accounting systems.

The Finance Manager has worked on and completed a Financial Management Policy and Procedures Manual and will continue working on the Operations Manual with the understanding that it will be a working document.

Again, this year the Finance Manager is working towards having the year end complete and submitted to Enns & Co. by the middle of April with the anticipation of having the audit completed by the middle of July.

Chief Executive Officer

In keeping with the goals that were outlined within my performance evaluation presented July 14, 2020, I am very pleased to have completed the Chartered Housing Professional Program and received my diploma dated November 9, 2022.

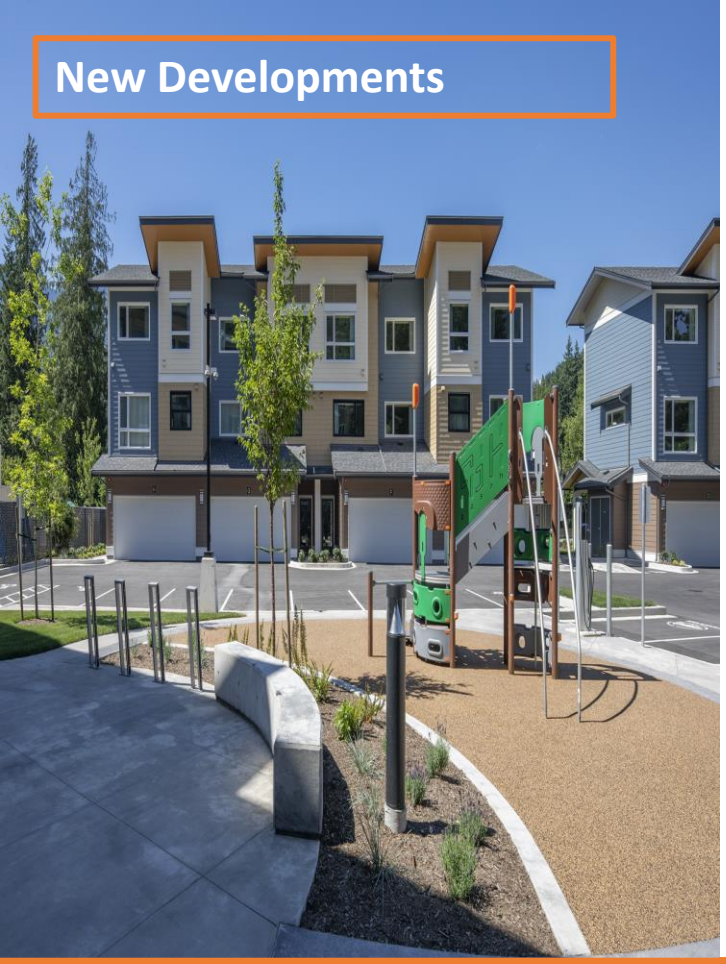
Targeted Capital Renewal Funding

Progress is unfortunately still moving much slower than we hoped for with AHMA needing to complete a tender process to contract out a consultant to lead the project(s).

In conjunction with AHMA, we were successful in receiving $100,000 through Employment and Social Development Canada – Enabling Accessibility Fund to install an elevator at Miranda Apartments in Chilliwack. This is in addition to the funds we are receiving for the Targeted Capital Renewal Project.

The much-needed renovations will be a very welcome and significant change to our aging buildings that we hope will bring tenants a new sense of pride and respect for their home.

New Developments



The Riverstone

A traditional Opening Ceremony was held at The Riverstone on May 4, 2022.

On going involvement with the HART (Hope Action Response Team) committee is proving beneficial in seeking out the community partners we will be working closely with.

Spadina Avenue

The design approval process has been somewhat challenging with the City of Chilliwack as they have recently moved through a downtown improvement project with a historical theme. There has been much discussion with their Design Development Committee to ensure that our new building will fit into the new downtown theme. We are optimistic that we will be able to come to an agreement after making several changes to our design and hope to have final approval for early July.

Despite the setbacks, we are still optimistic in meeting our completion timeline of Fall/Winter of 2024.

Executive Summary

I want to conclude by saying that it has been another busy year with the focus again on building HR Capacity including communication and collaboration as a team while clearly identifying departmental roles and responsibilities. We will continue to document and build on the Operations Manual as we 'fine tune' our department procedures.

Although there has been a struggle filling empty positions over the past few years, it is exciting to have a team filled with enthusiasm and energy while we continue to work with our Mission, Vision and Values in the forefront of all that we do.

Janice Silver

Siyotelhot
Chief Executive Officer
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