



## **Guests**

Sarah Baker  
Howie Wong

Housing Services Corporation  
Housing Services Corporation

## **Discussion Items**

### **1. Welcome**

### **2. Business arising from previous minutes**

- None

### **3. Housing Services Corporation (HSC) Programs**

Sarah Baker (HSC) provided an overview of the HSC Insurance program.

- Providers are encouraged to review their risk profiles and reach out to HSC if they have information. HSC is available to present to Boards on request.
- Intact Insurance has sent out non-renewal letters to their insured non-profit housing providers. Providers who have received this notice should contact HSC for a quote.

Howie Wong (HSC) provided an overview of the HSC Housing Investments Program.

- Investment program is focused on long-term growth, and the last 12-18 months have been challenging on returns. HSC is available to speak to Boards about Encasa and long-term capital planning.
- Encasa to introduce a new Money Market Fund later this year.
- Providers who have ideas about the HSC Investment Program are invited to contact HSC about joining the Encasa Advisory Committee.

Presentation slide deck attached to minutes.

### **4. Housing Services Division Staff Changes**

There have been a number of recent changes to the Community Housing Administration. Current team members and contact information is as follows:

- Roberta Jagoe – Program Manager, Community Housing Administration  
905-666-6239 ext. 2472 | [roberta.jagoe@durham.ca](mailto:roberta.jagoe@durham.ca)
- Lindsay Percival – Housing Program Coordinator  
905-666-6239 ext. 2503 | [lindsay.percival@durham.ca](mailto:lindsay.percival@durham.ca)
- Jessica Stasiuk – Housing Program Coordinator  
905-666-6239 ext. 2490 | [jessica.stasiuk@durham.ca](mailto:jessica.stasiuk@durham.ca)
- Danielle Coombs – Housing Program Coordinator  
905-666-6239 ext. 2483 | [danielle.coombs@durham.ca](mailto:danielle.coombs@durham.ca)
- Jessica Ross – Eligibility Review Officer  
905-666-6239 ext. 2496 | [jessica.ross@durham.ca](mailto:jessica.ross@durham.ca)
- Nicole Fogal – Program Assistant  
905-666-6239 ext. 3902 | [nicole.fogal@durham.ca](mailto:nicole.fogal@durham.ca)

Julia Li, Financial Analyst with the Business Affairs and Financial Management (BAFM) Division of Social Services will be supporting the team.

Rebecca Phillips, Housing Program Coordinator is currently on maternity leave, and Danielle Coombs is replacing her until October 2023.

Roberta Jagoe is acting Program Manager while Angie Jaurez is on leave.

Housing Services Division is currently in the process of hiring a temporary Policy Analyst while Roberta Jagoe is acting as Program Manager.

## **5. RGI Training**

- Next training session to be held October 26, 2022 via Microsoft Teams
- Training is open to all housing providers' staff and required for any staff conducting RGI calculations who have not taken the training or did not previously pass the test.

## **6. Regional Review Panel – Membership**

- The Regional Review Panel is currently seeking new members for its roster.
- The Panel consists of community housing providers, as well as Regional staff from Housing Services and other division of the Social Services Department.

- Housing providers who have completed or intend to complete RGI training are encouraged to apply.
- Current Panel members have reported this is an educational and beneficial experience.
- Interested housing providers can apply at [Membership Application - Regional Review Panel - Durham Region](#).

## **7. Proposal for new Housing Provider Operations/Encouragement Group Lillian Igel – Sunrise Seniors Place**

- Lillian Igel from Sunrise Seniors Place inquired if an open forum for housing providers to discuss operational may be of interest. Goal of the proposed group would be to:
  - Discuss common issues experienced amongst housing providers.
  - Provide support and resources, share any recommendations.
  - Discuss operational issues such as pest control, maintenance, difficulty with tenants.
- If interested, contact Lillian Igel at [lillian@sunriseseniors.com](mailto:lillian@sunriseseniors.com).
- Some members reported positive comments about current phone trees/emails groups with rent supplement providers, co-ops, etc. that might also be helpful.
- Terms of Reference of Social Housing Group was in part to provide such a forum. Terms of Reference attached to minutes for members to review.

## **8. Standing Items**

### **Landlord and Tenant Board Cases**

- Continued delays at Landlord and Tenant Board (LTB) are resulting in an increase in rent arrears and vacancy loss when units are abandoned. Concern that DASH applicants are waiting longer for vacated units.
- Housing providers may file individual complaints directly to Ontario Ombudsman at [Make a Complaint - Ontario Ombudsman](#). Some providers have had success in getting action after complaint.
- Group to send letter to Landlord and Tenant Board, Ontario Ombudsman and Ministry of the Attorney General setting out concerns and making recommendations.

- Housing Services will circulate draft letter for review
- Contact Lindsay Percival to submit comments for draft letter.

### **Community Housing Renewal**

- Overview of the new regulatory framework for community housing providers at end of mortgage was provided at last meeting. Region of Durham continues to work with other service managers to develop strategies and tools.
- ONPHA and CHF have reports and webinars around end of mortgage and Part VII.1 agreements, and providers are encouraged to contact their respective sector organizations about these.

## **9. New Business**

- Minimum Rent
  - Minimum rent increased effective July 1, 2022 to \$133 and provisional minimum rent to \$109 became effective July 1, 2022
  - Housing providers that use the RGI Tool will need to update minimum rent on Administration tab
  - RGI Tool Guidelines to be attached to minutes
- Increase in Market Households
  - Some providers are experiencing an increase in market households as tenant/co-op members' incomes increase and they become ineligible for RGI.
  - Providers may grant in-situ RGI to get back to target.

## **10. Next Meeting**

- Wednesday January 25, 2023 | 9:00 am to 12:00 pm
- Region of Durham – Headquarters  
605 Rossland Road East, Whitby  
Room 1B
- Hybrid meeting – Teams link will be sent with agenda for those unable to attend in person