

For Information Only

Housing Operations Update

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| Presented To: | Community Services Committee |
| Presented: | Monday, Apr 15, 2019 |
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Resolution

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Relationship to the Strategic Plan / Health Impact Assessment

This report supports Council's Strategic Plan in the area of Quality of Life and Place as it aligns with the Population Health priorities of Families and Housing.

Report Summary

This report is an update on transition matters for Housing Operations.

Financial Implications

There are no financial implications associated with this report. The costs associated with the transition are within the Council approved subsidy budget for GSHC.

Signed By

Report Prepared By

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Digitally Signed Mar 27, 19

Health Impact Review

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Division Review

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Financial Implications

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Recommended by the C.A.O.

Ed Archer
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INTRODUCTION

The purpose of this report is to provide committee members with an update on the transition matters and implementation plans that were provided to Council on February 12th, 2019.

DETAILED UPDATES

Legal Matters

On March 19th, Council approved By-law 48 which authorized the General Manager of Corporate Services to negotiate and execute a an Operating Agreement with the Greater Sudbury Housing Corporation setting out the terms on which the City of Greater Sudbury will operate the property portfolio of Greater Sudbury Housing Corporation and By-law 49 which amended the Shareholders Declaration to reflect the changes.

Tenant Relations

During the month of February, staff in Community Development department conducted town hall meetings or Coffee Chats with tenants and tenant lead groups in order to engage the residents concerning matters that were important to them. As part of the strategy for this tenant engagement, a survey was handed out during the Coffee Chats, with additional hard copies available and a link to on line version of the survey was available on the Housing website for approximately six (6) weeks. A report outlining the survey results, resident concerns and requests for possible changes to service levels will be presented to the Community Services Committee in May.

Communications

Housing Operations staff will be adopting all corporate communications policies and protocols, including the evolving Customer Service Strategy. A new phone system for Housing Operations is being installed this month. The upgraded phone system will allow for the integration of a four digit telephone extension compatible with the City phone numbers. As part of the roll out of the new phone extensions the City's telephone and voicemail standards outlined in the Customer Service Strategy will be implemented. Greater Sudbury Housing's primary phone number for reception 705-674-8323 will be maintained to minimize any disruption in service.

Human Resources and Labour Relations

All staff are now employees of the City of Greater Sudbury; payroll records have been updated, City ID and wellness cards issued, as well as new Great West Life benefits cards and completion of enrolment in the CGS Employee Assistance Plan. External contracts for human resource and labour relations consulting have been cancelled.

Finance

The employment transfer to CGS resulted in changes to authorities and accountabilities under a variety of CGS financial policies and By-laws. Significant financial policies and

procedures (such as the Purchasing By-law, the Operating and Capital Budget Policies, Accounts Payable and Receivable procedures) will require housing operation staff orientation and training. This orientation and training will begin in April.

A detailed review of all GSHC contracts for opportunities in terms of early termination clauses, harmonization with existing CGS contracts or RFPs and tenders for joint service and supply requirements is being undertaken and the City's E tendering processes are being implemented.

Annual General Meeting

The Annual General Meeting of the Shareholder will be held on May 7th and will include the presentation of the 2018 audited financial statements and details of the 2019 operating, rent supplement and capital budgets. The funding for Greater Sudbury Housing has already been approved as part of the 2019 budget deliberations as it was included in the Housing Services budget.

BACKGROUND

On September 25th, 2018, Council directed via motion CC2018-257 (Signoretti/McIntosh):

THAT the City of Greater Sudbury approves the recommendation to transition the Greater Sudbury Housing Corporation to a quasi-independent operating model, as outlined in the report entitled "Greater Sudbury Housing Corporation's Governance Structure Review", from the General Manager of Community Development, presented at the City Council Meeting on September 25, 2018;

AND THAT the transition be effective on September 26, 2018 rather than on January 1, 2019.

On November 20th, 2018, Council passed By-law 2018 – 203. This by-law changed the GSHC shareholder declaration to:

- a) increase the size of the Board to include all members of Council,
- b) introduce a new position within Community Development (Director Housing Operations) to replace the GM/CEO of the GSHC and,
- c) perform some housekeeping updates such as appointing the City Clerk as the head for the revised GSHC entity under MFIPPA.

This change set the stage for the development of operating parameters and the transition of the former staff and operations of GSHC to CGS.

On February 12th, 2019, Council was provided the proposed Housing Operations Transition Plan which set March 31st as the date for completion of two (2) important milestones for the organization and its employees.

- a) The effective date for a new operating agreement between CGS and the GSHC which would transfer all Housing Operations rights and obligations to CGS and,
- b) The effective date for the transfer of all non-union staff employees into the non- union salary administration plan at CGS (which has the intended consequence of conferring similar rights and obligations from an employment and operational authority point of

view as other CGS staff).

April 1st, 2019 is also very likely to be the renewal date for the collective agreement with the former GSHC unionized staff (the current agreement expires on March 31st, 2019). Negotiations may continue beyond this date but the long history of negotiations between CUPE and the GSHC has been to use April 1st as the renewal date for collective agreements.