

## **BACKGROUND**

This report is based on Motion CC2018-142 /142A from the May 29, 2018 Council Meeting requesting that the Manager of Housing Services meet with the CEO and the Board Chair of the Greater Sudbury Housing Corporation (GSHC) to review and assist the GSHC with the development of a community development policy regarding volunteer organizations and groups emanating from GSHC locations to include processes for conflict resolution and mediation as well as training and mentorship for volunteers and GSHC staff with an update report to be presented to Council in August 2018.

A letter was sent on June 1, 2018 to GSHC Board Chair requesting a meeting regarding the motion.

On July 18, 2018 GSHC Board Chair and CEO met with the Manager of Housing Services and Manager of Community Initiatives & Performance Support regarding the request to meet. The goal of the meeting was to review existing policies and assist the GSHC staff with the development of a community development policy regarding volunteer organizations and groups emanating from GSHC locations to include processes for conflict resolution and mediation as well as training and mentorship for volunteers and GSHC staff with an update report to be presented to Council in August 2018.

Discussion took place regarding the motion and the following is an update:

- GSHC has an existing community development policy that is part of the Local Housing Authority Administration Manual – Section 6 (Appendix A). This manual was used to assist in the development of the Tenant Association Terms of Reference (Appendix B), and the Tenant Engagement Steering Committee (TESC) Terms of Reference (Appendix C), which were approved by the Greater Sudbury Housing Corporation Board of Directors in February 2018.
- The GSHC Board passed a Tenant Complaint Process Policy in January 2012 (Appendix D). GSHC CEO advised that with the passing of the Public Sector and MPP Accountability and Transparency Act, 2014 that the provincial Local Housing Corporation Association had undertaken a review of the Tenant Complaint Process and rulings have been received from a southern Ontario Law Firm in order to complete the review. The revised Tenant Complaint Process Policy should be completed by Fall 2018. The Manager of Housing Services asked if a separate policy was being designed for Tenant Associations. The GSHC CEO confirmed that Tenant Associations would be included in the revised policy. Discussion also took place regarding an Appeal/Mediation option which was not included in the January 2012 policy. The Manager of Housing Services recommended that an appeal/mediation process be included in the revision.
- Training and mentorship was discussed. The GSHC CEO indicated that the GSHC does not recruit, use or employ any volunteers. Tenant Association representatives are tenants who work for the interests and benefits of all tenants. GSHC CEO indicated that working with Tenant Association representatives was part of the job duties contained within the Community

Development Worker job description (CDW) position. (Appendix E). This position has assisted the Tenant Associations in terms of setting up meetings, assisting with financial questions as well as developing their own terms of reference. The Manager of Housing Services recommended that the Community Development Worker research options regarding training and mentoring opportunities for the Tenant Associations. The GSHC CEO indicated that the GSHC Staff are offered training opportunities as part of their employment.

- Funding of the GSHC Tenant Associations was an additional topic of discussion. As of July 18, 2018 there are nine (9) active associations: 1950 Lasalle (Place Hurtubise), 241 Second (Birkdale Village), 491 Camelot (Carmichael Village), 1052 Belfry, 720 Bruce (Balmoral Tenant Assoc.), 1960 A Paris, 1960 B Paris, 1920 Paris, and Louis Street Community Association and Tenant Group. Approximately \$2,700 from the 2018 budget has been allocated to each of the tenant associations. Access to the GSHC Social and Recreational Fund (Appendix F) by completing the GSHC Social Recreation Fund Application Form (Appendix G) allows the tenant associations to host events, programs and assists in offsetting some of the operational expenses incurred within a fiscal year.

### **NEXT STEPS**

A revised copy of the Tenant Complaint Process Policy was brought forward at the August 22, 2018 GSHC Board of Directors meeting. The GSHC Board reviewed and discussed the revised policy and deferred approval of the policy until such time as additional revisions could be made based on suggestions received at the meeting. A copy of the revised Tenant Complaint Process Policy will be provided to Council at a later date once it is approved by the GSHC Board of Directors.

### **REFERENCES**

City of Greater Sudbury Council Meeting, April 10, 2018,  
<http://agendasonline.greatersudbury.ca/?pg=agenda&action=navigator&id=1239&lang=en>

City of Greater Sudbury Council Meeting, May 29, 2018,  
<http://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&lang=en&id=1242&itemid=15176>