



## Report to the Board of Directors Greater Sudbury Housing Corporation

FROM: Barb Dubois, Director of Housing Operations

DATE: February 18, 2020

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SUBJECT: Director's Report

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The purpose of this report is to provide you with an update on matters that the Housing Corporation is currently working on.

### **Community Partnership with LHIN**

The Director of Housing Operations and the Manager of Housing Services has been working with staff from the Local Health Integration Network (LHIN) and other partners to enhance the services provided to residents on our sites. The LHIN would like to pilot a Neighbourhood Model of Care program at one of our buildings at the four corners. The LHIN is working to coordinate the support services and programs that they provide to our tenants and are looking for space in our buildings in order to provide enhanced services. We have had a preliminary meeting and took them on a site tour of both 1920 and 1960A Paris Street in order to show them the potential common rooms and programming space that may be available.

### **New Security Camera's**

GSHC will be replacing the Housing Corporations existing security camera's in our highest demand buildings this year. The funding for the project was approved as part of the 2020 budget process. The new cameras will allow the Housing Corporation to replace analog cameras with digital technology and align with the City's camera system. Housing staff will be working the Manager of Security and By-law to review camera locations and reduce the number of blind spots areas. The integration of camera system technology is expected to create efficiencies for Housing and IT staff, Police Services, and Security.

## **720 Bruce Elevator Replacement**

The tender has been issued for the elevator replacement project at 720 Bruce Street. Over the last few months the elevators have been experiencing increased breakdowns and repairs. Staff have been working with the elevator contractor to resolve issues however, due to the age of our elevators parts can be difficult to obtain. Some residents are experiencing delays and are frustrated with the slow elevator service. Staff has security stationed on the one elevator car that is in service in order to minimize the disruptions and immediately report issues when they occur. A review of the condition of all GSHC elevators is being undertaken in order to identify priority projects for 2021 Capital budget.

## **Fire Prevention**

On the past few months, there have been two cooking fires by new residents in GSHC units. Staff has reached out to Fire Services to obtain fire prevention information to include in our move in packages. In addition, staff will be working with a Fire Prevention Officer to provide fire prevention training sessions to residents at our buildings.

## **Newsletter**

Staff are preparing a Winter 2020 Newsletter that will be circulated to all tenants. The main focus of the Newsletter is to provide information to residents regarding policies, and advise of upcoming changes to Provincial Legislation with respect to Housing that is being rolled out by the Province and the Service Manager. The Newsletter will be reviewed by Communications and circulated to Board Members prior to being distributed to tenants.

## **Tenant Engagement**

Staff are continuing to work with the Social Planning Council (SPC), NOAH Community Hub (NCH), Greater Sudbury Police Service (GSPS), Community Action Networks and other partners to increase resident engagement and provide a forum to communicate and address the issues raised. Tenant Safety meetings are held monthly led by NCH and SPC with attendance by Housing staff. This forum has been successful in opening the lines of communication and building trust with the residents.

## **Website Migration**

The existing GSHC website is not bilingual and is required to be compliant with Ontario's Accessibility Action Plan for Websites by 2021. During 2020, the GSHC website will be migrated and included in the CGS website. Housing and Communications staff are collaborating on this exciting project. As part of the project, all GSHC tenant policies are being reviewed, updated and translated.

## **Annual General Meeting**

The GSHC Annual General meeting with the Shareholder is scheduled for May 5, 2020 at Tom Davies Square. The auditor from KPMG will presented the 2019 GSHC financial statements.