



RENFREW COUNTY HOUSING CORPORATION

Thursday, August 11, 2011

A meeting of the Renfrew County Housing Corporation Board of Directors was held in the Council Chambers, County of Renfrew Administration Building, Pembroke, Ontario on Thursday, August 11, 2011 at 9:30 a.m.

Directors Present: Peter Emon, Audrey Green, Ed Jacyno, Richard Rabishaw, Harold Weckworth, Jack Wilson

Directors Absent: David Thompson, Robert Sweet

Officers Present: W. James Hutton, Chief Executive Officer
James D. Kutschke, Treasurer

Also Present: Carol Neill, General Manager, Renfrew County Housing Corporation
Chery Leigh, Ontario Works Manager
Judy Mulvihill, Manager of Child Care Services
Bruce McIntyre, Media Relations, Grants Coordinator
Karen McManus, Administrative Assistant

Chair Emon called the meeting to order at 9:35 a.m. The roll was called and no pecuniary interests were disclosed.

RESOLUTION NO. RCHC-C-11-08-38

Moved by: Mayor Rabishaw

Seconded by: Mayor Wilson

THAT the minutes of the Renfrew County Housing Corporation Board of Directors meeting of June 16, 2011 be adopted as printed and circulated.

CARRIED.

Ms. Carol Neill, General Manager, overviewed the Monthly Report including information on staffing, training, tenant issues, financial reports, and program updates. She advised that the part-time position of Building Custodian in Deep River has been filled, as well as the full-time position of Building Custodian at Renfrew and Pembroke sites have been filled. She reported that the external posting for the full-time position of Tenant Relations Coordinator closed on July 22, 2011 with 42 resumes received and interviews were now being set up.

The Coordinated Access waiting list numbers for the months of June and July 2011 were reviewed. There were a total of 823 applicants on the waitlist as at July 31, 2011.

The Consolidated Treasurer's report, as well as the Financial Expenses report as at June 30, 2011 was reviewed. Ms. Neill noted the budget was in good shape and there were no red flags at this point.

Ms. Neill overviewed the Capital Budget work and tenders awarded for both Renfrew County Housing Corporation and Ottawaska Housing Project. Ms. Neill provided a review of the Capital Work Variance Report as well as a review of the projects being completed using Social Housing Renovation and Retrofit Program (SHRRP) funding.

The Arrears Report for June and July were circulated and reviewed.

The latest newsletter, which has been sent out to all tenants, was reviewed.

Ms. Neill presented to the Board a report on the setting of maximum rents for 2012 (attached as Appendix B) and advised that the Ontario government has announced that the rate of allowable rent increase for 2012 will be 3.1%. The 2012 guideline applies to rent increases between January 1 and December 31, 2012.

Ms. Neill noted that the private sector has been consistent in increasing their rents on a yearly basis and Social Housing rents should stay comparable to the private sector for those able to afford the private sector. When maximum rents are set too low, the number of maximum rent payers in housing will increase, and as a result does not encourage tenants to move into the private sector (reducing turn-over and increasing the wait list) and it also decreases the revenue.

RESOLUTION NO. RCHC-C-11-08-39

Moved by: Mayor Rabishaw

Seconded by: Mayor Wilson

THAT the Renfrew County Housing Corporation Board of Directors approves a 3.1% increase for the entire Renfrew County Housing Corporation portfolio for all new tenants and current tenants with the appropriate 90-day notice effective January 1, 2012.

CARRIED.

Mayor Wilson indicated that the Renfrew County and District Health Unit had received Provincial funding for a bed bug program that had to be returned to the Province, as no agencies came forward to utilize the funds. A discussion was held and the Committee questioned Ms. Neill as to whether there was a plan in place to deal with this issue should government funding become available in the future. Ms. Neill responded that the Renfrew County Housing Corporation does not have a plan at this time, but that this was something that she will be addressing.

Discussion was held on the use of laundry facilities in social housing buildings, and it was noted that some tenants have been allowing their family and friends to use the coin operated laundry machines. Ms. Neill indicated that a notice was included in the latest newsletter informing

tenants that washing and drying of laundry belonging to friends and relatives is strictly prohibited.

RESOLUTION NO. RCHC-C-11-08-40

Moved by: Reeve Green

Seconded by: Mayor Rabishaw

THAT the Monthly Report (attached as Appendix A) be adopted as presented.

CARRIED.

RESOLUTION NO. RCHC-C-11-08-41

Moved by: Mayor Rabishaw

Seconded by: Reeve Green

THAT the next meeting of the Renfrew County Housing Corporation Board of Directors be held on Thursday, September 8, 2011 and this meeting adjourn. Time 10:15 a.m.

CARRIED.

**COUNTY OF RENFREW
DEPARTMENT OF SOCIAL SERVICES**

RENFREW COUNTY HOUSING CORPORATION

TO: Renfrew County Housing Corporation Board of Directors
FROM: Carol Neill, General Manager
DATE: August 11, 2011
SUBJECT: Monthly Report

1. HUMAN RESOURCES

1.1 Staffing

We are pleased to announce that Robert Kennedy was the successful candidate for the part-time Building Custodian position in Deep River and commenced employment on June 6, 2011.

We are pleased to announce that Shane McGregor was the successful candidate for the full-time Building Custodian position, Renfrew Site and Bill Berkins was the successful candidate for the full-time Building Custodian position, Arnprior Site. Both commenced their employment on June 27, 2011.

We are pleased to announce that Clint Roggie was the successful candidate for the full-time Building Custodian position, Pembroke Site. Clint commenced his employment on July 4, 2011.

The external posting for the full-time Tenant Relations Coordinator position closed on July 22, 2011. A total of 42 resumes were received. Interviews and testing will follow.

Training

On June 21, 2011, all RCHC field staff, supervisors, and several administrative staff attended a training seminar presented by, "Total Pest Management" on bed bugs.

2. APPLICANT/TENANT ISSUES

2.1 Coordinated Access

	Total # of Move outs June 30/11	Total # of Move ins July 1/11	Total # of Internal Transfers
ARNPRIOR	0	2	0
RENFREW	2	4	0
PEMBROKE AREA	8	5	0

	Total # of Move outs July 31/11	Total # of Move ins Aug 1/11	Total # of Internal Transfers
ARNPRIOR	3	1	0
RENFREW	1	2	0
PEMBROKE AREA	6	9	0

	Total # of New Applicants in June	Total # on Waitlist June 30/11	Total # SPP on Waitlist June 30/11
FAMILY	12	323	28
ADULT	30	397	15
SENIOR	3	103	0

	Total # of New Applicants in July	Total # on Waitlist July 31/11	Total # SPP on Waitlist July 31/11
FAMILY	12	317	28
ADULT	23	400	16
SENIOR	0	106	0

**SP = Special Priority (Victim of Family Violence)*

The total # of applicants on the waitlist represents actual number of households waiting for housing (meaning there are no duplications).

RCHC Comparison Waiting List Report is attached as Appendix RCHC-I.

2.2 Tenant Issues

June 2011	Arnprior	Renfrew	Pembroke & Area
N4's Issued	37	16	56
N7's Issued	0	0	0
N11's Issued	0	0	0
L1's Issued	1	1	4
L2's Issued	0	0	0
L4's Issued	0	0	0
L9's Issued	0	0	0
Sheriff Evictions	0	0	1
N5's/N6's Issued	0	1	0
N8 Issued	0	0	0

July 2011	Arnprior	Renfrew	Pembroke & Area
N4's Issued	33	13	62
N7's Issued	0	0	0
N11's Issued	0	0	0
L1's Issued	2	2	1
L2's Issued	0	0	0
L4's Issued	0	0	0
L9's Issued	1	0	0
Sheriff Evictions	0	0	0
N5's/N6's Issued	0	1	0
N8 Issued	0	0	0

N4 Notice to Terminate a Tenancy Early for Non-Payment of Rent

N5 Notice to Terminate a Tenancy Early

N6 Notice to Terminate a Tenancy Early - Illegal Act or Misrepresentation of Income

N7 Notice to Terminate a Tenancy for Impaired Safety

N11 Agreement to Terminate a Tenancy

L1 Application to Terminate a Tenancy for Non-Payment of Rent

L2 Application to Terminate a Tenancy and Evict a Tenant

L4 Application to Terminate a Tenancy Tenant Failed to Meet Conditions of a Settlement or Order

L9 Application to Collect Rent the Tenant Owes

3. FINANCIAL

3.1 Operating Budget

The Consolidated Treasurer's Report for Renfrew County Housing Corporation as at June 30, 2011 is attached as Appendix RCHC-II.

Details of the Financial Expenses as at June 30, 2011 are attached as Appendix RCHC-III.

3.2 Capital Budget

- Job #1101 Public Area Flooring – 425 Nelson Street, Pembroke
Awarded to: C.A. Reiche & Son in the amount of \$23,100.00 tax included
Status: in progress
- Job #1103 Scooter Storage – 55 Poplar Street, Deep River**
Awarded to: Wade Construction in the amount of \$9,474.00 tax included
Status: 80% complete
- Job #1104 Evestrough/Soffit/Facia – 59 Wallace Street, Eganville
Awarded to: TCB Construction in the amount of \$13,037.00 tax included
Status: complete
- Job #1105 Balcony Repair & Painting – 59 Wallace Street, Eganville**
Repair portion awarded to: TCB Construction in the amount of \$1,931.00 tax included
Status: complete
- Painting portion awarded to: Habraken-Allen-Cliché in the amount of \$5,264.00 tax included**
Status: in progress
- Job #1106 Replace Service Doors – 59 Wallace Street, Eganville**
Awarded to: TCB Construction in the amount of \$5,494.00 tax included
Status: complete
- Job #1107 Flooring Upgrades – Various**
Status: twenty-six completed and three in progress
- Job #1108 Bathroom Upgrades – Various**
Status: ten completed and two in progress
- Job #1110 Appliance Replacement – Various**
Status: nineteen refrigerators and fourteen stoves

- Job #1111** **Parking Lot Extension – 1 MacKercher Drive, Cobden**
Awarded to: Valley Contracting in the amount of \$4,370.00 tax included
Status: in progress
- Job #1113** **Public Area Flooring – 400 Nelson Street, Pembroke**
Awarded to: C.A. Reiche & Son in the amount of \$14,857.00 tax included
Status: in progress
- Job # 1114 Windows and Exhaust in laundry room – 400 Nelson Street, Pembroke
Awarded to: TCB Construction in the amount of \$2,239.00 tax included
Status: complete
- Job # 1115 Storage Room – 400 Nelson Street, Pembroke
Awarded to: TCB Construction in the amount of \$1,969.00 tax included
Status: in progress
- Job # 1116** **Public Area Painting – 75 Stafford Street, Barry’s Bay**
Awarded to: Habraken-Allen-Cliché in the amount of \$11,901.00 tax included
Status: in progress
- Job # 1118** **Lawnmower – 510 MacKay Street, Pembroke**
Awarded to: Foy’s Marine in the amount of \$305.00 tax included
Status: complete
- Lawnmower & Trimmer – 150 Elizabeth Street, Pembroke**
Awarded to: Plummer’s Marine in the amount of \$3,875.00 tax included
Status: complete
- Job #1119** **Tractor – 260 Elizabeth Street, Pembroke**
Awarded to: Burnett’s Farm Equipment in the amount of \$3,875.00 tax included
Status: complete
- Job # 1124** **Roof for HVAC – 44 Lorne Street, Renfrew**
Awarded to: TCB Construction in the amount of \$4,065.00 tax included
Status: in progress
- Job # 1125 Service Door Outside Storage Room – 236 Hall Avenue, Renfrew
Awarded to: Pynacker Doors in the amount of \$1,128.00 tax included
Status: complete
- Job # 1126** **Window Replacement – Sullivan Crescent, Arnprior**
Awarded to: Borchert General Contracting in the amount of \$61,387.00 tax included
Status: 90% complete

- Job # 1127** **Air Make-Up Unit – 8 Burwash Street, Renfrew**
Awarded to: Irvcon in the amount of \$100,901.00 tax included
Status: in progress
Bid Evaluation Report is attached as Appendix RCHC-IV
- Job #1128 Tractor – 8 Burwash Street, Arnprior
Awarded to: Huckabone in the amount of \$23,805.00 tax included
Status: complete
- Job #1130** **Siding Replacement – Lea Street, Pembroke**
Awarded to: Renfrew County Windows and Doors in the amount of \$52,001.00 tax included
Status: in progress
Bid Evaluation Report is attached as Appendix RCHC-V
- Job #1135** **Public Area Painting – 44 Lorne Street, Renfrew**
Awarded to: Habraken-Allen-Cliché in the amount of \$5,968.00 tax included
Status: complete
- Job #1138** **Public Area Painting – 236 Hall Avenue, Renfrew**
Awarded to: Habraken-Allen-Cliché in the amount of \$21,109.00 tax included
Status: 70% complete
- Job # 1139 Exterior Doors – Moran Heights, Renfrew
Awarded to: Valley Windows & Doors in the amount of \$59,585.63 tax included
Status: complete

Unplanned Jobs Completed From Surplus

- #U1101 Safety Roof Rails – 63 Russell Street, Arnprior
- #U1102 Security Camera – 236 Hall Avenue, Renfrew
- #U1103 Door Operator – 236 Hall Avenue, Renfrew
- #U1104 Fire Plans – All apartment buildings
- #U1105 Exterior Door – 425 Nelson Street, Pembroke
- #U1106 Re-shingle Shop Roof – 59 Wallace Street, Eganville
- #U1107 Fire Door – 8 Burwash Street, Arnprior

- #U1108 Cylinder Locks for Automatic Doors – Various locations
- #U1109 New Enterphone System – 8 Burwash Street, Arnprior
- #U1110 Exterior Door – 966 Bronx Street, Pembroke
- #U1111 **Main Fuse Replacement – 41 Vimy Boulevard, Renfrew**
- #U1112 **Evestrough – 55 Poplar Street, Deep River**
- #U1113 **Main Electrical Panel – 95 Francis Street, Renfrew**
- #U1114 **Re-shingle Roof – 228 Edward Street, Arnprior**
- #U1115 **Evestrough – 229/231 Albert Street, Arnprior**
- #U1116 **Roofing (wind damage) – 425 Nelson Street, Pembroke**
- #U1117 **Enterphone System – 63 Russell Street, Arnprior**

Door Funding

Job #D1101 Kitchen Cabinets – 510 MacKay Street and 515 River Road, Pembroke
 Awarded to: Stephens General Contracting in the amount of \$141,304.00 tax included
Status: in progress

Capital Budget – Ottawaska

Job #OTT1103 Flooring Upgrades – Various
Status: one completed and zero in progress

Job #OTT1105 Flooring Upgrades – 26 Spruce Crescent, Arnprior
Status: one complete and two in progress

Job #OTT1106 Bathroom Upgrades – Various
Status: zero completed and one in progress

Job #OTT1108 Public Area Painting – 26 Spruce Crescent, Arnprior
 Awarded to: Habraken-Allen-Cliché in the amount of \$5,817.00 tax included
Status: complete

Unplanned Jobs Completed From Surplus

#UOTT 1101 Balcony Restoration – 26 Spruce Crescent, Arnprior

Affordable Housing Program (AHP)

AHP #1103 Security Cameras – 59 Wallace Street, Eganville
Awarded to: Drew’s Security in the amount of \$6,930.00 tax included
Status: complete

AHP #1104 Replacement of Locks – 510 MacKay Street, Pembroke
Awarded to: Drew’s Security in the amount of \$27,831.00 tax included
Status: in progress

AHP #1105 Replacement of Locks – 150 Elizabeth Street, Pembroke
Awarded to: Drew’s Security in the amount of \$18,724.00 tax included
Status: in progress

The Capital Works Variance Report is attached as Appendix RCHC-VI.

3.3 Current Arrears

The June and July Arrears Reports will be tabled on meeting day.
The comparison arrears report is attached as Appendix RCHC-VII.

4. PROGRAM UPDATES/CHANGES

4.1 Local Authority Services (LAS) Energy Management

Attached as Appendix RCHC-VIII, for information, is a report on the LAS Energy Management Planning Workshop that Dan Graham, Supervisor of Technical Services attended on June 2, 2011.

4.2 Communications to Tenants

Attached as Appendix RCHC-IX are the newsletters sent to all RCHC Tenants.

Report respectfully submitted.

Comparison Waiting List Report

<i>Pembroke & Area</i>	Dec 31st 2010	Jan 31 st 2011	Feb28 th 2011	Mar 31 st 2011	Apr 30 th 2011	May 31 st 2011	Jun 30 th 2011	July 31 st 2011
<i>Family</i>	171	173	178	187	182	183	181	176
<i>Adults</i>	309	299	289	294	297	298	337	336
<i>Seniors</i>	71	74	75	77	74	79	88	87
TOTALS	551	546	542	558	554	560	606	599

<i>Arnprior</i>	Dec 31st 2010	Jan 31 st 2011	Feb28 th 2011	Mar 31 st 2011	Apr 30 th 2011	May 31 st 2011	Jun 30 th 2011	July 31 st 2011
<i>Family</i>	95	94	92	98	99	104	109	105
<i>Adults</i>	98	100	97	92	94	100	102	103
<i>Seniors</i>	36	34	32	36	34	33	34	34
TOTALS	229	228	221	226	227	237	245	242

<i>Renfrew</i>	Dec 31st 2010	Jan 31 st 2011	Feb28 th 2011	Mar 31 st 2011	Apr 30 th 2011	May 31 st 2011	Jun 30 th 2011	July 31 st 2011
<i>Family</i>	86	87	88	86	89	99	98	100
<i>Adults</i>	84	79	77	75	73	71	81	86
<i>Seniors</i>	12	11	10	13	11	13	14	16
TOTALS	182	177	175	174	173	183	193	202

<i>RCHC</i>	Dec 31st 2010	Jan 31 st 2011	Feb28 th 2011	Mar 31 st 2011	Apr 30 th 2011	May 31 st 2011	Jun 30 th 2011	July 31 st 2011
<i>Family</i>	352	354	358	371	370	386	388	381
<i>Adults</i>	491	478	463	461	464	469	520	525
<i>Seniors</i>	119	119	117	126	119	125	136	137
TOTALS	962	951	938	958	954	980	1044	1043

Comparison Waiting List Report Continued.....

<i>Pembroke & Area</i>	Dec 31 st 2010	Aug 31 st 2011	Sept 30 th 2011	Oct 31 st 2011	Nov 30 th 2011	Dec 31 st 2011		
<i>Family</i>	171							
<i>Adults</i>	309							
<i>Seniors</i>	71							
TOTALS	551							

<i>Arnprior</i>	Dec 31 st 2010	Aug 31 st 2011	Sept 30 th 2011	Oct 31 st 2011	Nov 30 th 2011	Dec 31 st 2011		
<i>Family</i>	95							
<i>Adults</i>	98							
<i>Seniors</i>	36							
TOTALS	229							

<i>Renfrew</i>	Dec 31 st 2010	Aug 31 st 2011	Sept 30 th 2011	Oct 31 st 2011	Nov 30 th 2011	Dec 31 st 2011		
<i>Family</i>	86							
<i>Adults</i>	84							
<i>Seniors</i>	12							
TOTALS	182							

<i>RCHC</i>	Dec 31 st 2010	Aug 31 st 2011	Sept 30 th 2011	Oct 31 st 2011	Nov 30 th 2011	Dec 31 st 2011		
<i>Family</i>	352							
<i>Adults</i>	491							
<i>Seniors</i>	119							
TOTALS	962							

Renfrew County Housing Corporation
Consolidated Treasurer's Report
As at June 30, 2011

<u>Description</u>	<u>YTD</u> <u>Actual</u>	<u>YTD</u> <u>Budget</u>	<u>Variance</u>	<u>Full Year</u> <u>Budget</u>
SALARIES	632,730	736,724	(103,994)	1,531,633
BENEFITS	147,924	172,637	(24,713)	358,169
ADMINISTRATION	368,177	412,781	(44,604)	917,089
BUILDING - HEAT LIGHT POWER	368,896	440,112	(71,216)	880,181
BUILDING - REPAIRS & MAINTENANCE	133,546	159,222	(25,676)	318,451
BUILDING - NATURAL GAS	76,118	91,974	(15,856)	183,916
BUILDING - HEATING & PLUMBING	32,639	45,138	(12,499)	90,287
BUILDING - TAXES	585,261	595,468	(10,207)	1,190,927
BUILDING - WATER	172,124	237,302	(65,178)	443,308
BUILDING - ELEVATOR	19,006	19,476	(470)	38,960
BUILDING - PAINTING	78,834	76,266	2,568	152,523
BUILDING - GARBAGE REMOVAL	19,460	18,852	608	37,675
BUILDING - MISC BUILDING COSTS	0	0	0	0
BUILDING - GROUNDS KEEPING	81,349	85,950	(4,601)	171,901
BUILDING - CAPITAL REPAIRS - non TCA	381,201	842,574	(461,373)	1,522,840
FINANCIAL - DEPRECIATION	350,583	347,724	2,859	695,268
FINANCIAL - RENT WAIVER	80,385	88,212	(7,827)	220,454
FINANCIAL - REVENUE SHORTFALL (CASH OVER/SHORT)	173	144	29	300
FINANCIAL - MORTGAGE - INTEREST	55,738	55,739	(2)	1,263,462
FINANCIAL - RENT SUPPLEMENT	131,597	141,000	(9,403)	282,000
FINANCIAL - RENT SUPPLEMENT - STRONG COMMUNITIES	66,207	70,044	(3,837)	140,086
FINANCIAL - RENT SUPPLEMENT - AFFORDABLE HOUSING	21,580	23,400	(1,820)	46,800
FINANCIAL - HOME OWNERSHIP	11,200	0	11,200	0
FINANCIAL - RENT BANK PROGRAM	5,385	0	5,385	0
Surplus Adjustment - Depreciation	(350,583)	(347,724)	(2,859)	(695,268)
Surplus Adjustment - Mortgage Principal	87,783	87,783	(1)	176,778
Surplus Adjustment - Transfer to Reserves	0	0	0	189,809
Surplus Adjustment - TCA	81,938	246,024	(164,086)	492,050
EXPENSES	3,639,251	4,646,822	(1,007,571)	10,649,599
GAIN / (LOSS) - DISPOSAL OF ASSETS	13,075	0	13,075	0
INTEREST ON INVESTMENTS	21,012	11,502	9,510	23,000
MISC REVENUE	63,940	15,918	48,022	31,851
HOME OWNERSHIP - EARLY REPAYMENTS	24,956	0	24,956	0
PROV SUBSIDY - RENT BANK - REVENUE	0	0	0	0
PROV SUBSIDY - DEBENTURES	0	0	0	1,153,199
Surplus Adjustment - Transfer from Reserves	0	0	0	649,362
TENANT REVENUE	1,820,828	1,843,194	(22,366)	3,686,426
COUNTY TRANSFER - BASE	2,149,460	2,149,459	1	4,489,664
COUNTY TRANSFER - AHP	40,073	23,400	16,673	46,800
COUNTY TRANSFER - AHP ADMIN	0	0	0	0
COUNTY TRANSFER - HOME OWNERSHIP	11,200	0	11,200	0
COUNTY TRANSFER - RENT BANK	34,055	0	34,055	0
COUNTY TRANSFER - RENT BANK ADMIN	3,784	0	3,784	0
COUNTY TRANSFER - SHT TRM RNT ADM	0	0	0	0
COUNTY TRANSFER - SHRRP	201,822	214,608	(12,786)	429,211
COUNTY TRANSFER - STRONG COMMUNITIES	86,001	70,044	15,957	140,086
REVENUES	4,470,205	4,328,125	142,080	10,649,599
Municipal SURPLUS / (DEFICIT)	830,954	(318,697)	1,149,651	0

Renfrew County Housing Corporation
Financial Expenses
As at June 30, 2011

Month Actual	Month Budget	Variance	Description	YTD Actual	YTD Budget	Variance	Full Year Budget
12,133.16	14,702	(2,568.84)	RENT WAIVER	80,385.16	88,212	(7,826.84)	220,454
58,495.31	57,954	541.31	DEPRECIATION	350,582.80	347,724	2,858.80	695,268
0.00	0	0.00	PROVISION FOR UNALLOCATED EXPENSES	0.00	0	0.00	0
0.00	24	(24.00)	REVENUE SHORTFALL (CASH OVER/SHORT)	173.00	144	29.00	300
9,386.65	9,388	(1.35)	MORTGAGE - Interest Only	55,737.50	55,739	(1.50)	1,263,462
21,538.07	23,500	(1,961.93)	RENT SUPPLEMENT	131,596.92	141,000	(9,403.08)	282,000
12,107.00	11,674	433.00	RENT SUPPLEMENT - STRONG COMMUNITIES	66,207.00	70,044	(3,837.00)	140,086
3,510.00	3,900	(390.00)	RENT SUPPLEMENT - AFFORDABLE HOUSING	21,580.00	23,400	(1,820.00)	46,800
0.00	0	0.00	H.I.F. SPECIAL ASSISTANCE	0.00	0	0.00	0
0.00	0	0.00	HOME OWNERSHIP	11,200.00	0	11,200.00	0
3,535.00	0	3,535.00	RENT BANK PROGRAM	5,385.00	0	5,385.00	0
14,533.35	14,533	0.35	Surplus Adjustment - Debt Principal Payments	87,782.50	87,783	(0.50)	176,778
0.00	0	0.00	Surplus Adjustment - TRF to Reserves	0.00	0	0.00	189,809
47,747.32	41,004	6,743.32	Surplus Adjustment - Capital	81,938.17	246,024	(164,085.83)	492,050
182,985.86	176,679.00	6,306.86	Totals	892,568.05	1,060,070.00	(167,501.95)	3,507,007.00

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RENFREW COUNTY HOUSING CORPORATION BID EVALUATION REPORT

Date of Report: June 22, 2011 Bid Call #: INV 2011-01
 Date Advertised: June 01, 2007 Closing Date: June 22, 2007
 Project Address: 8 Burwash in Arnprior
 Job Description: Air Make Up Unit Replacement
 Budget amount: \$ 80,000 Bid Security: \$ 2000
 No. Of tender packages issued: 4

LISTING OF BIDDERS	BID AMOUNT	BID SECURITY ENCLOSED
Irvcon Limited	\$111,959.00	\$2000
Coyne Mechanical	\$112,445.17	\$2000
Cronair Mechanical	\$135,594.35	\$2000
Valley Refrigeration	\$143,063.00	\$2000

Source of additional funds if required: From Surplus on other 2011 jobs

COMMITTEE RECOMMENDATION: The recommendation of the Bid Evaluation Committee is that Irvcon Limited be awarded INV 2011 -01 in the amount of \$111,959.00 (HST rebate = net cost = \$ 100, 901.15

NAME

Carol Neill

Dan Graham

Andrea Blackburn

SIGNATURE & DATE

Carol Neill June 22/11
Dan Graham Jun 22/2011
Andrea Blackburn

APPROVAL

David Anderson (Director of Social Services)

SIGNATURE & DATE

David Anderson June 30/11

AUTHORIZED TO AWARD

W. James Hutton(C.A.O.)

W. James Hutton June 30/11



RENFREW COUNTY HOUSING CORPORATION BID EVALUATION REPORT

Date of Report: June 24, 2011 Bid Call #: PT 1104
 Date Advertised: June 04, 2011 Closing Date: June 23, 2011
 Project Address: Lea Street in Pembroke
 Job Description: Insulated Siding on 51 Family Homes
 Budget amount: \$ 100,000 Bid Security: \$2000 Packages issued: 7

LISTING OF BIDDERS	BID AMOUNT	BID SECURITY ENCLOSED
Renfrew County Window & Door	\$ 57, 745.00	\$2000
Wade General Contracting	\$ 61, 415.50	\$2000
Norlock siding	\$ 62, 126.27	\$2000
Ruscan General Contracting	\$ 113, 000.00	\$2000
Bowie Contracting	\$ 132, 888.00	\$2000

Source of additional funds if required: NA
COMMITTEE RECOMMENDATION: The recommendation of the Bid Evaluation Committee is that: Renfrew County Window & Door be awarded PT 1104 in the amount of \$ 57, 745.00 inc. HST

NAME

Carol Neill (General Manager)
Dan Graham (Supervisor, Technical Services)
Andrea Blackburn (Recording Secretary)

SIGNATURE & DATE

[Signature] June 27, 11
[Signature] JUN 24 2011
[Signature] June 24/11

APPROVAL

David Anderson (Director of Social Services)

SIGNATURE & DATE

[Signature] June 30/11

AUTHORIZED TO AWARD

W. James Hutton (C.A.O.)

SIGNATURE & DATE

[Signature] June 30/11

2011 RCHC CAPITAL WORK VARIANCE REPORT

As at July 28, 2011

Page 1

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
RCHC	Annual Budget								Expenditures	
1101	425 Nelson	Public Area Flooring	19,000.00		19,000.00	23,100.00	4,100.00	In Progress		
1102	55 Poplar	Waterline Valves	6,000.00		6,000.00	3,104.00	-2,896.00	In Progress		
1103	55 Poplar	Scooter Storage	4,000.00		4,000.00	9,474.00	5,474.00	In Progress		
1104	59 Wallace	Eavestrough/Soffit/Fascia	12,500.00		12,500.00	12,515.00	15.00	Complete		12,515.00
1105	59 Wallace	Balcony Repair/Painting	12,000.00		12,000.00	12,000.00		In Progress		
1106	59 Wallace	Replace Service Doors	4,000.00		4,000.00	5,692.00	1,692.00	Complete		5,692.00
1107	Various	Flooring	110,000.00		110,000.00	110,000.00		In Progress		
1108	Various	Bathrooms	80,000.00		80,000.00	60,000.00	-20,000.00	In Progress		
1109	Various	Hot Water Tanks	22,000.00	22,000.00		22,000.00				
1110	Various	Appliances	30,000.00	30,000.00		30,000.00		In Progress		
1111	1 MacKercher	Parking Lot Extention	18,000.00	18,000.00		18,000.00		In Progress		
1112	1 MacKercher	Garbage Enclosure	3,000.00		3,000.00	3,000.00				
1113	400 Nelson	Public Area Flooring	18,000.00		18,000.00	14,857.00	-3,143.00	In Progress		
1114	400 Nelson	Window /Exhaust in Laund	2,500.00		2,500.00	2,239.00	-261.00	Complete		2,239.00
1115	400 Nelson	Storage Room	4,500.00		4,500.00	2,992.00	-1,508.00	Complete		2,992.00
1116	75 Stafford	Public Area Paint	12,000.00		12,000.00	11,901.00	-99.00	In Progress		
1117	75 Stafford	Walkway Reconstruction	84,500.00	84,500.00		84,500.00				
1118	510 Mackay	Lawnmower	600.00		600.00	600.00		In Progress		
1119	260 Elizabeth	Tractor	9,500.00	9,500.00		3,875.00	-5,625.00	Complete	3,875.00	
1120	260 Elizabeth	Waterline Valves	15,000.00		15,000.00	15,000.00				
1121	5967 Palmer	Balcony Repair/Painting	15,000.00		15,000.00	15,000.00				
1122	5967 Palmer	Public Area Flooring	25,000.00		25,000.00	25,000.00		Design		
1123	5967 Palmer	Appliances	21,000.00	21,000.00		21,000.00				
1124	44 Lorne	Roof over HVAC	7,500.00		7,500.00	4,065.00	-3,435.00	in Progress		
1125	236 Hall	Service Door Outside Stor	1,200.00		1,200.00	1,108.00	-92.00	Complete		1,108.00
1126	Sullivan Cres.	Windows	90,000.00		90,000.00	61,387.00	-28,613.00	Complete		61,387.00
1127	Burwash	Air Make-up Unit	80,000.00	80,000.00		108,533.00	28,533.00	In Progress		

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
RCHC	Annual Budget (contd)								Expenditures	
1128	Burwash	Tractor	30,000.00	30,000.00		24,314.00	-5,686.00	Complete	24,314.00	
1129	59 Wallace	Public Area Flooring	25,000.00		25,000.00	25,000.00				
1130	Lea St.	Siding	100,000.00		100,000.00	52,001.00	-47,999.00	In Progress		
1131	Lea St.	Roof over Compound	25,000.00	25,000.00		25,000.00				
1132	19 Smith St.	Landscaping/Fencing	18,900.00		18,900.00	18,900.00				
1133	202 Cecil St.	Furnace	2,200.00	2,200.00		2,200.00				
1134	5967 Palmer	Parking Lot Reconstruction	75,000.00	75,000.00		75,000.00		Design		
1135	44 Lorne	Public Area Paint	11,000.00		11,000.00	5,968.00	-5,032.00	Complete		5,968.00
1136	41 Vimy	Electronic Damper on AMU	1,200.00		1,200.00	1,200.00				
1137	236 Hall	Gable Siding	14,000.00		14,000.00	14,000.00				
1138	236 Hall	Public Area Paint	22,000.00		22,000.00	21,109.00	-891.00	In Progress		
1139	Moran Hts	Exterior Doors	59,100.00		59,100.00	53,659.00	-5,441.00	Complete		53,659.00
1140	Burwash	Waterline Valves	15,000.00		15,000.00	15,000.00				
U1101	Russell	Safety Roof Rails				3,385.00	3,385.00	Complete		3,385.00
U1102	236 Hall	Security Camera				785.00	785.00	Complete		785.00
U1103	236 Hall	Door Operator				1,140.00	1,140.00	Complete		1,140.00
U1104	All	Fire Plans				15,417.00	15,417.00	Complete		15,417.00
U1105	425 Nel. #203	Exterior Door				906.00	906.00	Complete		906.00
U1106	Eganville	Roof Shop				2,722.00	2,722.00	Complete		2,722.00
U1107	Burwash	Fire Door				603.00	603.00	Complete		603.00
U1108	Various	Auto Door Cylinders				553.00	553.00	Complete		553.00
U1109	Burwash	Enterphone				5,983.00	5,983.00	Complete		5,983.00
U1110	966 Bronx	Exterior Door				906.00	906.00	Complete		906.00
U1111	41 Vimy	Main Fuse				886.00	886.00	Complete		886.00
U1112	55 Poplar	Eavestrough				961.00	961.00	Complete		961.00
U1113	95 Francis	Main Panel Replacement				1,649.00	1,649.00	Complete		1,649.00
U1114	228 Edward	Shingle Roof				2,748.00	2,748.00	Complete		2,748.00
U1115	Albert St.	Gutter Clean' Installation				3,078.00	3,078.00	Complete		3,078.00
U1116	Various	Roofing (Wind Damage)				1,221.00	1,221.00	Complete		1,221.00

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
RCHC Annual Budget (contd)									Expenditures	
U1117	63 Russell	Enterphone				5,576.00	5,576.00	Complete		5,576.00
U1118	Eganville	Foundation Repair				9,820.00	9,820.00	Complete		9,820.00
U1119	Eganville	Stucco Repair				17,910.00	17,910.00	Complete		17,910.00
Budget Total			1,105,200.00	397,200.00	708,000.00	1,090,542.00	-14,658.00		28,189.00	221,809.00

DOOR FUND

DOOR1101	510 Mackay	Kitchen Cabinets	280,000.00		280,000.00	127,249.00	-126,969.00	In Progress		
Budget Total			280,000.00		280,000.00	280,000.00	-126,969.00			

ONE TIME CAPITAL

OTC1101	400 Nelson	Kitchen Cabinets	51,312.00		51,312.00	51,312.00				
Budget Total			51,312.00		51,312.00	51,312.00	0.00			

OTTAWASKA

OTT1101	200 Caruso	Front Fence	4,000.00		4,000.00	4,000.00	0.00			
OTT1102	200 Caruso	Carport Repairs	4,000.00		4,000.00	0.00	-4,000.00			
OTT1103	200 Caruso	Flooring	6,800.00		6,800.00	6,800.00	0.00			
OTT1104	200 Caruso	Bathrooms	6,400.00		6,400.00	6,400.00	0.00			
OTT1105	26 Spruce	Flooring	6,800.00		6,800.00	6,800.00	0.00			
OTT1106	26 Spruce	Bathrooms	6,400.00		6,400.00	0.00	-6,400.00			
OTT1107	26 Spruce	Landscaping	12,000.00		12,000.00	0.00	-12,000.00			
OTT1108	26 Spruce	Public Area Paint	11,000.00		11,000.00	5,817.00	-5,183.00	In Progress		
UOTT1101	26 Spruce	Balcony Restoration				21,288.00	21,288.00	In Progress		
UOTT1102	200 Caruso	Eavestrough				5,035.00	5,035.00	In Progress		
Budget Total			57,400.00		57,400.00	56,140.00	-1,260.00			

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
AHP FUND YR 1									Expenditures	
Budget Total			0.00		0.00	0.00	0.00			
AHP FUND YR 2										
AHP1103	59 Wallace	Security Cameras	14,500.00	14,500.00		10,731.00	-3,769.00	Complete		
AHP1104	510 Mackay	Replace all Locks	55,000.00		55,000.00	27,831.00	-27,169.00	In Progress		
AHP1105	150 Elizabeth	Replace all Locks	30,500.00		30,500.00	18,724.00	-11,776.00	In Progress		
Budget total			100,000.00	14,500.00	85,500.00	57,286.00	-42,714.00			
Grand Total										
Reg Capital, Door, OTC, AHP 1&2			1,593,912.00	411,700.00	1,182,212.00	1,535,280.00	-313,581.00			

RCHC SHRRP (2011)

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED		STATUS	Expenditures	
						EXPENDITURE	VARIANCE		TCA	Non TCA
SHRRP RCHC										
SHRRP1101	Allan Wilfred	Furnace Replacement	35,000.00	35,000.00		26,661.00	-8,339.00	Complete	26,661.00	
SHRRP1102	Edward	Furnace Replacement	35,000.00	35,000.00		26,661.00	-8,339.00	Complete	26,661.00	
SHRRP1103	Oak	Furnace Replacement	45,000.00	45,000.00		33,337.00	-11,663.00	Complete	33,337.00	
SHRRP1104	150 Elizabeth	Waterline Valve Replace	3,000.00		3,000.00	3,000.00				
SHRRP1105	75 Stafford	Waterline Valve Replace	3,000.00		3,000.00	3,000.00				
SHRRP1106	Airth Blvd	Insulation & Siding	47,000.00		47,000.00	41,958.00	-5,042.00	Complete		41,958.00
SHRRP1107	Airth Blvd	Rebuild Patios	29,086.00		29,086.00	29,086.00		In Progress		
SHRRP1108	Sullivan Cres.	Electrical Service Upgrade	23,992.00		23,992.00	7,665.00	-16,327.00	Complete		7,665.00
SHRRP1109	41 Vimy	Roof Repair	7,000.00	7,000.00		6,850.00	-150.00	In Progress		
SHRRP1110	Arnold/Fraser	Roof Shingling	57,300.00	57,300.00		33,041.00	-24,259.00	Complete	33,041.00	
SHRRP1111	5967 Palmer	Generator	40,000.00	40,000.00		40,000.00		Design		
Added Jan 7 2011										
SHRRP1112	63 Russell	Main Breaker				4,106.00	4,106.00	Complete		4,106.00
SHRRP1113	63 Russell	Elevator railing kit				6,539.00	6,539.00	Complete		6,539.00
SHRRP1114	8 Burwash	Elevator railing kit				6,539.00	6,539.00	Complete		6,539.00
SHRRP1115	260 Elizabeth	Elevator railing kit				7,063.00	7,063.00	Complete		7,063.00
SHRRP1116	Palmer Rapids	Elevator				330,000.00	330,000.00	Design		
SHRRP1117	59 Wallace	Replace all Locks				28,000.00	28,000.00	In Progress		
SHRRP1118	400 Nelson	Replace all Locks				6,614.00	6,614.00	In Progress		
SHRRP1119	8 Burwash	Canopy				7,156.00	7,156.00	In Progress		
SHRRP1120	150 Elizabeth	Roof/Insulation				38,000.00	38,000.00			
SHRRP1121	75 Stafford	Security Cameras				16,412.00	16,412.00	Complete	16,412.00	
SHRRP1122	44 Lorne	Replace all Locks				6,735.00	6,735.00	In Progress		
SHRRP RCHC Budget Total			325,378.00	219,300.00	106,078.00	708,423.00	383,045.00		136,112.00	73,870.00

SHRRP NON-PROFIT

2011

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JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED		STATUS	TCA	Non TCA
						EXPENDITURE	VARIANCE			
SHRRPNP1101	St. Joseph	Retaining Wall	39,933.00			39,933.00		In Progress		
SHRRPNP1102	St. Joseph	Storage Building	24,000.00			24,000.00		In Progress		
SHRRPNP1103	St. Joseph	Storage Building	39,900.00			39,900.00		In Progress		
SHRRP NON-PROFIT Budget Total			103,833.00			103,833.00	0.00			
Grand Total SHRRP RCHC & NP			429,211.00			916,089.00	383,045.00			

Return to Report

**Renfrew County Housing Corporation
Comparison Arrears**

	May-11	May-10	May-09	May-08	May-07
Arnprior	\$5,705.00	\$8,747.00	\$2,631.75	\$4,696.75	\$4,457.68
Renfrew	\$2,297.00	\$1,193.00	\$165.00	\$1,574.00	\$15.00
Pembroke & Area	\$11,030.35	\$10,165.00	\$5,787.00	\$10,307.39	\$7,629.30
TOTAL	\$19,032.35	\$20,105.00	\$8,583.75	\$16,578.14	\$12,101.98

	June-11	June-10	June-09	June-08	June-07
Arnprior	\$4,131.14	\$7,467.25	\$1,848.75	\$6,591.75	\$6,319.68
Renfrew	\$4,016.00	\$1,734.00	\$128.00	\$1,275.00	\$78.48
Pembroke & Area	\$15,866.56	\$7,730.36	\$12,356.00	\$5,514.64	\$11,677.53
TOTAL	\$24,013.70	\$16,931.61	\$14,332.75	\$13,381.39	\$18,075.69

Arrears consist of the following:

Rent
Maintenance
Tribunal fee (minimum \$170)
Parking
Air Conditioning
NSF charges

* 2008 total includes Ottawaska - project formerly known as Ottawaska Housing Corporation Tenant Arrears

	2011											
	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC
Arnprior	\$6,173.83	\$4,722.83	\$5,817.00	\$5,822.00	\$5,705.00	\$4,131.14						
Renfrew	\$2,576.00	\$1,884.00	\$1,585.00	\$1,104.00	\$2,297.00	\$4,016.00						
Pembroke & Area	\$13,570.11	\$9,063.11	\$9,190.21	\$12,652.21	\$11,030.35	\$15,866.56						
TOTAL	\$22,319.94	\$15,669.94	\$16,592.21	\$19,578.21	\$19,032.35	\$24,013.70						

	2010											
	JAN	FEB	MAR	APR	MAY	JUNE	JUL	AUG	SEPT	OCT	NOV	DEC
Arnprior	\$4,058.25	\$5,485.25	\$6,283.25	\$6,422.25	\$8,747.00	\$7,467.25	\$11,539.75	\$7,658.75	\$6,305.75	\$6,532.75	\$4,464.75	\$5,160.75
Renfrew	\$2,463.00	\$1,731.00	\$1,559.00	\$780.00	\$1,193.00	\$1,734.00	\$2,897.00	\$2,975.00	\$3,091.00	\$3,097.00	\$3,176.00	\$3,202.00
Pembroke & Area	\$16,654.54	\$11,358.47	\$15,242.84	\$9,255.09	\$10,165.00	\$7,730.36	\$9,731.16	\$14,965.18	\$10,325.51	\$12,422.71	\$14,043.05	\$11,399.71
TOTAL	\$23,175.79	\$18,574.72	\$23,085.09	\$16,457.34	\$20,105.00	\$16,931.61	\$24,167.91	\$25,598.93	\$19,722.26	\$22,052.46	\$21,683.80	\$19,762.46

Return to Report

**Report on LAS Energy Management Planning Workshop
Brockville June 02, 2011**

Agenda: Overview of the Green Energy Act
Meeting the Requirement (Planning)
Overview of LAS Energy Planning Tool
Cost Saving Solutions
Developing a business case with RETScreen

Overview of the Green Energy Act:

The Green Energy Act was reviewed as it applies to municipalities. The types of facilities impacted, and the reporting requirements were the main focus. Exact details could not be determined as the accompanying regulations have not been published as of yet.

At this point the reporting requirements appear to not address Social Housing. Identified facilities listed are:

- Offices;**
- Libraries and cultural facilities;**
- Emergency medical services (ambulance, fire, police)**
- Community centre, arena, indoor pool, multi-use recreational complex;**
- Public works/transit garage;**
- Water pumping and water treatment.**

The Act lays out time frames for the development, renewal and publishing of Energy Management Plans. Plans will be required to include previous year energy usage reports, goals and objectives in implementing reductions, as well as outlining the overall approach to energy management the municipality has established.

Several guidebooks and other literature that are available to assist in establishing these plans were identified.

A number of waste identification and reduction approaches were discussed. Interestingly, all of the processes identified have been addressed in Social Housing at one time or another. These include:

- Insulation upgrades**
- Time clocks**
- Window upgrades**

- **Structure air leakage**
- **Ventilation**
- **Higher efficiency heating systems**
- **Water reduction strategies**
- **Lighting systems**

Renewable energy solutions (wind, solar, geothermal) were discussed briefly. These were seen as marginally useful, and then more so if done in conjunction with an integrated energy saving project which would, in and of itself reduce energy consumption.

The LAS representative Scott Vokey identified some of the support programs available through LAS. These are intended to allow a municipality to use one recording and reporting tool to manage their energy consumption and meet government reporting requirements. The Energy Planning Tool (EPT) is available to municipalities for \$200 per year.

Some sample energy management plans from other municipalities (Sudbury, Town of Caledon and City of Hamilton) were provided for reference.

Some municipalities have introduced positions such as “Energy Manager” or “Energy Conservation Officer” with the responsibility of implementing the Corporate Energy Management Plan. This includes all issues related to energy education and awareness, monitoring and verification, meeting regulatory requirements, supply management, and conservation management. These positions work with council and staff on all energy related operations and capital decisions. In some cases this position is at the upper tier level and provides assistance to lower tiers so that they can meet their requirements and in house expertise would be cost prohibitive.

Summary: Overall, the session provided some useful information for moving forward with energy management.



Dan Graham

Supervisor, Technical Services RCHC

Summer Edition of the Housing Newsletter

OFFICE HOURS:
8:00 AM TO 4:00 PM
CLOSED FOR LUNCH
12:30 PM TO 1:30 PM

Welcome to the Summer Edition of the Housing Newsletter. We hope you find the contents informative. If you are looking for some fun activities this summer, don't forget to check out what's happening in your very own community. Have a safe and fun filled summer!

Carol Neill

*Carol Neill, General Manager
Renfrew County Housing Corporation*



Bed Bugs

If you suspect that you may have bed bugs, call your local housing office **immediately** and we will be able to help you. Taking action right away is necessary to beat the war on bed bugs!!

Becoming Energy Efficient

Energy efficiency is a major topic around the world due to rising energy costs, growing concerns about greenhouse gas, air pollution, and the future supplies of natural gas and electricity. It is increasingly important that tenants do their best to be as energy efficient as possible. The following tips should be a good start to becoming a more energy efficient tenant:

- **Lighting** – using energy efficient light bulbs
- **Keep the Summer Heat Out** – keep your blinds/curtains and windows closed during the hottest part of the day
- **Bathroom and Kitchen** – keeping the ventilation system clean and functioning properly
- **Clothes Washer and Dryer** – use cold water and a clothesline when possible



Senior Home Support Program

This service is available to those 60 years of age & over, as well as individuals with special needs.

If you require assistance with homemaker services, home maintenance, transportation, or just a friendly voice with whom to talk, call your local Senior Home Support office.

Laundry Facilities

These facilities are for use by RCHC tenants only. This means only you or your homemaker should be doing your laundry. **Washing and drying of laundry belonging to friends and relatives is**

strictly prohibited. Please ensure that laundry is promptly removed from the washer and dryers so that someone else may use the facilities.

Tips

- **Front Doors** – A clean front door makes a lasting first impression, and by washing the doors in your home, you will make your whole apartment look great.
- **Apartment Entrance door** – is never to be propped open.
- **Oil Spots** – ensure that your vehicle is not leaking any oil or gas. This deteriorates parking lots and you may be charged for any repairs required.
- **Trip Hazards** – ensure that all carpeting lays flat and that area rugs have a non-skid backing.
- **Electrical Panel** – keep a clear area around panel for easy access in the event of an emergency.
- **Electrical Outlets** – do not overload electrical outlets especially with air conditioner season upon us.
- **Clutter** – hallways & entrances to rooms must be clear of all clutter.
- **Grocery Carts** – could be a serious safety hazard and do not belong under the stairwells or on the property. This is also a violation of the Fire Code Regulations.
- **Hazardous Materials** - do not store gas, propane or other flammable materials in or near your unit.
- **Buddy System** – we encourage all tenants to have a buddy either inside or outside of the building and we would further encourage each tenant to have a friend or family member, have an extra key in case of a lock out.
- **After Hours Emergency** –should you have an emergency that cannot wait until the next business day, please call the office telephone number. Be advised that you will be charged back for any call out that is deemed a nuisance call.

Balconies & Patios

Patios & balconies are for patio furniture only. Please do not use this area as a storage facility. They should always be kept free of debris.

What is this?

It hurts and causes pain but doesn't leave a physical mark?

It can cause lots of trouble between neighbours?

It can cause friction in a community?

Some people do it on a daily basis?



Have you guessed yet? **It's gossip.** A little of it can go a long way and do all kinds of damage. If you don't gossip and discourage others from **gossiping**, your kindness can spread out and help create a great community – a place people are happy to call home!

Public Washrooms

They are in the buildings for your convenience not your neglect. Please leave the washrooms clean! Report any problems to your Building Custodian or local office.

Apartment Noise Reduction

Noise control in our apartment buildings is an important issue due to how much it can drastically impact your daily privacy and well-being. Acceptable levels of noise can depend on several factors: the loudness of the sound, personal tolerance for noise, and the time of the day.



Make neighbors aware of the noise they make:

- Get to know your neighbors. Personal contact may lead to cooperation on noise issues.
- Speak reasonably and calmly with neighbors about noise, and try to come up with a reasonable solution.

Discuss with your neighbors the ways to reduce noise such as:

- Keep television and stereo volume to a reasonable level.
- Audio equipment should be situated away from walls, and bass levels should be minimized.
- Try to avoid walking in high heel and other hard-soled shoes.
- Use carpets or mats in areas where objects are more likely to be dropped (around the kitchen sink etc.) and use felt cushions under chair and table legs.
- Place objects such as shoes on the floor, rather than dropping them.
- Observe reasonable hours for noisy activities.

Payments

The Renfrew County Housing Corporation offers the following methods of payment:

- Pre-Authorized Payment
- Cheque
- Money Order
- Interac
- Cash
- **Payments are accepted up until 3:30pm daily.**



A/C Installation

If you are installing an air conditioner, ensure installations are done correctly. Damage caused by improper installation will be charged back to you.

REMINDER: Rent is due on or before the 1st of each month.

Neighbours Acting Up? Take action!!

Are you fed up with your neighbour's all night parties? Did you see someone do something dangerous or illegal on RCHC property? If you answered 'Yes' to one of these questions, this is an article for you. As always, if you see something illegal or dangerous, call the police and then call your local housing office.

If your neighbours or their guests are disturbing you, you can take action to gain back your peace and quiet. Follow these simple steps....

1. Try to talk to your neighbour, they may not know you can hear their music;
2. Make a note, write down what you saw, what you heard, when it happened;
3. Tell your housing office, give your housing office your notes;
4. If the problem continues, keep writing it down and keep calling the police and your housing office.

Your housing office will try to resolve the problem. The steps they take will depend on the complaint. A supervisor will talk to someone who is having loud parties to try and solve the problem. If talking doesn't work, RCHC may have to take more serious action – ie. start the eviction process. If the situation is dangerous or illegal, RCHC may apply to evict immediately.

If RCHC cannot resolve it, we may have to ask the Landlord and Tenant Board to evict the tenant. RCHC can decide to ask the Board to evict but cannot evict on its own. Only the Landlord and Tenant Board can make a decision to evict a tenant. The Board listens to witnesses describe the problem and makes a decision. The Board is not a court. It is much more relaxed than a court and has fewer rules. But the Board does need to hear what the problem is from the eyewitnesses – and in many cases that is you, the tenant.

Most witnesses are a little nervous. Don't worry, once you get started, it gets easier. If RCHC asks you to be a witness, you won't be alone. Odds are that you aren't the only one who complained and other tenants may be there also. Some of RCHC's staff will be there to describe what they know. The Social Housing Supervisor will be there to present the case and will ask questions to help you describe the problem. You can use the notes you make to help you remember the facts and keep the dates straight. Both the Board Adjudicator and the lawyer for the tenant will have a chance to ask some questions.

That's it! Once all the witnesses are done, it's up to the others to wrap things up. In the end, the Board decides what to do and issues an order.

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Renfrew County Housing Corporation

An electronic version of this newsletter is available on our website at:

<http://www.countyofrenfrew.on.ca/socialservices/TenantNewsletter.html>

Summer Edition of the Housing Newsletter

OFFICE HOURS:
8:00 AM TO 4:00 PM
CLOSED FOR LUNCH
12:30 PM TO 1:30 PM

Welcome to the Summer Edition of the Housing Newsletter. We hope you find the contents informative. If you are looking for some fun activities this summer, don't forget to check out what's happening in your very own community. Have a safe and fun filled summer!

Carol Neill

*Carol Neill, General Manager
Renfrew County Housing Corporation*



Bed Bugs

If you suspect that you may have bed bugs, call your local housing office **immediately** and we will be able to help you. Taking action right away is necessary to beat the war on bed bugs!!

Becoming Energy Efficient

Energy efficiency is a major topic around the world due to rising energy costs, growing concerns about greenhouse gas, air pollution, and the future supplies of natural gas and electricity. It is increasingly important that tenants do their best to be as energy efficient as possible. The following tips should be a good start to becoming a more energy efficient tenant:



- **Lighting** – using energy efficient light bulbs
- **Keep the Summer Heat Out** – keep your blinds/curtains and windows closed during the hottest part of the day
- **Bathroom and Kitchen** – keeping the ventilation system clean and functioning properly
- **Clothes Washer and Dryer** – use cold water and a clothesline when possible

Pools

If you have been recently permitted to have a swimming pool in your backyard, the following standards apply:

1. The pool must be portable.
2. The pool must be emptied every night.
3. The pool must be properly supervised when filled with water.
4. The maximum depth of the water is 10 inches.
5. An allowable pool would be a hard plastic or inflatable kiddy pool.



Payments

The Renfrew County Housing Corporation offers the following methods of payment:

- Pre-Authorized Payment
- Cheque
- Money Order
- Interac
- Cash
- **Payments are accepted up until 3:30pm daily.**



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A/C Installation

If you are installing an air conditioner, ensure installations are done correctly. Damage caused by improper installation will be charged back to you.



Trampolines, Fire Pits, Open BBQ's, etc.

These are not allowed in your yards due to insurance risk and liability associated with them.



Lawns & Flowerbeds

Flowers are a beautiful way to make your yard and balcony more appealing but only if they are maintained. Clear away the weeds and unwanted debris in order for your plants/flowers to grow. Lawns need to be cut on a regular basis. We appreciate the time & effort put into a beautiful yard! **Thank you!**

Disposal of Larger Items

Stoves, refrigerators, freezers and furniture cannot be left in your front, side or backyard, as they are a **SERIOUS SAFETY RISK**. Disposal of these items is the tenant's responsibility. **Check your local newspaper for removal services available to you or call your local waste management/recycling depot.**



Get to know your home by ensuring that you are aware of the following:

- Find your electrical service panel and identify which breakers power the various circuits in your home.
- Find the water shut-off in your home so that you can quickly turn the water off in an emergency.
- If there is a natural gas service to your home, identify the gas feed shut-offs for your furnace and hot water tank and how to operate them in the event of an emergency.

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Safety Tips

- **Hazardous materials** - do not store gas, propane or other flammable materials in the basement or any place in the unit.
- **Front Door** – A clean front door makes a lasting first impression. By washing the doors in your home, you will make your whole house look great.
- **Window Screens** – call in all screen repairs as soon as they occur.
- **After Hours Emergency** –should you have an emergency that cannot wait until the next business day, please call the office telephone number. Be advised that you will be charged back for any call out that is deemed a nuisance call.
- An **overcrowded basement** - is a fire hazard and the safety of your family is at stake. While cleaning, please ensure there are no articles around the furnace, hot water tank, electrical panel and stairways.
- **Moisture** - because basements are also more susceptible to moisture, we do not recommend storing items directly on the cement floor. Your basement is not considered “living space”, and we strongly recommend tenancy insurance to further protect your stored goods.
- **Fireworks** – are not permitted on Renfrew County Housing properties.
- **Fire pits** - are not permitted on Renfrew County Housing properties.
- **Oscillating fan** – do not leave your oscillating fan running while you are away from home, as they may overheat.

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COUNTY OF RENFREW
DEPARTMENT OF COMMUNITY SERVICES
RENFREW COUNTY HOUSING CORPORATION

TO: Renfrew County Housing Corporation Board of Directors

DATE: August 8, 2011

Subject: Setting of Maximum Rents for 2012

RECOMMENDATION:

That the Renfrew County Housing Corporation Board of Directors approves a 3.1% increase for the entire Renfrew County Housing Corporation Portfolio for all new tenants and current tenants with the appropriate 90-day notice effective January 1st, 2012.

BACKGROUND:

Tenants occupying a rent geared to income unit are required to provide annual verification of their incomes to allow for calculation of the rent. The rents are based on approximately 30% of gross income with some adjustments. A tenant's geared to income rent cannot exceed the maximum rent set. Rents for existing Maximum Rent Tenants will be adjusted at the time of their annual review, and the new maximum rent would apply to all new tenants immediately upon becoming a maximum rent tenant.

DISCUSSION:

The guideline was designed to take into account increases in landlords' building maintenance and operating costs in order to protect tenant health and safety.

In order to determine what the maximum rent should be for specific units and or locations the following factors are considered, as they would have an impact on the maximum rent charged in the private sector:

- Location of the project – shopping, transportation, amenities, etc.
- Size of the unit
- Suitability for the type of tenant (families/adults)
- Age and condition of units
- Utilities included/not included – cost of utilities

Justification for Increase:

1. The private sector has been consistent in increasing their rents on a yearly basis and Social Housing rents should stay comparable to the private sector for those able to afford the private sector. (Low-end of Market)
2. It is evident that we are losing potential revenue because of the low maximum rents.
3. Our mandate is rent-geared-to-income-housing.
4. Current # of Tenants Paying Maximum Rent

Renfrew County Housing Corporation	
1 BDR	35
2 BDR	8
3 BDR	14
4 BDR	3
5 BDR	1
TOTAL	61

RATIONALE:

When maximum rents are set too low, the number of maximum rent payers in housing will increase, and as a result does not encourage tenants to move into the private sector (reducing our turn-over and increasing our waiting list) and it also decreases the revenue, which would have a direct impact on the budget.

FINANCIAL IMPLICATIONS:

Reduces Service Manager's subsidy cost to the entire RCHC Portfolio.

Respectfully Submitted By:

Carol Neill
General Manager, RCHC
August 11, 2011

Link to: Ministry of Municipal Affairs and Housing 2012 Rent Increase Guideline:

<http://www.ltb.gov.on.ca/stdprodconsume/groups/csc/@ltb/@keyinfo/documents/resourcelist/112012.pdf>

2012 RENT INCREASE GUIDELINE

Each year, the Ontario government announces the province's rent increase guideline for the following year.

Ontario's annual Rent Increase Guideline is based on the Ontario Consumer Price Index (CPI), which is a measure of inflation calculated monthly by Statistics Canada. The rate of allowable rent increases for 2012 will be 3.1 per cent.

The guideline is the maximum amount that most landlords can increase a tenant's rent during the year without making an application to the Landlord and Tenant Board. It is based on the CPI, which is regarded as an objective, reliable measure of inflation, charting the change in the price all goods and services in the provincial economy.

In most cases, the rent for a unit can be increased if at least 12 months have passed since the tenant first moved in, or since his or her last rent increase. The tenant must be given proper written notice of the rental increase at least 90 days before the rent increase takes effect.

The Rent Increase Guideline is calculated by averaging the monthly CPI from June 2010 to May 2011, as required under the Residential Tenancies Act, 2006 (RTA).

The 2012 guideline applies to rent increases between January 1 and December 31, 2012. This is up from last year's guideline of 0.7 per cent.

The average yearly increase from 2004-2011 was 1.89 per cent. The average yearly increase from 1993 – 2003 was 3.17 per cent.

THE GUIDELINE FORMULA

The 2012 rent increase guideline is calculated by averaging the per cent change in the Ontario Consumer Price Index during the previous 12 months, from June 2010 to May 2011.