



## RENFREW COUNTY HOUSING CORPORATION

Wednesday, January 11, 2012

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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 Wednesday, January 11, 2012 at 9:30 a.m.

Directors Present: Mary Campbell, Peter Emon, Jennifer Murphy, Richard Rabishaw, Bob Sweet, David Thompson, Harold Weckworth

Directors Absent: Tammy Stewart, Ed Jacyno

Officers Present: W. James Hutton, Chief Executive Officer  
James Kutschke, Treasurer  
David Anderson, Chief Operating Officer

Also Present: Carol Neill, General Manager, Renfrew County Housing Corporation  
Chery Leigh, Ontario Works Manager  
Judy Mulvihill, Manager of Child Care Services  
David Darch, Director Public Works & Engineering  
Karen McManus, Administrative Assistant

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The meeting was called to order at 9:30 a.m. The roll was called and no pecuniary interests were disclosed.

### Appointment of Chair and Vice Chair

Mr. Anderson advised that Resolution SS-C-01-01-07 adopted in 2001 states that the Board of Directors of the Renfrew County Housing Corporation will henceforth be comprised of the members of the Social Services Committee, therefore the Board of Directors of the Renfrew County Housing Corporation effective as of December 13, 2011, shall be the following:

Mayor Mary Campbell  
Mayor Peter Emon  
Mayor Jennifer Murphy  
Mayor Richard Rabishaw  
Reeve Tammy Stewart  
Warden Robert Sweet  
Mayor David Thompson  
Mayor Harold Weckworth  
Mayor Ed Jacyno (City of Pembroke Representative)

He recommended that the appointment of Chair and Vice-Chair of the Renfrew County Housing Corporation be consistent with County of Renfrew By-Law No. 1-12, and that the same members be appointed as those appointed to the Social Services Committee.

**RESOLUTION NO. RCHC-C-12-01-01**

Moved by: Warden Sweet  
Seconded by: Mayor Weckworth

THAT Mayor Peter Emon be appointed as Chair of the Renfrew County Housing Corporation, and that Mayor Mary Campbell be appointed as Vice-Chair of the Renfrew County Housing Corporation.

CARRIED.

Chair Emon welcomed the new members and returning members to the Board.

**RESOLUTION NO. RCHC-C-12-01-02**

Moved by: Mayor Weckworth  
Seconded by: Warden Sweet

THAT the minutes of the Renfrew County Housing Corporation Board of Directors meetings of November 17 and November 30, 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.

The Coordinated Access waiting list numbers for the months of November and December, 2011 were reviewed. There were a total of 898 applicants on the waitlist as at December 31, 2011.

The Consolidated Treasurer's report, as well as the Financial Expenses report as at November 30, 2011 was reviewed. Ms. Neill indicated that the budget was in good shape and it is anticipated that once the year-end numbers are finalized, the corporation will end the year in a surplus position.

Ms. Neill overviewed the Capital Budget work and tenders awarded for both Renfrew County Housing Corporation and Ottawaska Housing Project. Ms. Neill reviewed the Capital Work Variance Report as well as the projects being completed using Social Housing Renovation and Retrofit Program (SHRRP) funding. Ms. Neill indicated that the corporation received \$3,155,731 in SHRRP funding for Year 1 and Year 2 and to date all but \$30,932 of these funds have been spent on upgrading and renovating the social housing projects in the County of Renfrew, which will ultimately extend the life of the building system and improve the quality of life for the tenants. This program will terminate March 31, 2012.

Chair Emon and members of the Board congratulated staff on the accomplishments that were achieved using the SHRRP funds.

The Arrears Report for the months of November and December, 2011 were circulated and reviewed.

Ms. Neill advised that the Social Housing Reform Act has been repealed and replaced with the Housing Services Act (HSA) effective January 1, 2012. The purpose of the Housing Services Act is:

- (a) To provide for community based planning and delivery of housing and homelessness services with general provincial oversight and policy direction; and
- (b) To provide flexibility for Service Managers and housing providers while retaining requirements with respect to housing program that pretax this Act and housing projects that are subject to those programs.

The HSA Regulations released to date are:

- Regulation 367/11 - This Regulation is entitled "General" and, to date is the key regulation for the Social Housing Registry and social housing providers.
- Regulation 368/11 - Designated Housing Projects
- Regulation 369/11 - Subsidies for Part VII Housing projects
- Regulation 370/11 - High Need Households and Household Income Limits

The new Act and Regulations prescribes certain mandatory changes to some social housing program requirements, including the requirement for Service Managers to establish local rules and requirements that are significant in number and substantial in scope.

Ms. Neill indicated that given the substantial nature of changes Service Managers can make, full consideration and stakeholder consultation and input is required prior to establishing local rules. There was insufficient time to properly undertake appropriate stakeholder input and develop the required rules and requirements for January 1, 2012. As a result, Renfrew County Housing Corporation has adopted a two phase approach to implementing the new Act and Regulations.

### **Phase 1**

New legislated mandatory rules listed in Table 1 of this recommendation will be implemented effective January 1, 2012. For rules and requirements that were in force prior to January 1, 2012 and are not listed in Table 1, the previous provisions of the Social Housing Reform Act and related Regulations will be adopted and implemented on January 1, 2012 on an interim basis. This recommendation constitutes notice to you of these rules, to which you are required to comply pursuant to your service agreement with the Service Manager. Table 1 attached.

### **Phase 2**

Phase 2 will occur throughout 2012 and allow time to receive meaningful stakeholder input and give full consideration regarding the entire scope of local rules required under the new Act and Regulations. Renfrew County Housing Corporation intends to complete a review and consultation with stakeholders to establish local rules by November 30, 2012. Phase 2 would also include a review of policies and rules implemented on an interim basis in Phase 1.

Mr. Anderson indicated that this new Act and the many regulations associated with it will require a considerable amount of work by staff in 2012.

**RESOLUTION NO. RCHC-C-12-01-03**

Moved by: Mayor Weckworth

Seconded by: Mayor Rabishaw

THAT effective January 1, 2012, the Renfrew County Housing Corporation and the Social Housing Registry for the County of Renfrew will:

1. Adopt and implement the provisions of Social Housing Reform Act, related Regulations, Requirements, Rules and Policies that were in force on December 31, 2011 in the County of Renfrew unless implementation conflicts with a New Requirements/Regulation/Rule/Policy under the Housing Services Act and its Regulations as described in Table 1 of this recommendation.
2. Where a conflict exists, implement the New Requirements/Regulation/Rule/Policy as the case may be, of the Housing Services Act and its Regulations as described in Table 1 of this recommendation.
3. Ensure all staff responsible for the administration and management of the social housing program to which this recommendation applies maintains familiarity with the Housing Services Act and its Regulations.
4. Ensure that a current copy of the Housing Services Act and its Regulations and this recommendation is maintained for reference in the on-site office of all locations in the provider's portfolio.

CARRIED.

**RESOLUTION NO. RCHC-C-12-01-04**

Moved by: Warden Sweet

Seconded by: Mayor Rabishaw

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

CARRIED.

Mr. Jim Hutton circulated an overview of the current 2012 budget summary and reviewed the budget process thus far. He indicated that staff and Department Heads have spent many hours developing the budget and thanked them for all their work. He advised that a budget workshop will be held on January 19, 2012 where County Council will review and approve the entire County of Renfrew budget including the Renfrew County Housing Corporation budget.

Reeve Tammy Stewart entered the meeting at 10:05 a.m.

Ms. Neill reviewed the draft 2012 budget of the Renfrew County Housing Corporation as well as the 2012 Business Plan of the corporation. It was noted that there is a 2% increase in the County transfer base over the 2011 budget.

Ms. Neill circulated to the Board an overview of the capital reserve, outlining how the capital reserve fund will be spent over the next 15 years.

Mr. Anderson noted that the Renfrew County Housing Corporation took advantage of the 100% Provincial monies available through the Affordable Housing Program (AHP) 2009 Extension and with the Board's support made sure that these monies were spent first, which is one of the reasons for the 2011 budget surplus.

**RESOLUTION NO. RCHC-C-12-01-05**

Moved by: Mayor Campbell

Seconded by: Mayor Rabishaw

THAT the Renfrew County Housing Corporation Board of Directors recommends to the Social Services Committee and County Council that the draft 2012 budget of the Renfrew County Housing Corporation be approved and forwarded for consideration by County Council at the budget workshop.

CARRIED.

**RESOLUTION NO. RCHC-C-12-01-06**

Moved by: Reeve Stewart

Seconded by: Mayor Campbell

THAT this meeting become a closed meeting for the following purpose(s): Time 10:25 a.m.

- |   |                                     |
|---|-------------------------------------|
| (a) the security of the property of the municipality or local board;  | <input type="checkbox"/>            |
| (b) personal matters about an identifiable individual, including municipal or local board employees;                                  | <input checked="" type="checkbox"/> |
| (c) a proposed or pending acquisition or disposition of land by the municipality or local board;                                      | <input checked="" type="checkbox"/> |
| (d) labour relations or employee negotiations;  | <input type="checkbox"/>            |
| (e) litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board; | <input type="checkbox"/>            |
| (f) advice that is subject to solicitor-client privilege, including communications necessary for that purpose;                        | <input type="checkbox"/>            |
| (g) a matter in respect of which a council, board, committee or other body may hold a closed meeting under another act;               | <input type="checkbox"/>            |

(h) a meeting of a council or local board or of a committee of either of them may be closed to the public if the following conditions are both satisfied:



- i. The meeting is held for the purpose of educating or training the members AND
- ii. At the meeting, no member discusses or otherwise deals with any matter in a way that materially advances the business or decision-making of the council, local board or committee.

CARRIED.

**RESOLUTION NO. RCHC-C-12-01-08**

Moved by: Mayor Murphy  
Seconded by: Reeve Stewart

THAT this meeting resume as an open meeting. Time 10:35 a.m.

CARRIED.

**RESOLUTION NO. RCHC-C-12-01-09**

Moved by: Mayor Rabishaw  
Seconded by: Mayor Murphy

THAT the next meeting of the Renfrew County Housing Corporation Board of Directors be held on Thursday, February 9, 2012 and this meeting adjourn. Time 10:37 a.m.

CARRIED.

**COUNTY OF RENFREW  
DEPARTMENT OF SOCIAL SERVICES**

**RENFREW COUNTY HOUSING CORPORATION**

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TO: Renfrew County Housing Corporation Board of Directors

FROM: David Anderson  
Director of Social Services

DATE: January 11, 2012

SUBJECT: Appointment of Chair and Vice-Chair - Renfrew County Housing Corporation  
Board of Directors

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Whereas Resolution SS-C-01-01-07 states that the Board of Directors of the Renfrew County Housing Corporation will henceforth be comprised of the members of the Social Services Committee, therefore the Board of Directors of the Renfrew County Housing Corporation effective as of December 13, 2011, shall be the following:

Mayor Mary Campbell  
Mayor Peter Emon  
Mayor Jennifer Murphy  
Mayor Richard Rabishaw  
Mayor Tammy Stewart  
Warden Robert Sweet  
Mayor David Thompson  
Mayor Harold Weckworth  
Mayor Ed Jacyno (City of Pembroke Representative)

Appointment of Chair and Vice Chair

It is recommended that the appointment of Chair and Vice-Chair of the Renfrew County Housing Corporation be consistent with County of Renfrew By-Law No. 1-12, and that the same members be appointed as those appointed to the Social Services Committee.

**Recommendation:** That Mayor Peter Emon be appointed as Chair of the Renfrew County Housing Corporation, and that Mayor Mary Campbell be appointed as Vice-Chair of the Renfrew County Housing Corporation.

Report respectively submitted.

**COUNTY OF RENFREW  
DEPARTMENT OF SOCIAL SERVICES**

**RENFREW COUNTY HOUSING CORPORATION**

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TO: Renfrew County Housing Corporation Board of Directors  
FROM: Carol Neill, General Manager  
DATE: January 11, 2012  
SUBJECT: Monthly Report

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1. HUMAN RESOURCES

1.1 Training

On November 30, 2011, Anne Smith and Janice Stewart attended a Social Housing Coordinated Access Network of Ontario (SHCANO) meeting in Toronto, Ontario. This was an opportunity to meet with other Social Housing Registry employees to discuss issues surrounding all aspects of Social Housing, as well as Yardi Voyager, the computer program used to manage the Central Registry for the County of Renfrew.

On December 2, 2011, Carol Neill, Lorrain Limlaw, David Mitchell, Dan Graham, Tony Ashley and Andrea Blackburn attended a Situational Leadership II Training Program presented by Bruce Beakley, County of Renfrew's Director of Human Resources.

2. APPLICANT/TENANT ISSUES

2.1 Coordinated Access

	<b>Total # of Move outs Nov 30/11</b>	<b>Total # of Move ins Dec 1/11</b>	<b>Total # of Internal Transfers</b>
<b>ARNPRIOR</b>	4	3	0
<b>RENFREW</b>	1	5	1
<b>PEMBROKE AREA</b>	5	6	0

	<b>Total # of Move outs Dec 31/11</b>	<b>Total # of Move ins Jan 1/12</b>	<b>Total # of Internal Transfers</b>
<b>ARNPRIOR</b>	4	6	2
<b>RENFREW</b>	1	2	0
<b>PEMBROKE AREA</b>	3	4	1

	<b>Total # of New Applicants in November</b>	<b>Total # on Waitlist Nov 30/11</b>	<b>Total # SPP on Waitlist Nov 1/11</b>
<b>FAMILY</b>	14	333	19
<b>ADULT</b>	17	428	15
<b>SENIOR</b>	0	113	1

	<b>Total # of New Applicants in December</b>	<b>Total # on Waitlist Dec 31/11</b>	<b>Total # SPP on Waitlist Jan 1/12</b>
<b>FAMILY</b>	5	338	20
<b>ADULT</b>	19	441	17
<b>SENIOR</b>	1	119	1

*\*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

<b>November 2011</b>	<b>Arnprior</b>	<b>Renfrew</b>	<b>Pembroke &amp; Area</b>
N4's Issued	32	14	75
N7's Issued	0	0	0
N11's Issued	0	0	0
L1's Issued	4	0	2
L2's Issued	1	0	0
L4's Issued	0	0	0
L9's Issued	0	0	0
Sheriff Evictions	0	0	0
N5's/N6's Issued	0	1	0
N8 Issued	0	0	0

<b>December 2011</b>	<b>Arnprior</b>	<b>Renfrew</b>	<b>Pembroke &amp; Area</b>
N4's Issued	31	16	69
N7's Issued	0	0	0
N11's Issued	0	0	0
L1's Issued	4	0	1
L2's Issued	0	0	0
L4's Issued	0	0	0
L9's Issued	0	0	0
Sheriff Evictions	0	0	0
N5's/N6's Issued	1	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 November 30, 2011 is attached as Appendix RCHC-II.

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

3.2 Capital Budget

No 2012 capital projects to report at this time.

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

3.3 Current Arrears

The November and December Arrears Reports will be tabled on meeting day.

The comparison arrears report is attached as Appendix RCHC-V.

4. PROGRAM UPDATES/CHANGES

4.1 Communications to Tenants

Attached as Appendix RCHC-VI and Appendix RCHC-VII, are the newsletters sent to all RCHC Tenants.

4.2 New Housing Services Act and Regulations effective January 1, 2012

The Social Housing Reform Act is repealed and replaced with the Housing Services Act (HSA) effective January 1, 2012. The purpose of the Housing Services Act is;

a) To provide for community based planning and delivery of housing and homelessness services with general provincial oversight and policy direction and;

b) To provide flexibility for Service Managers and housing providers while retaining requirements with respect to housing program that predate this Act and housing projects that are subject to those programs.

The HSA Regulations released to date are:

Regulation 367/11 - This Regulation is entitled “General” and, to date is the key Regulation for the Social Housing Registry and social housing providers.

Regulation 368/11 - Designated Housing Projects

Regulation 369/11 - Subsidies for Part VII Housing projects

Regulation 370/11 - High Need Households and Household Income Limits

The new Act and Regulations prescribes certain mandatory changes to some social housing program requirements, including the requirement for Service Managers to establish local rules and requirements that are significant in number and substantial in scope.

Given the substantial nature of changes Service Managers can make, full consideration and stakeholder consultation and input is required prior to establishing local rules. There is, however, insufficient time to properly undertake appropriate stakeholder input and develop the required rules and requirements for January 1, 2012. As a result, Renfrew County Housing Corporation has adopted a two phase approach to implementing the new Act and Regulations.

#### **Phase 1**

New legislated mandatory rules listed in Table 1 of this recommendation will be implemented effective January 1, 2012. For rules and requirements that were in force prior to January 1, 2012 and are not listed in Table 1, the previous provisions of the Social Housing Reform Act and related Regulations will be adopted and implemented on January 1, 2012 on an interim basis. This recommendation constitutes notice to you of these rules, to which you are required to comply pursuant to your service agreement with the Service Manager. Table 1 attached as Appendix RCHC-VIII.

#### **Phase 2**

Phase 2 will occur throughout 2012 and allow time to receive meaningful stakeholder input and give full consideration regarding the entire scope of local rules required under the new Act and Regulations. Renfrew County Housing Corporation intends to complete a review and consultation with stakeholders to establish local rules by November 30, 2012. Phase 2 would also include a review of policies and rules implemented on an interim basis in Phase 1.

**Recommendation:** Effective January 1, 2012, the Renfrew County Housing Corporation and the Social Housing Registry for the County of Renfrew recommend the following:

1. Adopt and implement the provisions of Social Housing Reform Act, related Regulations, Requirements, Rules and Policies that were in force on December 31, 2011 in the County of Renfrew unless implementation conflicts with a New Requirements/Regulation/Rule/Policy under the Housing Services Act and its Regulations as described in Table 1 of this recommendation and;

2. Where a conflict exists, implement the New Requirements/Regulation/Rule/Policy as the case may be, of the Housing Services Act and its Regulations as described in Table 1 of this recommendation.

3. Ensure all staff responsible for the administration and management of the social housing program to which this recommendation applies maintains familiarity with the Housing Services Act and its Regulations.

4. Ensure that a current copy of the Housing Services Act and its Regulations and this recommendation is maintained for reference in the on-site office of all locations in the provider's portfolio.

5. 2012 BUDGET

2012 budget documentation and 2012 Business Plan is attached as Appendix RCHC-IX.

**Recommendation:** THAT the Renfrew County Housing Corporation Board of Directors recommends to the Social Services Committee and County Council that the draft 2012 budget of the Renfrew County Housing Corporation be approved and forwarded for consideration by County Council at the budget workshop.

Report respectfully submitted.

# Comparison Waiting List Report

<i>Pembroke &amp; Area</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 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
<b>TOTALS</b>	<b>551</b>	<b>546</b>	<b>542</b>	<b>558</b>	<b>554</b>	<b>560</b>	<b>606</b>	<b>599</b>

<i>Arnprior</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 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
<b>TOTALS</b>	<b>229</b>	<b>228</b>	<b>221</b>	<b>226</b>	<b>227</b>	<b>237</b>	<b>245</b>	<b>242</b>

<i>Renfrew</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 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
<b>TOTALS</b>	<b>182</b>	<b>177</b>	<b>175</b>	<b>174</b>	<b>173</b>	<b>183</b>	<b>193</b>	<b>202</b>

<i>RCHC</i>	Dec 31st 2010	Jan 31 <sup>st</sup> 2011	Feb28 <sup>th</sup> 2011	Mar 31 <sup>st</sup> 2011	Apr 30 <sup>th</sup> 2011	May 31 <sup>st</sup> 2011	Jun 30 <sup>th</sup> 2011	July 31 <sup>st</sup> 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
<b>TOTALS</b>	<b>962</b>	<b>951</b>	<b>938</b>	<b>958</b>	<b>954</b>	<b>980</b>	<b>1044</b>	<b>1043</b>

## Comparison Waiting List Report Continued.....

<i>Pembroke &amp; Area</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	171	178	184	188	187	188		
<i>Adults</i>	309	339	345	346	347	354		
<i>Seniors</i>	71	89	99	99	100	109		
<b>TOTALS</b>	<b>551</b>	<b>606</b>	<b>628</b>	<b>633</b>	<b>634</b>	<b>651</b>		

<i>Arnprior</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	95	99	100	97	103	100		
<i>Adults</i>	98	106	104	105	104	109		
<i>Seniors</i>	36	33	32	32	33	34		
<b>TOTALS</b>	<b>229</b>	<b>238</b>	<b>236</b>	<b>234</b>	<b>240</b>	<b>243</b>		

<i>Renfrew</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	86	90	97	102	108	108		
<i>Adults</i>	84	88	88	88	92	99		
<i>Seniors</i>	12	19	21	20	20	20		
<b>TOTALS</b>	<b>182</b>	<b>197</b>	<b>206</b>	<b>210</b>	<b>220</b>	<b>227</b>		

<i>RCHC</i>	Dec 31 <sup>st</sup> 2010	Aug 31 <sup>st</sup> 2011	Sept 30 <sup>th</sup> 2011	Oct 31 <sup>st</sup> 2011	Nov 30 <sup>th</sup> 2011	Dec 31 <sup>st</sup> 2011		
<i>Family</i>	352	367	381	387	398	396		
<i>Adults</i>	491	533	537	539	543	562		
<i>Seniors</i>	119	141	152	151	153	163		
<b>TOTALS</b>	<b>962</b>	<b>1,041</b>	<b>1,070</b>	<b>1,077</b>	<b>1,094</b>	<b>1,121</b>		

**Renfrew County Housing Corporation**  
**Consolidated Treasurer's Report**  
**As at November 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	1,240,505	1,408,959	(168,454)	1,531,633
BENEFITS	285,931	329,547	(43,616)	358,169
ADMINISTRATION	610,448	680,106	(69,658)	917,089
BUILDING - HEAT LIGHT POWER	680,828	806,872	(126,044)	880,181
BUILDING - REPAIRS & MAINTENANCE	308,357	291,907	16,450	318,451
BUILDING - NATURAL GAS	133,131	168,619	(35,488)	183,916
BUILDING - HEATING & PLUMBING	60,025	82,753	(22,728)	90,287
BUILDING - TAXES	1,100,381	1,129,176	(28,795)	1,190,927
BUILDING - WATER	365,626	426,899	(61,273)	443,308
BUILDING - ELEVATOR	33,633	35,706	(2,073)	38,960
BUILDING - PAINTING	162,604	139,821	22,783	152,523
BUILDING - GARBAGE REMOVAL	36,241	34,562	1,679	37,675
BUILDING - MISC BUILDING COSTS	0	0	0	0
BUILDING - GROUNDS KEEPING	146,593	157,575	(10,982)	171,901
BUILDING - CAPITAL REPAIRS - non TCA	1,272,278	1,519,790	(247,512)	1,522,840
FINANCIAL - DEPRECIATION	643,046	637,494	5,552	695,268
FINANCIAL - RENT WAIVER	143,747	161,722	(17,975)	220,454
FINANCIAL - REVENUE SHORTFALL (CASH OVER/SHORT)	173	264	(91)	300
FINANCIAL - MORTGAGE - INTEREST	101,428	101,430	(2)	1,263,462
FINANCIAL - RENT SUPPLEMENT	235,552	258,500	(22,948)	282,000
FINANCIAL - RENT SUPPLEMENT - STRONG COMMUNITIES	119,331	128,414	(9,083)	140,086
FINANCIAL - RENT SUPPLEMENT - AFFORDABLE HOUSING	38,350	42,900	(4,550)	46,800
FINANCIAL - HOME OWNERSHIP	11,200	0	11,200	0
FINANCIAL - RENT BANK PROGRAM	30,504	0	30,504	0
Surplus Adjustment - Depreciation	(643,046)	(637,494)	(5,552)	(695,268)
Surplus Adjustment - Mortgage Principal	161,692	161,692	(0)	176,778
Surplus Adjustment - Transfer to Reserves	0	0	0	189,809
Surplus Adjustment - TCA	171,464	451,044	(279,580)	492,050
<b>EXPENSES</b>	<b>7,450,023</b>	<b>8,518,258</b>	<b>(1,068,235)</b>	<b>10,649,599</b>
GAIN / (LOSS) - DISPOSAL OF ASSETS	(167)	0	(167)	0
INTEREST ON INVESTMENTS	37,567	21,087	16,480	23,000
MISC REVENUE	78,037	29,183	48,854	31,851
HOME OWNERSHIP - EARLY REPAYMENTS	45,615	0	45,615	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	3,345,572	3,379,189	(33,617)	3,686,426
COUNTY TRANSFER - BASE	3,940,677	3,940,674	3	4,489,664
COUNTY TRANSFER - AHP	52,878	35,100	17,778	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 - INVEST AFFORDABLE HOUSING (IAH)	0	0	0	0
COUNTY TRANSFER - IAH ADMIN	100,000	0	100,000	0
COUNTY TRANSFER - SHORT TERM RENT ADMIN	0	0	0	0
COUNTY TRANSFER - SHRRP	326,927	393,448	(66,521)	429,211
COUNTY TRANSFER - STRONG COMMUNITIES	156,044	105,065	50,979	140,086
<b>REVENUES</b>	<b>8,132,187</b>	<b>7,903,746</b>	<b>228,441</b>	<b>10,649,599</b>
<b>Municipal SURPLUS / (DEFICIT)</b>	<b>682,165</b>	<b>(614,512)</b>	<b>1,296,677</b>	<b>0</b>
<b>ADJ SURPLUS / (DEFICIT)</b>	<b>372,274</b>	<b>(639,270)</b>	<b>1,011,544</b>	<b>(485,993)</b>

**Renfrew County Housing Corporation**  
**Financial Expenses**  
**As at November 30, 2011**

Month Actual	Month Budget	Variance	Description	YTD Actual	YTD Budget	Variance	Full Year Budget
11,971.00	14,702	(2,731.00)	RENT WAIVER	143,747.16	161,722	(17,974.84)	220,454
58,325.28	57,954	371.28	DEPRECIATION	643,046.44	637,494	5,552.44	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	264	(91.00)	300
9,171.58	9,171	0.58	MORTGAGE - Interest Only	101,428.14	101,430	(1.86)	1,263,462
20,212.07	23,500	(3,287.93)	RENT SUPPLEMENT	235,551.59	258,500	(22,948.41)	282,000
10,472.00	11,674	(1,202.00)	RENT SUPPLEMENT - STRONG COMMUNITIES	119,330.94	128,414	(9,083.06)	140,086
2,860.00	3,900	(1,040.00)	RENT SUPPLEMENT - AFFORDABLE HOUSING	38,350.00	42,900	(4,550.00)	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
5,769.00	0	5,769.00	RENT BANK PROGRAM	30,504.38	0	30,504.38	0
14,748.42	14,748	0.42	Surplus Adjustment - Debt Principal Payments	161,691.86	161,692	(0.14)	176,778
0.00	0	0.00	Surplus Adjustment - TRF to Reserves	0.00	0	0.00	189,809
0.00	41,004	(41,004.00)	Surplus Adjustment - Capital	171,464.06	451,044	(279,579.94)	492,050
<b>133,529.35</b>	<b>176,677.00</b>	<b>(43,147.65)</b>	<b>Totals</b>	<b>1,656,487.57</b>	<b>1,943,460.00</b>	<b>(286,972.43)</b>	<b>3,507,007.00</b>

Return to Report

# 2011 RCHC CAPITAL WORK VARIANCE REPORT

As at Dec 31, 2011

Page 1

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED			TCA	
						EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
<b>RCHC Annual Budget</b>						<b>Expenditures</b>				
1101	425 Nelson	Public Area Flooring	19,000.00		19,000.00	23,100.00	4,100.00	Complete		23,100.00
1102	55 Poplar	Waterline Valves	6,000.00		6,000.00	2,900.00	-3,100.00	Complete		2,900.00
1103	55 Poplar	Scooter Storage	4,000.00		4,000.00	9,474.00	5,474.00	Complete		9,474.00
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	7,195.00	-4,805.00	Complete		7,195.00
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	153,000.00	43,000.00	Complete		153,000.00
1108	Various	Bathrooms	80,000.00		80,000.00	80,000.00	0.00	Complete		80,000.00
1109	Various	Hot Water Tanks	22,000.00	22,000.00		4,164.00	-17,836.00	Complete		
1110	Various	Appliances	30,000.00	30,000.00		30,460.00	460.00	Complete		30,460.00
1111	1 MacKercher	Parking Lot Extention	18,000.00	18,000.00		4,376.00	-13,624.00	Complete		4,376.00
1112	1 MacKercher	Garbage Enclosure	3,000.00		3,000.00	3,409.00	409.00	Complete		3,409.00
1113	400 Nelson	Public Area Flooring	18,000.00		18,000.00	14,857.00	-3,143.00	Complete		14,857.00
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	Complete		11,901.00
1117	75 Stafford	Walkway Reconstruction	84,500.00	84,500.00		0.00	-84,500.00			
1118	510 Mackay	Lawnmower	600.00		600.00	600.00	0.00	Complete		600.00
1119	260 Elizabeth	Tractor	9,500.00	9,500.00		4,378.00	-5,122.00	Complete	4,378.00	
1120	260 Elizabeth	Waterline Valves	15,000.00		15,000.00	15,625.00	625.00	Complete		15,625.00
1121	5967 Palmer	Balcony Repair/Painting	15,000.00		15,000.00	0.00	-15,000.00			
1122	5967 Palmer	Public Area Flooring	25,000.00		25,000.00	22,031.00	-2,969.00	Complete		22,031.00
1123	5967 Palmer	Appliances	21,000.00	21,000.00		0.00	-21,000.00			
1124	44 Lorne	Roof over HVAC	7,500.00		7,500.00	4,065.00	-3,435.00	Complete		4,065.00
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	64,979.00	-25,021.00	Complete		64,979.00
1127	Burwash	Air Make-up Unit	80,000.00	80,000.00		108,533.00	28,533.00	Complete	108,533.00	

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED			TCA	Non TCA
						EXPENDITURE	VARIANCE	STATUS		
<b>RCHC Annual Budget (contd)</b>						<b>Expenditures</b>				
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	25,130.00	130.00	Complete		25,130.00
1130	Lea St.	Siding	100,000.00		100,000.00	53,100.00	-46,900.00	Complete		53,100.00
1131	Lea St.	Roof over Compound	25,000.00	25,000.00		38,129.00	13,129.00	Complete	38,129.00	
1132	19 Smith St.	Landscaping/Fencing	18,900.00		18,900.00	0.00	-18,900.00			
1133	202 Cecil St.	Furnace	2,200.00	2,200.00		2,000.00	-200.00	Complete		2,000.00
1134	5967 Palmer	Parking Lot Reconstruction	75,000.00	75,000.00		130,253.00	55,253.00	Complete	130,253.00	
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	0.00	-1,200.00			
1137	236 Hall	Gable Siding	14,000.00		14,000.00	0.00	-14,000.00			
1138	236 Hall	Public Area Paint	22,000.00		22,000.00	21,109.00	-891.00	Complete		21,109.00
1139	Moran Hts	Exterior Doors	59,100.00		59,100.00	53,659.00	-5,441.00	Complete		53,659.00
1140	Beachburg	Waterline Valves	15,000.00		15,000.00	11,493.00	-3,507.00	Complete		11,493.00
1141	Arnprior	Service Van	29,277.00	29,277.00		29,277.00	0.00	Complete	29,277.00	
U1101	Russell	Safety Roof Rails				3,385.00	3,385.00	Complete		3,385.00
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
U1117	63 Russell	Enterphone				5,576.00	5,576.00	Complete		5,576.00
U1120	532 Nelson	Exterior Door				906.00	906.00	Complete		906.00
U1121	41 Vimy	Vacuum Cleaner				779.00	779.00	Complete		779.00

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
<b>RCHC Annual Budget (contd)</b>									<b>Expenditures</b>	
U1122	Wilfred/Allen	Gutter Clean' Installation				5,846.00	5,846.00	Complete		5,846.00
U1124	41 Vimy	Front Canopy				14,362.00	14,362.00	Complete		14,362.00
U1125	Burwash	Parking Lot Repair				1,832.00	1,832.00	Complete		1,832.00
U1126	214 Cecil	Exterior Door				906.00	906.00	Complete		906.00
U1127	136 McLean	Electrical Upgrades				1,712.00	1,712.00	Complete		1,712.00
U1128	Hall	Vacuum Cleaner				2,259.00	2,259.00	Complete		2,259.00
U1129	Burwash	Vacuum Cleaner				2,259.00	2,259.00	Complete		2,259.00
U1130	216 Oak	Foundation Repair				2,646.00	2,646.00	Complete		2,646.00
U1134	530 Nelson	Foundation Repair				13,127.00	13,127.00	Complete		13,127.00
U1135	Beachburg	Replace eavestrough				1,482.00	1,482.00	Complete		1,482.00
U1136	298 Airth	Foundation Repair				4,172.00	4,172.00	Complete		4,172.00
U1137	Deep R. / 260 E	Snowblowers (2)				4,050.00	4,050.00	Complete		4,050.00
U1138	55 Poplar	Roof Anchor Design				1,343.00	1,343.00	Complete		1,343.00
U1139	Eganville	Vacuum Cleaner				763.00	763.00	Complete		763.00
U1140	150 Elizabeth	Waterline Valves				4,380.00	4,380.00	Complete		4,380.00
U1141	44 Lorne	Electrical Panel				2,290.00	2,290.00	Complete		2,290.00
U1142	48 Sullivan	Watermain				4,548.00	4,548.00	Complete		4,548.00
U1143	243 Oak	Back Door				982.00	982.00	Complete		982.00
U1144	107 Fourth	Kitchen Reno				959.00	959.00	Complete		959.00
U1145	598 Frank Dench	Electrical Panel				1,283.00	1,283.00	Complete		1,283.00
<b>Budget Total</b>			<b>1,134,477.00</b>	<b>426,477.00</b>	<b>708,000.00</b>	<b>1,103,505.00</b>	<b>-30,972.00</b>		<b>334,884.00</b>	<b>764,457.00</b>

**DOOR FUND**

DOOR1101	510 Mackay	Kitchen Cabinets	280,000.00		280,000.00	127,249.00	-152,751.00	Complete	127,249.00	
DOOR1102	Beachburg	Kitchen Cabinets				40053	40053	Complete		40053
DOOR1103	400 Nelson	Kitchen Cabinets	51,312.00		51,312.00	33,085.00	-18,227.00	Complete	33,085.00	
<b>Budget Total</b>			<b>331,312.00</b>		<b>331,312.00</b>	<b>200,387.00</b>	<b>-130,925.00</b>			

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED			TCA	
						EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
<b>ONE TIME CAPITAL</b>						<b>Expenditures</b>				
OTC1101	Eganville	Stucco Repair	17,910.00			17,910.00	0.00	Complete		17,910.00
OTC1102	Eganville	Foundation Repair	9,820.00			9,820.00	0.00	Complete		9,820.00
OTC1103	150 Elizabeth	Foundation Repair	8,344.00			8,344.00	0.00	Complete		8,344.00
OTC1104	528 Nelson	Foundation Repair	12,374.00			12,374.00	0.00	Complete		12,374.00
OTC1105	224 Oak	Foundation Repair	2,864.00			2,646.00	-218.00	Complete		2,646.00
<b>Budget Total</b>			<b>51,312.00</b>		<b>51,312.00</b>	<b>51,094.00</b>	<b>-218.00</b>			<b>51,094.00</b>

**OTTAWASKA**

OTT1101	200 Caruso	Front Fence	4,000.00		4,000.00	0.00	-4,000.00			
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	7,508.00	708.00	Complete		7,508.00
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	7,800.00	1,000.00	Complete		7,800.00
OTT1106	26 Spruce	Bathrooms	6,400.00		6,400.00	3,731.00	-2,669.00	Complete		3,731.00
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	Complete		5,817.00
UOTT1101	26 Spruce	Balcony Restoration				22,344.00	22,344.00	Complete		22344
UOTT1102	200 Caruso	Eavestrough				5,035.00	5,035.00	Complete		5,035.00
UOTT1103	26 Spruce	Eavestrough				2,290.00	2,290.00	Complete		2,290.00
UOTT1104	26 Spruce #6	Fridge				610.00	610.00	Complete		610
<b>Budget Total</b>			<b>57,400.00</b>		<b>57,400.00</b>	<b>61,535.00</b>	<b>4,135.00</b>			

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED		STATUS	TCA	Non TCA
						EXPENDITURE	VARIANCE			
<b>AHP FUND YR 1</b>									<b>Expenditures</b>	
<b>Budget Total</b>			<b>0.00</b>		<b>0.00</b>	<b>0.00</b>	<b>0.00</b>			

**AHP FUND YR 2**

AHP1103	59 Wallace	Security Cameras	14,500.00	14,500.00		10,731.00	-3,769.00	Complete	10,731.00	
AHP1104	510 Mackay	Replace all Locks	55,000.00		55,000.00	30,421.00	-24,579.00	Complete		30,421.00
AHP1105	150 Elizabeth	Replace all Locks	30,500.00		30,500.00	23,034.00	-7,466.00	Complete		23,034.00
AHPU1101	26 Spruce	Security Cameras				6,360.00	6,360.00	Complete	6,360.00	
AHPU1102	260 Elizabeth	Security Cameras				4,341.00	4,341.00	Complete	4,341.00	
AHPU1103	41 Vimy	Replace all Locks				20,963.00	20,963.00	Complete		20,963.00
AHPU1104	236 Hall	Security Camera				785.00	785.00	Complete		785.00
AHPU1105	236 Hall	Door Operator Lock				1,140.00	1,140.00	Complete		1,140.00

<b>Budget total</b>			<b>100,000.00</b>	<b>14,500.00</b>	<b>85,500.00</b>	<b>97,775.00</b>	<b>-2,225.00</b>			
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**Grand Total**

<b>Reg Capital, Door, OTC, OTT, AHP 1&amp;2</b>			<b>1,674,501.00</b>	<b>440,977.00</b>	<b>1,233,524.00</b>	<b>1,514,296.00</b>	<b>-160,205.00</b>			
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**RGHC SHRRP (2011)**

JOB#	PROJECT	DESCRIPTION	BUDGET	TCA	Non TCA	PROJECTED			Expenditures	
						EXPENDITURE	VARIANCE	STATUS	TCA	Non TCA
<b>SHRRP RCHC</b>										
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	0.00	Complete		3,000.00
SHRRP1105	75 Stafford	Waterline Valve Replace	3,000.00		3,000.00	3,000.00	0.00	Complete		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	16,839.00		16,839.00	16,839.00	0.00	Complete		16,839.00
SHRRP1108	Sullivan Cres.	Electrical Service Upgrade	23,992.00		23,992.00	21,841.00	-2,151.00	Complete		21,841.00
SHRRP1109	41 Vimy	Roof Repair	7,000.00	7,000.00		6,850.00	-150.00	Complete		6,850.00
SHRRP1110	Arnold/Fraser	Roof Shingling	57,300.00	57,300.00		42,302.00	-14,998.00	Complete	42,302.00	
SHRRP1111	5967 Palmer	Generator	40,000.00	40,000.00		114,836.00	74,836.00	In Progress		
<b>Added Jan 7 2011</b>										
SHRRP1112	63 Russell	Main Breaker	4,106.00			4,106.00	0.00	Complete		4,106.00
SHRRP1113	63 Russell	Elevator railing kit	6,539.00			6,539.00	0.00	Complete		6,539.00
SHRRP1114	8 Burwash	Elevator railing kit	6,539.00			6,539.00	0.00	Complete		6,539.00
SHRRP1115	260 Elizabeth	Elevator railing kit	7,063.00			7,063.00	0.00	Complete		7,063.00
SHRRP1116	Palmer Rapids	Elevator	330,000.00			191,258.00	-138,742.00	In Progress		
SHRRP1117	59 Wallace	Replace all Locks	12,967.00			12,967.00	0.00	Complete		12,967.00
SHRRP1118	400 Nelson	Replace all Locks	6,614.00			6,614.00	0.00	Complete		
SHRRP1119	8 Burwash	Canopy	25,000.00			15,500.00	-9,500.00	Complete		15,500.00
SHRRP1120	150 Elizabeth	Roof/Insulation	38,000.00			38,000.00	0.00	In Progress		
SHRRP1121	75 Stafford	Security Cameras	16,412.00			16,412.00	0.00	Complete	16,412.00	
SHRRP1122	44 Lorne	Replace all Locks	7,650.00			7,650.00	0.00	Complete		7,650.00
SHRRP1123	536 Nelson	Foundation Repair	8,900.00			8,900.00	0.00	Complete		8,900.00
SHRRP1124	150 Elizabeth	Foundation Repair	14,450.00			14,450.00	0.00	Complete		14,450.00
<b>SHRRP RCHC Budget Total</b>			<b>797,371.00</b>	<b>219,300.00</b>	<b>93,831.00</b>	<b>673,283.00</b>	<b>-124,088.00</b>		<b>145,373.00</b>	<b>177,202.00</b>

**SHRRP NON-PROFIT**

**2011**

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JOB#	PROJECT	DESCRIPTION	BUDGET	TCA		PROJECTED EXPENDITURE	VARIANCE	STATUS	TCA	
				Non TCA					Non TCA	
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		
<b>SHRRP NON-PROFIT Budget Total</b>			<b>103,833.00</b>			<b>103,833.00</b>	<b>0.00</b>			

<b>Grand Total SHRRP RCHC &amp; NP</b>			<b>901,204.00</b>			<b>777,116.00</b>	<b>-124,088.00</b>			
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Return to Report

## Renfrew County Housing Corporation Comparison Arrears

	November-11	November-10	November-09	November-08	November-07
<b>Arnprior</b>	\$6,784.36	\$4,464.75	\$4,187.75	\$3,314.75	\$5,482.68
<b>Renfrew</b>	\$2,232.00	\$3,176.00	\$358.00	\$781.25	\$1,765.00
<b>Pembroke &amp; Area</b>	\$8,715.39	\$14,043.05	\$11,187.00	\$5,509.16	\$4,459.64
<b>TOTAL</b>	<b>\$17,731.75</b>	<b>\$21,683.80</b>	<b>\$15,732.75</b>	<b>\$9,605.16</b>	<b>\$11,707.32</b>

**Arrears consist of the following:**

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

\* 2008 total includes Ottawa - project formerly known as Ottawa 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	\$6,928.54	\$9,172.08	\$10,746.65	\$10,563.36	\$6,784.36	
Renfrew	\$2,576.00	\$1,884.00	\$1,585.00	\$1,104.00	\$2,297.00	\$5,705.00	\$6,001.00	\$6,941.00	\$8,790.00	\$3,774.24	\$2,232.00	
Pembroke & Area	\$13,570.11	\$9,063.11	\$9,190.21	\$12,652.21	\$11,030.35	\$15,866.56	\$15,878.08	\$14,622.39	\$9,157.84	\$12,646.39	\$8,715.39	
<b>TOTAL</b>	<b>\$22,319.94</b>	<b>\$15,669.94</b>	<b>\$16,592.21</b>	<b>\$19,578.21</b>	<b>\$19,032.35</b>	<b>\$25,702.70</b>	<b>\$28,807.62</b>	<b>\$30,735.47</b>	<b>\$28,694.49</b>	<b>\$26,983.99</b>	<b>\$17,731.75</b>	

	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	\$7,818.00	\$9,731.16	\$14,965.18	\$10,325.51	\$12,422.71	\$14,043.05	\$11,399.71
<b>TOTAL</b>	<b>\$23,175.79</b>	<b>\$18,574.72</b>	<b>\$23,085.09</b>	<b>\$16,457.34</b>	<b>\$20,105.00</b>	<b>\$17,019.25</b>	<b>\$24,167.91</b>	<b>\$25,598.93</b>	<b>\$19,722.26</b>	<b>\$22,052.46</b>	<b>\$21,683.80</b>	<b>\$19,762.46</b>

Return to Report

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

November 2011



# Fall Housing Newsletter

*Welcome to the fall edition of our housing newsletter. We hope you find the newsletter informative and easy to read. If you have any questions or concerns, please contact your local housing office.*

*Carol Neill*

**Carol Neill**  
**General Manager**  
**Renfrew County Housing Corporation**



## Reminders:

### ✓ **Air Conditioners**

If you haven't already done so, please safely remove your air conditioning unit ensuring the window area where the unit was mounted, is secure with no air gaps or damages.

### ✓ **Laundry Machines**

Overloading the washing machines or dryer will result in your clothes not being washed or dried properly. An overloaded dryer is also prone to dryer fires.

### ✓ **Parking**

If applicable for your area, your parking sticker must be displayed on the inside of the windshield, bottom, left hand corner. This identifies your vehicle as being registered with the Housing Office. Any vehicle not registered can be ticketed and/or towed.



### ✓ **Portable Dishwashers or Washing Machines**

**Washing machines or portable dishwashers are not permitted in the apartments.**

The drainage capacity is not sufficient to handle large volumes of sudsy water from individual apartments. This type of drainage has been found to create a blockage which causes sewage to flood the floors below. Such flooding poses a serious health and safety hazard. Any tenant found with such appliances will be asked to remove them and charge backs may be applied if any damage is caused.



### ✓ **Pre-authorized Payments**

If you wish to activate, change or cancel your monthly pre-authorized payments, these must be submitted to your housing office no later than the 20<sup>th</sup> of the month.

## Pets

- ◆ Pets must be under your care and control at all times.
- ◆ Be sure to “stoop and scoop” at all times.
- ◆ Tenants are required to register all pets with the housing office. Pet owners should also have their pet’s immunizations up to date.
- ◆ If you think that a pet is being neglected or mistreated you are obligated to call the Humane Society, or the Animal Control Officer.
- ◆ If there is a noise concern (ie. continuous barking) call the Police.
- ◆ Please respect your neighbour’s yard when your pet is outside.



## Energy Conservation Tips

Everyone feels the effects of high-energy costs, in one way or another. Here are some tips that may be of interest to you:

- ◆ Use the washer and dryer only when you have a full load. Keep the lint filters clean.
- ◆ Don't heat or cool unused space in your home.
- ◆ Move furniture away from your heating registers.
- ◆ When proper air circulation is blocked, it can result in a higher energy bill.
- ◆ Use compact fluorescent light bulbs.



## Household Changes

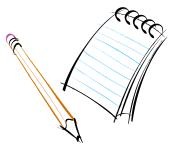
If your household income, or the number of people in your household changes, you **are required to inform the office within 10 days in writing and submit documentation to verify the changes**. If we do not receive the information within the 10 days you may lose your Rent-Geared-to-Income status.

## Bed Bugs or Fleas

If you suspect that you may have bed bugs or fleas, 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 pests!!

## Complaints

Complaints pertaining to fellow tenants must be submitted in writing and directed to your local office. Please be specific about date, time and description of the problem.



## Have you thought about contents insurance?

Imagine that a fire destroys everything in your kitchen, or your home is robbed. Your housing provider’s insurance only covers damage to the building, or property owned by the landlord. It does not cover your personal belongings – your furniture, clothes, TV, bedding, and dishes – in fact, anything that you bring into your home.

That’s where contents insurance comes in. Contents insurance is recommended in your Tenancy Agreement, and can protect you from losing belongings you might not be able to afford to replace.

### ➤ **Receiving social assistance?**

**OW or ODSP may cover your insurance premiums. Here’s what the regulations say:**

*“Premiums for an insurance policy with respect to the dwelling place or its contents” are an eligible “shelter” cost.*

*Section 42.(1)5, Ontario Regulation 134/98 of the Ontario Works Act, 1997.*

*Section 31.(1)5, Ontario Regulation 222/98 of the Ontario Disability Support Program Act, 1997.*

## 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.

## Building Security

Your building was designed with security in mind. In order to keep your building as secure and safe as possible please follow these simple rules:

1. Never open the main apartment building entrance door unless that person is coming to visit you.
2. Report any strangers wandering the building or knocking on doors to your local housing office.
3. Keep your apartment door locked.
4. Salesmen and door-to-door canvassers are not permitted
5. If you notice an outside door held open with a wedge, close the door and report it to your building custodian or local housing office immediately.
6. Report all suspicious and illegal activities to the local housing office or call the police.

***\*\*You are responsible for everyone you let into the building.***



## Recycling

The Renfrew County Housing Corporation supports the recycling program and encourages all tenants to fully participate in separating and placing recyclables in the proper containers. Garbage does not belong in the recycling bins. By recycling today, we make for a cleaner environment tomorrow.



## Household Garbage

You are responsible for your garbage. Ensure that all garbage is securely sealed in a bag. Do not throw loose garbage down the chute or in the garbage room. Liquids must be sealed in a container before being discarded. Should you be unsure of how to properly dispose of your garbage please see your building custodian.

## Electric Bikes, Scooters and Similar Devices

These devices all require periodic battery recharging. To minimize the risk of a fire, be sure you are plugging into an appropriate outlet that is not already full. If your device uses a lithium ion battery, be aware that these are particularly unstable and prone to igniting. Use only high quality lithium ion batteries and follow the manufacturer's charging instructions exactly.



**It is the tenant's responsibility to report all day-to-day maintenance issues immediately. Do not wait until they become maintenance emergencies.**

## The following are examples of Maintenance Emergencies:

- There is no heat, electricity, or water in your unit
- There is a water leak or flood in your unit
- Your toilet is plugged and you only have one washroom
- Your basement sewer drain is flooding

**Reported Emergencies that cannot wait until the next business day will be responded to as quickly as possible.**

## Non-emergency Repairs

If you need repairs to your unit that are not considered an emergency, call and report them to your local housing office. Please advise if you are giving us permission to come into your home to do the repairs when you are not at home, or if you want to have someone at home when we come.

Non-emergency repairs reported after normal business hours will be responded to on the next business day.

## HOUSEHOLD TIPS

- **Torn screens** – are very unsightly please call in the repair.
- **Oil Spots** – ensure that your vehicle is not leaking any oil or gas. This deteriorates parking lots and you may possibly be charged for any repairs required.
- **Electrical Panel** – keep a clear area around panel for easy access in the event of an emergency.
- **Electrical Outlets** – Do not overload electrical outlets
- **Patios** – always keep patios and balconies free of debris and clutter. They are not storage areas.
- **Stairwells** – are not storage areas. Items that are stored under stairwells are a serious safety hazard.
- **Hazardous materials** - do not store gas, propane or other flammable materials in or near your unit.
- **Baseboard Heaters** – putting things in front of or on top of heaters can be a fire hazard and also restricts heat flow

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**Tony Ashley**  
Operations Coordinator  
All areas  
613-432-3679

**Lorrain Limlaw**  
Site Supervisor  
Pembroke & Area  
613-735-0782

**David Mitchell**  
Site Supervisor  
Arnprior 613-623-7951  
Renfrew 613-432-3679

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**Renfrew County Housing Corporation**



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November 2011



# Fall Housing Newsletter

*Welcome to the fall edition of our housing newsletter. We hope you find this newsletter informative and easy to read. If you have any questions or concerns, please contact your local housing office.*

*Carol Neill*

**Carol Neill**  
**General Manager**  
**Renfrew County Housing Corporation**



## Reminders:

### ✓ **Air Conditioners**

If you haven't already done so, please safely remove your air conditioning unit ensuring the window area where the unit was mounted is secure with no air gaps.

### ✓ **Outside Tap**

Prepare for winter by ensuring that your garden hose is disconnected for the winter and that the water valve for the outside tap (if your unit has one) is turned off.



### ✓ **Grass Cutting**

Remember to cut your grass one last time before the snow falls. Long grass left over the winter is a breeding ground for mold.



### ✓ **Furnaces**

It is your responsibility to change your furnace filter at least 4 times per year during the heating season. A clean filter will allow your furnace to function more efficiently resulting in reduced heating costs and will help to provide cleaner air movement in your unit. If you are having trouble locating your filter, please contact the office and a staff person will advise you.

### ✓ **Pre-authorized Payments**

If you wish to activate, change or cancel your monthly pre-authorized payments, these must be submitted to your housing office no later than the 20<sup>th</sup> of the month.

## Low-Income Energy Assistance Program (LEAP)

"The Low-Income Energy Assistance Program" (LEAP) is to assist low-income customers to better manage their bill payments and energy costs. It can provide emergency relief to eligible low-income customers. Contact the United Way at 1-888-592-2213 or the Salvation Army in your area for more information.

## Household Changes

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## Bed Bugs or Fleas

If you suspect that you may have bed bugs or fleas, 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 pests!!

## Pets

- ◆ Pets must be under your care and control at all times.
- ◆ Please be sure to "stoop and scoop" at all times.
- ◆ Tenants are required to register all pets with the housing office. Pet owners should also have their pet's immunizations up to date.
- ◆ If you think that a pet is being neglected or mistreated you are obligated to call the Humane Society, or the Animal Control Officer.
- ◆ If there is a noise concern (ie. continuous barking) call the Police.
- ◆ Please respect your neighbour's yard when your pet is outside.



## Complaints

Complaints pertaining to fellow tenants must be submitted in writing and directed to your local office. Please be specific about date, time and description of the problem.



## Water Shut-off

The main shut-off is usually found in the basement near the water meter, and it can be closed to shut off all water in your home.

## Have you thought about contents insurance?

Imagine that a fire destroys everything in your kitchen. Or a heavy rainstorm causes flooding in your basement, or your home is robbed. Your housing provider's insurance only covers damage to the building, or property owned by the landlord. It does not cover your personal belongings – your furniture, clothes, TV, bedding, and dishes – in fact, anything that you bring into your home.

That's where contents insurance comes in. Contents insurance can protect you from losing belongings you might not be able to afford to replace.

### ➤ Receiving social assistance?

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**Non-emergency Repairs**

If you need repairs to your unit that are not considered an emergency, call and report them to your local housing office. Please advise if you are giving us permission to come into your home to do the repairs when you are not at home, or if you want to have someone at home when we come.

**Non-emergency repairs reported after normal business hours will be responded to on the next business day.**

**Basic Furnace Maintenance Instructions For Your Home**

No heat? Check this list before you call.

- ✓ Have you checked to make sure that the furnace power switch is in the ON position? You will find the furnace power switch near the furnace, either high on the wall or on the basement ceiling. It is similar to a light switch.
- ✓ Check that the furnace filter is clean. As a tenant, you are responsible for changing the furnace filter at least once per year. On most furnaces, the filter slides out where the cold air duct work returns to the bottom of the furnace.
- ✓ Check the fuse or circuit breaker. It can be found in the main electrical panel of your home.
- ✓ Turn your thermostat down all the way, wait a minute, and then turn it up to a temperature that is warmer than the room temperature.
- ✓ Make sure that your warm air registers and cold air returns are free of any items that could restrict air circulation.
- ✓ If your heating system fails to work, call your local housing office.

**Always ensure that there is a three foot clearance around furnaces and water heaters.**

**Predatory Marketing**

Sales representatives have been going door to door trying to sell hot water tanks, hydro, and/or gas. These companies are not contracted by or authorized by Renfrew County Housing. You are to tell these individuals that you are a tenant and only the landlord can authorize any utility change or a change in any other service. Call the office immediately so we can follow up with the company.

# Household Tips

- A **vented dryer** blows excess moisture and lint outdoors and cuts drying time. Be sure the flap on the outside of the vent closes completely when the dryer is not in use.
- Don't heat or cool unused space in your home. **Do not block cold air return vents.**
- Move furniture away from your **heating registers**. When proper air circulation is blocked, it can result in a higher energy bill.
- **Hazardous materials** – it is illegal to store gas, propane or other flammable materials in the basement or any place in the unit.
- **Clear the way.** Keep stairs and walking areas free of electrical cords, shoes, clothing, books, magazines and clutter.
- **Window Screens** – call in all screen repairs as soon as they occur.
- An **overcrowded basement** is a fire hazard and the safety of your family is at stake. While cleaning, please keep a one meter clearance around the furnace, hot water tank, electrical panel and stairways.
- Basements are also more susceptible to moisture; therefore **we do not recommend** storing items directly on the concrete floor.
- Give **space heaters** space. Keep them at least one meter from anything that can burn – including you. Don't forget to shut them off when you leave the room or go to bed.
- Always use your **bathroom fan.**

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Renfrew County Housing Corporation



**Housing Services Act and Regulation 367/11**  
**New Regulation/Requirements/Rules/Policies for implementation**  
effective January 1, 2012

“SHR” means the Social Housing Registry - County of Renfrew

No.	Topic/Reg No.	Changes	New Regulation/Requirement/Rule/Policy
1	Household to report changes in income/family composition Reg 367/28	Changed from 10 business days to 30 calendar days	Applicant/tenant/member must report changes in income/family composition within 30 calendar days after the change
2	Applicant unable to supply information/document Reg 367/43	In addition to special priority, homeless and hard-to house applicants, if any person unable to supply information or document – not required	Service Manager/Provider/SHR shall not require person to supply information or document if satisfied Applicant/Tenant is unable to do so
3	Special Priority Household – List of persons authorized to verify abuse Reg 367/58(5)	> “Member of Clergy” replaced with “Minister of Religion authorized to perform marriages” > Individuals employed by defined agencies listed to satisfy requirement	Service Manager/Provider/SHR to comply with list of persons authorized to verify abuse
4	Review of continued eligibility requirements Tenant unable to supply information/document Reg 367/60	In addition to special priority, homeless and hard-to house tenant if any person unable to supply information or document – not required	Service Manager/Provider/SHR shall not require person to supply information or document if satisfied Tenant is unable to do so.
5	Information package and post on internet Reg 367/62	Requirement to post on internet	Service Manager shall make information related to RGI assistance, local rules and housing projects available to the public and posted on the internet
6	Provision for Provider to provide information to the public Reg 367/62	Housing Provider makes information regarding housing projects available	Provider required to make available to the public information about the housing projects operated by the housing provider
7	RGI rent chargeback not repayable if calculated in error by provider Reg 367/64	RGI tenant not required to pay chargeback rent if caused by provider error	RGI tenant not required to pay a difference in rent that was the result of a provider error
8	Housing provider plans Reg 367/87	Housing provider required to establish certain plans	Housing Provider required to establish and implement: a plan for training staff/volunteers/directors/co-op members/succession plan for the board
9	Maximum High Need Income Reg 370/11 Schedule 1	High Need Maximum amounts stated <i>Schedule 1 provided</i>	Service Manager/Provider/SHR shall use new High Need Maximums effective January 1, 2012
10	Maximum Household Income Limits (HILS) Income Reg 370/11 Schedule 2	New HILS amounts stated <i>Schedule 2 provided</i>	Service Manager/Provider/CHR shall use new High Need Maximums effective January 1, 2012

**Household Income Limits (HILS) High Needs Households  
effective January 1, 2012**

**Schedule 1 - Regulation 370/11**

<b>Municipality</b>	<b>Bachelor</b>	<b>1 bedroom</b>	<b>2 bedroom</b>	<b>3 bedroom</b>	<b>4+ bedroom</b>
<b>County of Renfrew</b>	<b>\$13,200</b>	<b>\$15,900</b>	<b>\$19,200</b>	<b>\$21,900</b>	<b>\$25,800</b>

**Household Income Limits (HILS) effective January 1, 2012**

**Schedule 2 - Regulation 370/11**

<b>Municipality</b>	<b>Bachelor</b>	<b>1 bedroom</b>	<b>2 bedroom</b>	<b>3 bedroom</b>	<b>4+ bedroom</b>
<b>County of Renfrew</b>	<b>\$22,000</b>	<b>\$26,500</b>	<b>\$32,000</b>	<b>\$36,500</b>	<b>\$43,000</b>

Return to Report

Renfrew County Housing Corporation  
2012 Budget

	2012	2011	2012 Budget vs 2011 Budget		2011	2010	2009
	<u>BUDGET</u>	<u>BUDGET</u>	<u>Variance \$</u>	<u>Variance %</u>	<u>FORECAST</u>	<u>ACTUAL</u>	<u>ACTUAL</u>
Gain / (Loss) on Disposal of Assets	0	0	0		0	(91,386)	(30,132)
Interest on Investments	40,100	23,000	17,100	74.3%	41,000	29,284	20,404
Miscellaneous Revenue	69,800	31,851	37,949	119.1%	31,851	35,035	57,446
Provincial Subsidy - Other	0	0	0		0	7,512	0
Provincial Subsidy - Debentures	1,153,199	1,153,199	0	0.0%	1,153,199	1,153,199	1,153,199
Surplus Adjustment - From Reserves	414,000	649,362	(235,362)	-36.2%	649,362	283,499	305,433
Tenant Revenue	3,712,997	3,686,426	26,571	0.7%	3,656,477	3,679,844	3,652,410
County Transfer - Base	4,579,632	4,489,664	89,968	2.0%	4,489,664	4,321,126	4,046,400
County Transfer - Affordable Housing	27,300	46,800	(19,500)	-41.7%	42,120	54,340	31,590
County Transfer - Affordable Housing Admin	0	0	0		0	100,000	3,120
County Transfer - Home Ownership	0	0	0		0	75,090	102,200
County Transfer - Rent Bank	0	0	0		0	32,420	24,648
County Transfer - Rent Bank Admin	0	0	0		0	3,277	3,570
County Transfer - Short Term Rent Admin	0	0	0		0	6,580	0
County Transfer - SHRRP	0	429,211	(429,211)	-100.0%	429,211	1,699,207	524,159
County Transfer - Homelessness	0	0	0		0	0	93,708
County Transfer - Homelessness Admin	0	0	0		0	0	10,321
County Transfer - Strong Communities	140,086	140,086	0	0.0%	129,900	124,128	140,086
<b>Total Revenues</b>	<b>10,137,114</b>	<b>10,649,599</b>	<b>(512,485)</b>	<b>-4.8%</b>	<b>10,622,784</b>	<b>11,513,155</b>	<b>10,138,562</b>
Salaries	1,501,957	1,531,633	(29,676)	-1.9%	1,414,506	1,411,841	1,286,884
Benefits	350,206	358,169	(7,963)	-2.2%	318,507	322,216	267,608
Administration	891,575	813,256	78,319	9.6%	813,256	820,857	713,665
Administration - Special Project - Non Profit SHRRP	0	103,833	(103,833)	-100.0%	103,833	498,948	103,897
Building - Heat, Light & Power	856,427	880,181	(23,754)	-2.7%	680,757	819,192	828,850
Building - Repairs & Maintenance	318,751	318,451	300	0.1%	332,703	296,626	296,157
Building - Natural Gas	180,916	183,916	(3,000)	-1.6%	134,828	165,675	176,332
Building - Heating & Plumbing	80,000	90,287	(10,287)	-11.4%	90,287	65,616	95,374
Building - Taxes	1,226,654	1,190,927	35,727	3.0%	1,150,217	1,154,669	1,170,097
Building - Water	536,660	443,308	93,352	21.1%	462,000	447,943	410,808
Building - Elevator	45,960	38,960	7,000	18.0%	34,453	25,709	22,915
Building - Painting	157,523	152,523	5,000	3.3%	174,141	149,350	138,172
Building - Garbage Removal	40,575	37,675	2,900	7.7%	37,675	35,396	32,876
Building - Grounds Keeping	176,936	171,901	5,035	2.9%	159,223	127,946	129,452
Building - Repairs - non TCA	1,107,685	1,522,840	(415,155)	-27.3%	1,522,840	1,463,904	862,066
Financial - Depreciation	695,268	695,268	0	0.0%	695,268	713,553	680,241
Financial - Rent Waiver	180,831	220,454	(39,623)	-18.0%	207,481	204,371	196,799
Financial - Misc	300	300	0	0.0%	300	(4)	10
Financial - Mortgage Interest	1,257,319	1,263,462	(6,143)	-0.5%	1,263,462	1,268,924	1,276,021
Financial - Rent Supplement	282,000	282,000	0	0.0%	254,470	237,161	227,547
Financial - Rent Supplement - Strong Communities	140,086	140,086	0	0.0%	129,900	133,224	132,768
Financial - Rent Supplement - Affordable Housing	27,300	46,800	(19,500)	-41.7%	42,120	44,850	44,720
Financial - Homelessness	0	0	0		0	0	93,708
Financial - Home Ownership	0	0	0		0	75,090	89,160
Financial - Rent Bank	0	0	0		0	40,006	24,648
Surplus Adjustment - To Reserves	266,417	189,809	76,608	40.4%	189,809	289,055	496,100
Surplus Adjustment - Capital	328,115	492,050	(163,935)	-33.3%	492,050	1,007,057	682,645
Surplus Adjustment - Depreciation	(695,268)	(695,268)	0	0.0%	(695,268)	(713,553)	(680,241)
Surplus Adjustment - Principal	182,921	176,778	6,143	3.5%	176,778	170,816	164,307
<b>Total Expenditures</b>	<b>10,137,114</b>	<b>10,649,599</b>	<b>(512,485)</b>	<b>-4.8%</b>	<b>10,185,596</b>	<b>11,276,438</b>	<b>9,963,586</b>
<b>Municipal Surplus / (Deficit)</b>	<b>0</b>	<b>0</b>	<b>0</b>		<b>437,188</b>	<b>236,717</b>	<b>174,976</b>

# Social Housing

## BACKGROUND

Housing is a basic human need and is fundamental to personal well being, housing that is safe, healthy and affordable is crucial to maintaining healthy and sustainable communities.

Established on January 1<sup>st</sup>, 2001 the Renfrew County Housing Corporation (RCHC) is a not for profit Ontario Business Corporation that manages rent-geared-to-income housing in the County of Renfrew for low to moderate-income households. The Corporation also manages, among other programs, the Rent Supplement Program previously managed by the Local Housing Authorities. The owner of the Corporation is the County of Renfrew.

The RCHC portfolio is divided into 34 projects consisting of:

- 594 units located in 19 apartment buildings
- 57 single family units
- 152 family duplex units
- 175 family row housing units

Our tenants are 16 years of age and older representing families, singles, seniors and people with special needs.

Non-profit providers continue to own and manage their housing units, however, they are accountable to the County of Renfrew, as the Consolidated Municipal Service Manager, and must use the Social Housing Registry to fill their rent-geared-to-income vacancies in accordance with their targeted mandate.

The Social Housing Registry was established by the County of Renfrew and is administered by the RCHC by way of a service agreement. The goal of the Registry is to provide under legislation, equitable and accessible services to all applicants seeking rent-geared-to-income accommodations in the County of Renfrew. The Social Housing Registry also maintains the rent-geared-to-income waiting list for the Non-Profit Housing Providers in the County of Renfrew.

With the announcement that; “Ontario is back in the affordable housing business” in 2005, the County of Renfrew in partnership with RCHC agreed to participate in three new housing initiatives under the Canada-Ontario Affordable Housing Program (AHP): Affordable Rental & Supportive Housing, Housing Allowance Program and the Affordable Home Ownership Program.

Funded through the AHP – Strong Start Program, the Eganville and Area Long Term Care Corporation developed and operate a 36 unit senior’s apartment building with facilities for dining, activities and services that enhance the lives of the residents. The partnership between the County of Renfrew and the Eganville and Area Long Term Care Corporation is bound by a 20 year operating agreement.

The Housing Allowance Program is a supplement of \$130.00 per month paid to the landlord on behalf of a household in need of rental assistance. It is meant to help bridge the difference between the affordable rent and the actual market rent charged by the landlord. The program has a maximum five-year life span, which will end on or before March 31, 2013.

In September 2009 the County of Renfrew and the Ministry of Municipal Affairs and Housing signed an Administration Agreement for the New Canada-Ontario Affordable Housing Program 2009 Extension. Similar to the previous AHP program, the Extension also has three components: New Rental Housing Component, Homeownership – New Builds, and the Social Housing Renovation and Retrofit Program (SHRRP).

The County of Renfrew was successful in receiving an allocation of \$100,000 from the AHP program to assist people in our communities with a down payment towards the purchase of either a new or resale home. As of our launch date in June 2010, Renfrew County Housing Corporation has committed to expense the entire allocated funding amount. Information on the program is available on the County of Renfrew website.

In November 2009, the Ministry of Municipal Affairs and Housing announced that funding in the amount of \$1,440,000 for 12 units for low-income seniors for the Eganville and Area Long Term Care Corporation project in Eganville has been conditionally approved under the New Rental Housing component of the AHP Extension (2009).

Under the SHRRP Program Guidelines, Renfrew County Housing (RCHC) submitted a Take-Up Plan in September 2009 on behalf of the Services Manager, which included the project plans for all providers for the next two years. In mid November 2009 the Province announced the increase to our year 1 notional allocation of \$360,180 with year 2 being reduced by the same amount. Year 1 funding must be committed prior to March 31, 2010, and year 2 funding must be committed prior to March 31<sup>st</sup>, 2011. Funding under this program is on a strict “use it or loose it” basis.

Acknowledged throughout the County of Renfrew Needs and Demand Analysis (2007) was the requirement to provide a continuum of care and supportive housing for seniors and persons with disabilities, along with the need to respond to the changing demand. The Champlain Local Health Integration Network (CLHIN) Aging at Home Program, Phase II and III helps seniors to access support services to stay in their home and communities. The CLHIN, the Renfrew County Housing Corporation and the Barry’s Bay & Area Senior Citizens Home Support Services have partnered to provide support services for seniors at 75 Stafford Street in Barry’s Bay. Providing options to seniors to allow them to stay at home is a far more cost effective method than having them in hospitals or long-term care facilities when it is not necessary. To that end, a request has been made to the CLHIN for further funding to support new initiatives.

Safe, affordable housing is also a known determinant of health – which is to say that the investment in social housing can lead to healthier outcomes for individuals, communities and health care expenditures.

## **GOALS AND OBJECTIVES**

### **Goal: Invite staff participation in bringing forward new ways of doing business and suggesting new innovations.**

- Joint Labour Management Committee will meet to review agenda items
- All relevant staff will attend the Annual Health & Safety Meeting
- All relevant staff will attend the Renfrew County Housing Corporation information sessions held at least once annually
- Encourage feedback from staff on a continuous basis by promoting an open operating environment between staff and supervisors
- Consult with staff before implementing new or major policy changes

### **Goal: To provide opportunities for staff development.**

- Staff members will take advantage of Information Technology Department, YARDI, and Ontario Non-Profit Housing Association (ONPHA) courses suitable to their educational development
- Management Staff will attend Ontario Non-Profit Housing Association (ONPHA), Ontario Municipal Social Services Association (OMSSA) & Institute of Housing Managers (IHM) conferences, as appropriate
- Staff will attend Ontario Municipal Management Institute (OMMI) courses related to their job position and growth
- Promote knowledge transfer amongst staff

### **Goal: Maintain effective communication with all stakeholders.**

- Promote & share the results of the Needs & Demand Study (2007)
- Continue to show how the Building Condition Assessment (2008) is enhancing our capital works program
- Publish three Housing Newsletters annually to our family and adult tenants
- Ensure staff and Non-Profit Administrators are informed on all relevant Directives & Social Housing Notifications
- Post relevant information on our website
- Keep Board of Directors and Renfrew County Council current on the business of social housing

### **Goal: Provide top quality customer service.**

- Implementation of Tenant Survey Recommendations
- Respond promptly to customer needs by actively seeking knowledge of the client by asking questions to understand the client's requirements

- Refer clients to agencies, social services and other programs helpful in protecting their tenancy and providing stability so they can enhance their quality of life
- Integration – RCHC will become knowledgeable on the services provided by the Ontario Works and Childcare department within the County of Renfrew by sharing program information
- Conduct Customer Service Survey with RCHC tenants

**Goal: Ensure the long-range viability of the Renfrew County Housing Corporation social housing stock.**

- Adopt suggestions resulting from the Building Condition Assessment
- Consideration will be given to the collection of data as a result of the Needs and Demand Study
- 15% of regular unit inspections will be completed (in addition: move-out/annual unit inspections/project inspections)
- Annual fire and life safety system testing
- Consult regularly with its main shareholder, the County of Renfrew

**Goal: Ensure all legislation relevant to Social Housing is met.**

- Review SHnotifications and implement changes as required
- Periodically meet with Non-Profit Providers to ensure regulatory changes have been implemented
- Ensure that all policies & procedures required under the SHRA, 2000 are regularly reviewed and as necessary updated.

**PROGRAM RESOURCES**

The Renfrew County Housing Corporation operates with a total of 30 employees. Staff members carry out the administration and the maintenance duties required to maintain a total of 921 public housing units and 57 non-profit units. The County of Renfrew provides a number of corporate services including administrative, financial, human resources, and information technology to the Renfrew County Housing Corporation on an annual fee basis.

**Office Locations**

100 Madawaska Blvd.  
 Arnprior, ON K7S 1S7  
 Tel: (613) 623-7951  
 Fax: (613) 623-8403

Renfrew County Place  
 450 O'Brien Road  
 Suite # 105  
 Tel: (613) 432-3679  
 Fax: (613) 432-8402

169 Lake Street  
 Pembroke, ON K8A 5L8  
 Tel: (613) 735-0782  
 Fax: (613) 735-0308

## HOUSING PROVIDER'S STATISTICS

Type	Housing Provider	# Units	# Projects
Social Housing	Renfrew County Housing Corporation	921	34
Pre 1986 Municipal Non-Profit	Killaloe & District Housing Inc.	28	1
Pre 1986 Municipal Non-Profit	Petawawa Housing Corporation	21	1
Post 1986 Municipal Non-Profit	Ottawaska Housing Projects (Owned & operated by RCHC)	57	2
Private Non-Profit	Kinsmen Court Home for Men & Women (Pembroke) Inc.	25	1
Private Non-Profit	St. Joseph Non-Profit Housing Corporation	140	4
Private Non-Profit	G. T. Seniors Apartments (Arnprior) Inc.	24	1
Private Non-Profit	Opeongo Non-Profit Community Residential Development Inc.	42	1
Affordable Housing Program	Eganville & Area Long-Term Care Corp.	36	1
Affordable Housing Rental Allowance Program	Renfrew County Housing Corporation	30	N/A
Affordable Housing Home Ownership Program	Renfrew County Housing Corporation	28	N/A
Rent Supplement	Renfrew County Housing Corporation	73	Various

Renfrew County Housing Corporation	978 units
Non-Profit Housing Providers	280 units
Rent Supplement Units	73 units
Affordable Housing Program:	
1. Eganville & Area Long-Term Care Corporation	36 units
2. Affordable Housing Home Ownership Program Yr. 1	22 units
3. Affordable Housing Home Ownership Program Yr . 2	6 units
4. Affordable Housing Rental Allowance Program	<u>30 units</u>
<b>Total</b>	<b><u>1,425 units</u></b>

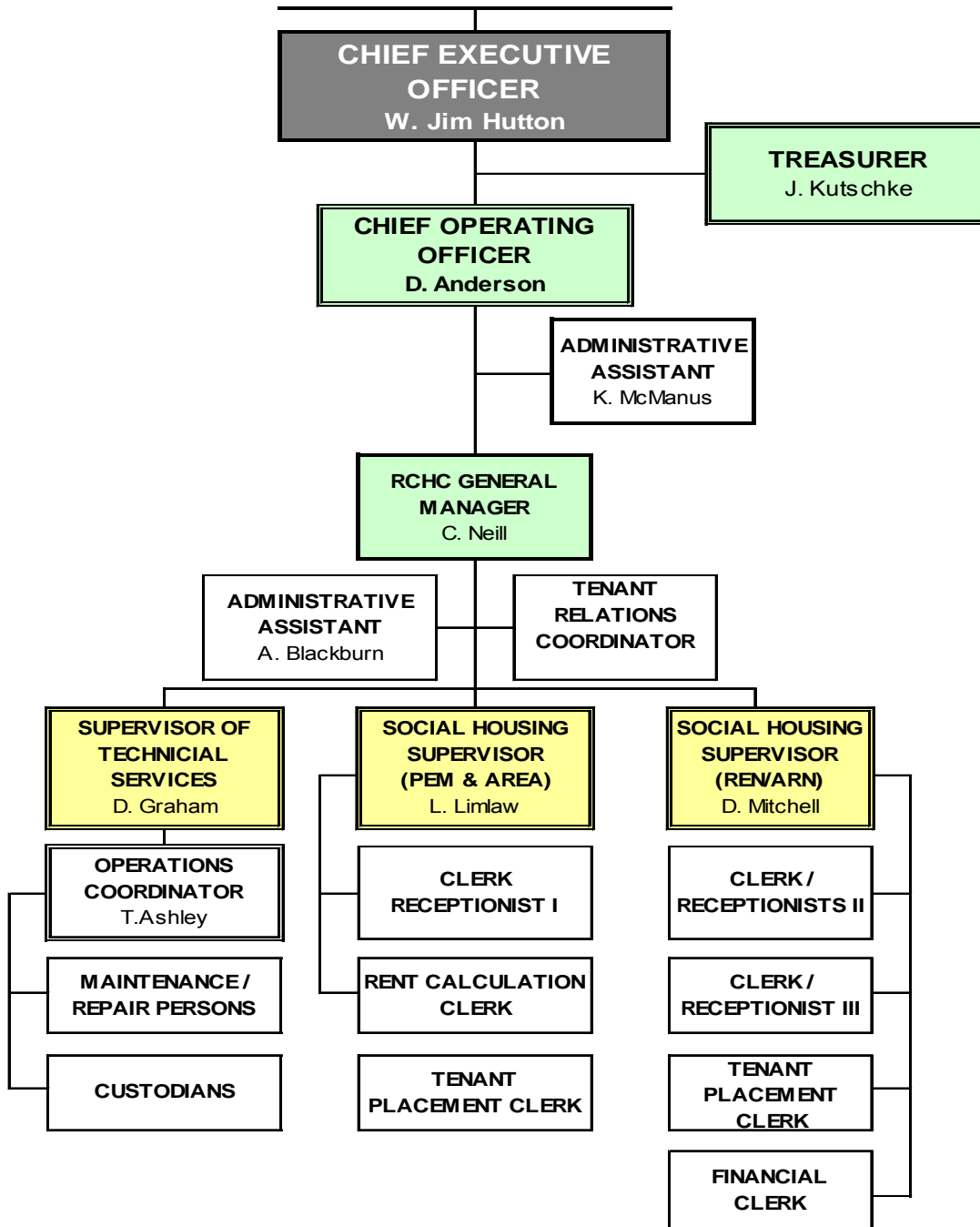
## RENFREW COUNTY HOUSING CORPORATION PORTFOLIO

Location	Unit Type		Bedroom Size
	Family	Adult	
Arnprior (260)	125	135	1,2,3,4 & 5
Barry's Bay	0	35	1 bedroom
Beachburg	0	12	1 bedroom
Cobden	0	20	1 bedroom
Deep River	0	24	1 bedroom
Eganville	0	26	1 bedroom
Palmer Rapids	0	21	1 bedroom
Pembroke (351)	173	178	1,2,3,4 & 5
Renfrew (229)	86	143	1,2,3,4 & 5
<b>Totals</b>	<b>384</b>	<b>594</b>	

**Note:**

- Family units are a combination of single detached, duplexes and row houses
- Adult units are normally one bedroom apartment units
- Excludes rent supplement portfolio

# ORGANIZATIONAL CHART



## 2011 ACHIEVEMENTS

- Ensured that client services to our internal and external clients are met with all corporate and departmental competencies in mind.
- Focused on results to achieve our Corporate goals of (2011 Business Plan).
- Use the Building Condition Assessment as a business tool when deciding on capital jobs.
- Effectiveness in tendering our business is essential. Because we are able to start the tender process earlier, we better the chance of receiving the best rate and ensuring the availability of local contractors.
- Energy conservation (Green Initiatives) measures are ongoing by upgrading standards in numerous family and adult units.
- The Affordable Housing Information Management System (AIMS) was released by the Ministry as a database/application that supports the Canada-Ontario Affordable Housing Program, which will be used by all parties involved.
- The newly re-organized Former Tenant Arrears Collection Process is a more effective collection tool.
- Have realized revenue from our participation in the Province Wide Arrears Database.
- Implemented the Yardi Enterprise Program for Pre-authorized payments (PAPS) called Automatic Clearing House/Electronic Funds Transfer (ACH).
- Provided tenant education sessions with fire officials.
- Assisting tenants to remain in their homes longer by meeting their needs and addressing our building accessibility requirements; installation of a Limited Use Limited Access Elevator (LULA) in the Deep River complex, installation of seven auto entrance doors in seven buildings across our portfolio, installation of corridor handrails in nine buildings thereby completing the installation of auto entrances and corridor handrails in all of our adult buildings.
- Implement the approved recommendations for use of the Delivering Opportunities for Ontario Renters (DOOR) in the amount of \$1.45 million.
- Follow-up with Housing Providers to ensure the funding received from the Ministry through the One-Time Capital Repair Fund had been expensed on eligible projects. Total funding \$459,973.
- Managed shifting staff compliment in order to maintain operational requirements.
- Despite program limitations, Year 1 of the Social Housing Renovation and Retrofit Program (SHRRP) was successful, with RCHC expensing \$314,548 and the Non-Profit Housing Providers expensing \$554,304, for a total expenditure of \$868,852 representing approximately 66% of the Year 1 funding.
- We had a successful summer with nine students hired and look forward to next year's program.
- Integration of the new Tenant Relations Coordinator.
- Maintained a full complement of Rent Supplement subsidies under the Affordable Housing Program in a very limited private sector market.

- Making a difference, by partnering with the Champlain Local Health Integration Network and the Barry's Bay & Area Senior Citizens Home Support Services to provide support services in our Barry's Bay Complex.
- Effectively managed a 2010 capital expenditure budget in excess of \$2,443,979 (Regular Capital \$717,300 – DOOR \$248,400 – OTC \$155,576 – SHRRP \$1,322,703).
- Developed a partnership with an adult education institution to provide on the job office experience to students that pursuing post secondary education.
- Staff participation on County of Renfrew Green Operations Committee, Renfrew's Social Safety Net & Renfrew County Committee for Abused Women (RCCAW).
- Successfully contributed to the County of Renfrew's Healthy Workplace Month.

## **2012 ISSUES, OPPORTUNITIES, CHALLENGES**

The broad directions to be undertaken during the course of the coming year can be categorized into a theme called, "Continue to build a strong foundation for the future".

- Manage the day-to-day operations of the Corporation along with the various components of the Affordable Housing Programs within our budgetary limits and with our current staff compliment.
- The geographic spread of our portfolio across 34 projects in 8 municipalities in the County of Renfrew covering 7,645 square kilometers creates unique challenges including: maintaining a cohesive workforce, supervising across multiple sites, ensuring efficient distribution of materials and supplies, communications as well as operational staffing issues during vacations, illnesses, etc.
- Due to the loss of technical infrastructure once provided by the Ministry of Municipal Affairs and Housing, Renfrew County Housing Corporation is now required to research and develop our own technical specifications and purchase outside architectural and engineering services
- Continue to enhance our internal and external communications while networking in the larger housing sector
- With the use of the Building Condition Assessment, maintain an action plan to sustain the long-term viability of the Renfrew County Housing Corporation portfolio
- Implement recommendations made within the County of Renfrew Needs and Demand Analysis as indicated in the study and as directed by the Social Services Committee
- Implement energy management conservation measures which will provide us with opportunities such as; reduced operating costs, enhanced social responsibilities for example reducing greenhouse gas emissions that can contribute to climate change, and provide facility upgrades that will increase equipment life and building value

- Take a proactive and open approach to managing the various envelopes of 100% Provincial or Federal/Provincial funding in order to maximize our opportunities to effectively utilize the funding
- Due to unanticipated events which occurred early in 2010, RCHC took a very cautious approach to expenditures to maintain the direction of committee to come in on budget. As operation budgets can be negatively affected with unexpected maintenance failures, RCHC will continue to use 100% federal/provincial funds before tapping into reserves

***To be updated***

2012 CAPITAL BUDGET AND 3 YEAR CAPITAL FORECAST

***To be updated***

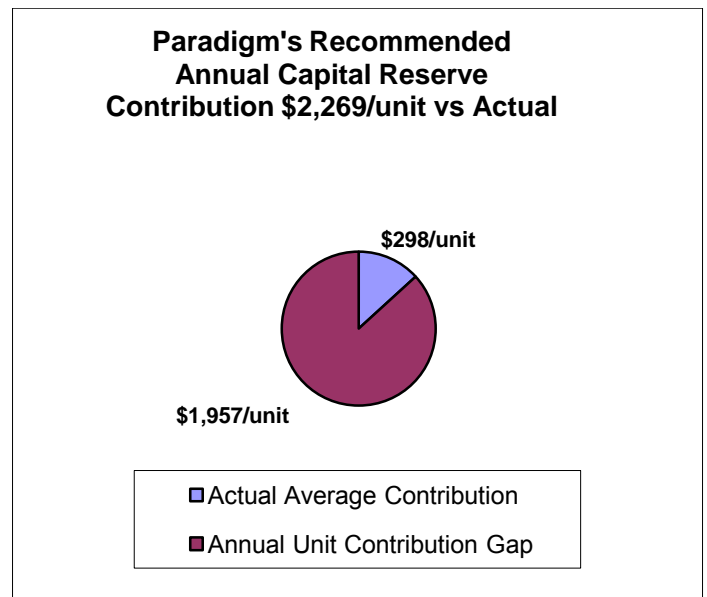
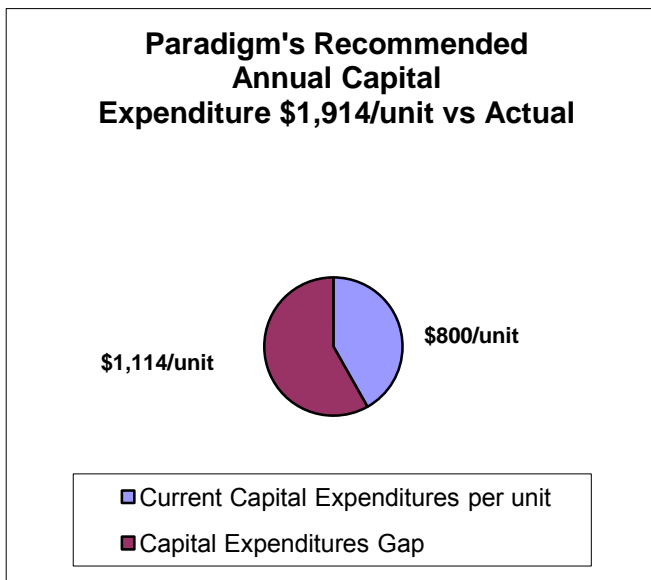
# Building Condition Assessment and Replacement Reserve Fund Study

In February 2008, the Renfrew County Housing Corporation Board of Directors passed a resolution recommending that the Building Condition Assessment and Capital Reserve Fund Study completed by the County of Renfrew (2007) be adopted as a tool for the ongoing planning and budgeting of social housing units.

This snap shot in time of the condition of the buildings and its various elements along with the estimated cost to repair or replace was completed on all public and non-profit housing portfolios within the County of Renfrew.

The Paradigm Engineering Group Inc. reported that the facility conditions of the Renfrew County Housing Corporation portfolio are **better than average for buildings of similar age and size**. Also noted by the Paradigm Engineering Group Inc. study was that they found no properties that were deemed in need of possible temporary decommissioning for major retrofit or considered for disposal/replacement in the near future. On the financial side of things, the study consistently demonstrated that the current level of annual reserve funding is not adequate to meet or sustain the capital needs as purposed by Paradigm Engineering Group Inc.

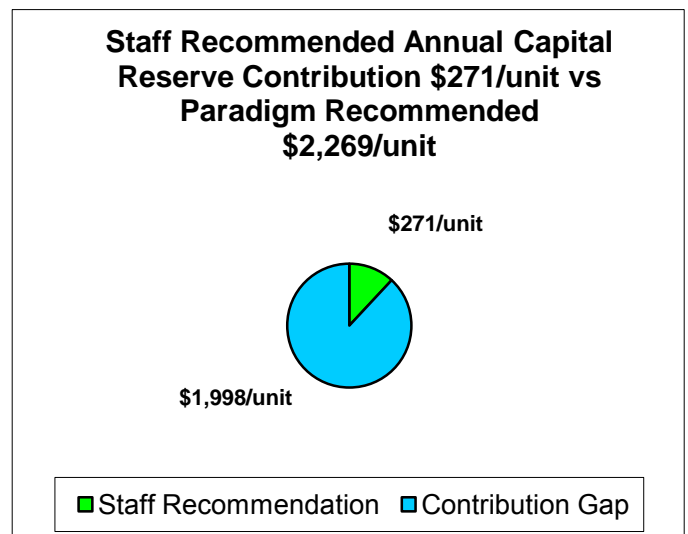
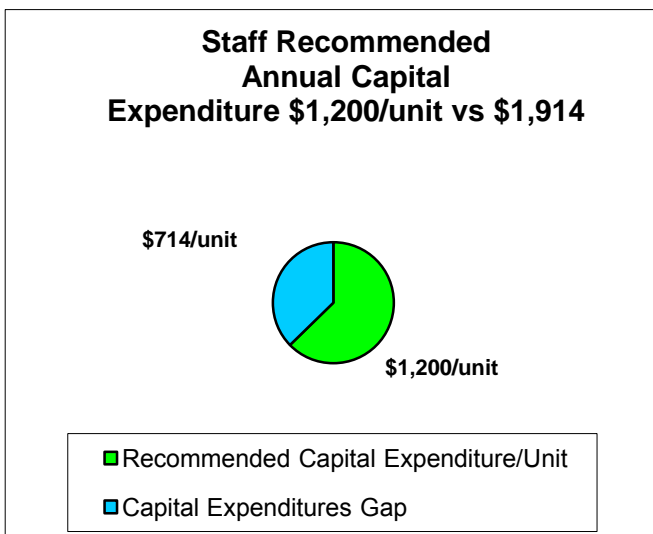
Recommendations are subject to both Board and County Council approval.



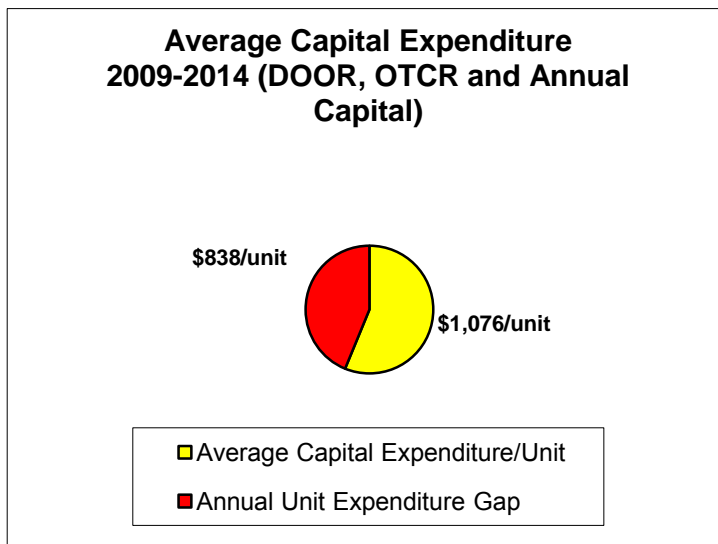
The annual average capital reserve contribution over the past ten years has been \$298/unit.

The Board of Directors of the RCHC and County Council have taken a pro-active approach to the future capital repairs by requesting annually, that budget funds be set-aside in a capital reserve account.

RCHC Staff have taken a realistic approach to the capital expenditures as well as the capital reserve contribution in recommending to the Board of Directors that they consider increasing the annual expenditure from \$800 per unit to \$1,200 per unit with a minimum annual allotment of \$250,000 (\$271/unit) to the Capital Reserve.



Over the next three years (2009 – 2014) the RCHC will spend an additional \$1,527,805 over and above the regular annual capital of \$736,800 thanks to additional streams of funding being flowed to RCHC from the County of Renfrew originating from the Ministry of Municipal Affairs and Housing: Delivering Opportunities for Ontario Renters (DOOR) \$1,094,640 and One-Time Social Housing Capital Repair Fund (OTCR) \$433,165.



## 2013 CAPITAL EXPENDITURES BUDGET

The 2013 Capital Budget will be developed over 2012 by pulling together information from known concerns, project inspections, and projected life spans by using the previously mentioned Needs and Demand Study, and the Building Condition Assessment. For budget consistency it is important to maintain similar dollar expenditures from one year to the next. To assist in meeting capital needs, it is recommended that a reserve account continue to be annually credited and established for future capital improvements to housing stock, and that we continue to take advantage of any new provincial and federal funding as made available from time to time.

## PERFORMANCE TARGETS

### Application Activity from the Social Housing Registry

<u>RCHC</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
Family	205	196	213	269	347	381
Adults	456	408	441	471	583	689
<b>TOTALS</b>	661	604	654	740	930	1,070

The above chart shows an increase of approximately 62% in current applications over the last 6 years for rent-geared-to-income housing.

### Move-Outs

	<u>Renfrew</u>	<u>Arnprior</u>	<u>Pembroke &amp; Area</u>	<u>TOTAL</u>
<b>Total Move-Outs</b>				
<b>2006</b>	45	49	89	183
<b>2007</b>	46	29	96	171
<b>2008</b>	32	39	100	171
<b>2009</b>	37	32	65	134
<b>2010</b>	40	33	80	153
<b>2011</b>	31	20	65	116

\* Arnprior totals include Ottawaska

The above chart indicates an approximate 37% decrease in the number of move-outs over the last 6 years.