



Board of Directors

931 Yonge Street
Toronto M4W 2H2

Page 1 of 5

The Board of Directors of the Toronto Community Housing Corporation met on March 25, 2010 in the Ground Floor Conference Room, 931 Yonge Street, Toronto at 9:43 a.m.

Directors:	Ms. Sheerin Sheikh, Chair	Regrets:	Mr. David Mitchell
	Ms. Zahra Dhanani		Councillor Giorgio Mammoliti
	Councillor Paula Fletcher		Councillor Anthony Perruzza
	Councillor Suzan Hall		Ms. Carol Osler
	Mr. Greg Kalil		Mr. Ron Struys
	Mr. Dan King		Ms. Michelle Joseph
	Ms. Catherine Wilkinson		

Also present: Ms. Keiko Nakamura, Chief Executive Officer
Mr. Harold Ball, Director Human Resources
Mr. Gordon Chu, Chief Financial Officer and Treasurer
Mr. Steve Floros, A/Chief Operating Officer
Ms. Mitzie Hunter, Chief Administrative Officer
Mr. Howie Wong, General Counsel and Corporate Secretary

Ms. Sheerin Sheikh, Chair, called the meeting to order, and Howie Wong served as recording secretary.

DECLARATION OF CONFLICT OF INTEREST

The Chair requested members of the Board of Directors to indicate any Agenda Item in which they had a conflict of interest, together with the nature of the interest. None were declared.

APPROVAL OF PUBLIC AGENDA

Motion carried **ON MOTION DULY MADE** by Councillor Suzan Hall, seconded by Catherine Wilkinson, the Board of Directors unanimously approved the public agenda.

**MINUTES CONFIRMATION OF BOARD MINUTES OF THE TORONTO
COMMUNITY HOUSING CORPORATION FOR FEBRUARY 11, 2010**

Motion carried The Board had before it the draft Board minutes for the February 11, 2010 public meeting.

ON MOTION DULY MADE by Ms. Zahra Dhanani, seconded by Ms. Catherine Wilkinson, the Board of Directors unanimously confirmed the above-captioned minutes without amendment.

DEPUTATIONS

The Chair requested if there were any deputations to be heard at the meeting. No deputations were received by the Secretary and none were noted.

AGENDA APPROVAL OF AGENDA AND REVIEW OF AGENDA ORDER

Motion carried The Board had before it the draft Board minutes for the February 11, 2010 public meeting.

ON MOTION DULY MADE by Councillor Suzan Hall, seconded by Ms. Catherine Wilkinson, the Board of Directors unanimously confirmed the above-captioned minutes without amendment.

**ITEM 1 CONFIRM AND APPOINT OFFICERS OF
TORONTO COMMUNITY HOUSING
CORPORATION**

TCHC:2010-31

Motions carried The Board of Directors had before it the above-captioned report (TCHC:2010-31) from the Chief Executive Officer. The CEO indicated that the confirmation and appointment was a housekeeping matter for the official records of the company. Going forward, all new officers arising from vacancies and retirements will be confirmed.

ON MOTION MADE by Ms. Zahra Dhanani, and seconded by Mr. Greg Kalil, the Board of Directors unanimously authorized and approved:

- (1) the confirmation and appointment of the officers of the Corporation as listed in the report; and

-
- (2) the CEO (or her designate) to take all necessary actions and execute all documents as required to implement the above resolution.

ITEM 2

2009 PERFORMANCE REVIEW

TCHC:2010-32

Motions carried

The Board of Directors had before it the above-captioned report (TCHC:2010-32) from the CEO. The CEO provided an overview of the 2009 performance. The following was highlighted:

- Strong investment in capital repairs, improved living conditions
- Improvements made in unit turnover days and contact centre 1st call resolution
- Areas requiring improvement: costs controls and market rent generation
- Greater financial diligence and controls required

In response to the CEO's report, the Board requested staff to provide:

- Breakdown of bad debt allowance into commercial vs. RGI vs. market rent
- Rationale as to why RGI rent arrears is high
- What is staff doing about collections on arrears?
- Quarterly performance report on types of calls and how they are being remedied
- Customer satisfaction metrics on calls

ON MOTION DULY MADE by Ms. Catherine Wilkinson, seconded by Councillor Paula Fletcher, the Board of Directors unanimously approved receipt of the report.

ITEM 3

2010-2012 COMMUNITY MANAGEMENT PLAN UPDATE

TCHC:2010-29

Motions carried

The Board of Directors had before it the above-captioned report (TCHC:2010-29) from the Chief Executive Officer. The CEO provided an update on the progress of the CMP 2010-2012. She provided an overview of the staff, tenant and stakeholder consultations that fed into the writing. The CMP has three main focus areas:

- Strengthening People
- Strengthening Places
- Strengthening Foundation

Board members commented favourably on the focus areas and targeted outcomes.

The final CMP 2010-2012 will be submitted to the Board for approval at the next meeting on April 30, 2010.

ON MOTION DULY MADE by Ms. Catherine Wilkinson, seconded by Councillor Suzan Hall, the Board of Directors unanimously approved receipt of the report.

**ITEM 4 JANUARY 2010 CORPORATE GOVERNANCE
 WORKSHOP ACTION ITEMS**

TCHC:2010-30

Motion carried The Board of Directors had before it the above-captioned report (TCHC:2010-30) from the Corporate Governance Committee. The CEO provided an overview of the action items. On request from the Board, staff will bring back to the next Board meeting on April 30, 2010 a status update on the implementation of the action items.

ON MOTION DULY MADE by Mr. Dan King, seconded by Ms. Zahra Dhanani, the Board unanimously approved receipt of the report from the Corporate Governance Committee.

**ITEM 5 RECEIPT OF BOARD COMMITTEES PUBLIC
 MINUTES**

TCHC:2010-25

Motion carried The Board of Directors had before it the above-captioned minutes (TCHC:2010-25) from the following Committees:

- Communities Committee – January 7, 2010
- Finance Committee – January 21, 2010
- City Building Committee – January 21, 2010
- Audit Committee – January 28, 2010
- Organization Committee – February 10, 2010

ON MOTION DULY MADE by Councillor Suzan Hall, seconded by Ms. Greg Kalil, the Board unanimously approved receipt of the Committee minutes.

IN CAMERA PROCEEDINGS

Motion carried **ON MOTION DULY MADE** by Ms. Zahra Dhanani, seconded by Councillor Paula Fletcher, the Board of Directors unanimously resolved to meet “in camera” to consider items A, B, C, D, E, F, G, H, I and J.

PUBLIC PROCEEDINGS

Motions carried **ON MOTION DULY MADE** by Mr. Dan King, seconded by Mr. Greg Kalil, the Board of Directors unanimously approved resumption of the public proceedings at 11:39 a.m. and the public meeting reconvened at that time.

ON MOTION DULY MADE by Councillor Paula Fletcher, seconded by Councillor Suzan Hall, the Board of Directors unanimously ratified the actions authorized during the “in camera” meeting.

ADJOURNMENT

Motion carried **ON MOTION DULY MADE** by Mr. Dan King, seconded by Mr. Greg Kalil, the Board of Directors unanimously approved the adjournment of the meeting at 11:40 a.m.

Secretary

Chair