



Board of Directors

931 Yonge Street
Toronto M4W 2H2

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The Board of Directors of the Toronto Community Housing Corporation met on Wednesday, May 25, 2011 in the Main Floor Conference Room, 931 Yonge Street, Toronto at 9:31 a.m.

Directors in Attendance: Case Ootes, Managing Director

Also present: Len Koroneos, Chief Executive Officer (Interim), Chief Financial Officer and Treasurer
Mitzie Hunter, Chief Administrative Officer
Bronwyn Krog, Vice President and Chief Development Officer
Howie Wong, General Counsel and Corporate Secretary

Mr. Case Ootes, Managing Director, called the meeting to order, and Janice Lewkoski served as recording secretary.

DECLARATION OF CONFLICT OF INTEREST

The Managing Director noted that he does not have a conflict of interest for any of the agenda items.

MINUTES CONFIRMATION OF BOARD MINUTES OF TORONTO COMMUNITY HOUSING CORPORATION FOR APRIL 6, 2011

Motion carried The Managing Director had before him the minutes for the April 6, 2011 public meeting.

The Managing Director polled for deputations and the following individuals provided deputations in relation to this item:

- Dan King

In response to a comment made during the deputation, the Managing Director noted that he recognizes there is a gap in what Toronto Community Housing is as a landlord and the perception of Toronto Community Housing as a social agency and noted that where there have been shortcomings in external resources, staff have sometimes assumed those roles which has clouded this distinction further.

The Managing Director confirmed the above-captioned minutes as circulated.

APPROVAL OF AGENDA AND REVIEW OF AGENDA ORDER

No changes were made to the agenda.

ITEM 1 ACCESSIBLE CUSTOMER SERVICE POLICY TCHC:2011-32

Deferred The Managing Director had before him the above-captioned report (TCHC:2011-32) from the Chief Executive Officer (Interim).

The Managing Director polled for deputations and the following individuals provided deputations in relation to this item:

- Dana McMullen
- Carol Benn
- Catherine Wilkinson
- Dan King
- Wallace Simpson

The Managing Director requested that staff follow up on the issues noted in the deputations.

In response to a question from the Managing Director regarding tenant consultation on the new policy, Mary Boushel, Legal Counsel, reported that Toronto Community Housing will consult with tenants when developing the guidelines for the policy and there will be a full communication to tenants once the guidelines are developed.

The Managing Director, after considering the deputations presented, deferred the policy to the new Board with a request for public consultations in advance.

ITEM 2 APPOINTMENT OF THE CHIEF DEVELOPMENT OFFICER AND GENERAL MANAGER, OFFICE OF THE CEO TCHC:2011-29

Motion carried The Managing Director had before him the above-captioned report (TCHC:2011-29) from the Chief Executive Officer (Interim).

The Managing Director polled for any deputations to be heard on this

item. No deputations were received on this item.

The Chief Executive Officer (Interim), Mr. Len Koroneos, presented the report and acknowledged John Fox with thanks for his contributions as acting Vice President of Development for 19 months.

The Managing Director approved the recommendations in the report to:

- (1) appoint Bronwyn Krog as Vice President and Chief Development Officer of Toronto Community Housing Corporation effective January 4, 2011;
- (2) appoint Michelle Haney-Kileeg as General Manager, Office of the CEO effective January 4, 2011;
- (3) confirm the officers of Toronto Community Housing Corporation to be as follows:

Name	Position	Effective Date
Marta Asturi	Assistant Corporate Secretary	March 25, 2010
Michelle Haney-Kileeg	General Manager, Office of the CEO	January 4, 2011
Mitzie Hunter	Chief Administrative Officer	October 19, 2009
Len Koroneos	Chief Executive Officer (Interim) and Chief Financial Officer and Treasurer	April 4, 2011 (CEO, Interim) October 8, 2010 (CFO and Treasurer)
Bronwyn Krog	Vice President and Chief Development Officer	January 4, 2011
Deborah Simon	Chief Operating Officer	October 12, 2010
Howie Wong	General Counsel and Corporate Secretary	June 4, 2009 (General Counsel) March 25, 2010 (Corporate Secretary)

- (4) the Chair to offer recognition and thanks for the contributions made by John Fox on behalf of the Board of Directors; and
- (5) the CEO (or his designate) to take all necessary actions and execute all documents as required to implement the above resolution.

The Managing Director congratulated Bronwyn Krog and Michelle Haney-Kileeg on their appointments and thanked John Fox for his valuable

contributions.

ITEM 3 **IMPLEMENTATION OF AUDITOR GENERAL**
RECOMMENDATIONS: STATUS REPORT TCHC:2011-36

Motion carried The Managing Director had before him the above-captioned report (TCHC:2011-36) from the Chief Executive Officer (Interim).

The Managing Director polled for deputations and the following individuals provided deputations in relation to this item:

- Catherine Wilkinson
- Dan King

The Chief Executive Officer (Interim), Mr. Len Koroneos, reported that the company is committed to implementing all of the Auditor General's recommendations in 2011 and highlighted the actions that have taken place since the last report:

- the Fraud Prevention Directive and Ethics Hotline have been launched
- new expense procedures have been introduced and an internal audit of inappropriate expenses and recovery of those expenses is being conducted

Mr. Koroneos noted that further updates will be presented at the next meeting.

In response to a question from the Managing Director regarding the Ethics Hotline, Mr. Koroneos reported that the hotline number will soon be posted on the Toronto Community Housing website.

In response to a comment made during the deputations, the Managing Director noted that it is the responsibility of the Board to ensure that it obtains the information it needs from staff. He noted that staff are answering the questions posed by the Board to-date.

The Managing Director received the report for information.

ITEM 4 **ALLENBURY GARDENS REVITALIZATION UPDATE** TCHC:2011-33

ITEM 5 **LESLIE NYMARK REVITALIZATION UPDATE** TCHC:2011-34

Motion carried The Managing Director had before him the above-captioned reports (TCHC:2011-33 and TCHC:2011-34) from the Chief Executive Officer (Interim).

The Managing Director polled for deputations and the following individuals provided deputations in relation to these items:

- Catherine Wilkinson
- Dan King
- Beverley Smith

In response to a question from the Managing Director for staff to comment on the practice of holding units for relocation, Ms. Bronwyn Krog, Vice President and Chief Development Officer, reported that staff try to minimize vacancies for revitalizations as much as possible. She noted that the Allenbury Gardens revitalization will be completed in phases and is a smaller project so fewer households will be disrupted.

Mr. Len Koroneos noted that total costs for vacancies are being capitalized for accounting purposes.

The Managing Director noted that these projects which will help replenish Toronto Community Housing's housing stock are beneficial because they revitalize entire communities cost-free to Toronto Community Housing and taxpayers.

The Managing Director received the reports for information and requested that staff report back on vacancies and the costs of vacancies as they relate to these two projects.

ITEM 6 **TORONTO COMMUNITY HOUSING – 2010 UNITED WAY CAMPAIGN** TCHC:2011-31

Motion carried The Managing Director had before him the above-captioned report (TCHC:2011-31) from the Chief Executive Officer (Interim).

The Managing Director polled for deputations and the following individuals provided deputations in relation to this item:

- Beverly Smith

The Managing Director congratulated staff for the money raised and for exceeding its fundraising target.

The Managing Director received the report for information.

ITEM 7 BOARD OF DIRECTORS 2010 PERFORMANCE REPORT – 4TH QUARTER TCHC:2011-30

Motion carried The Managing Director had before him the above-captioned report (TCHC:2011-30) from the Chief Executive Officer (Interim).

The Managing Director polled for deputations and the following individuals provided deputations in relation to this item:

- Dan King
- Catherine Wilkinson
- Beverly Smith

Mr. Len Koroneos presented the report and noted that the report contains results related to 24 performance measures. He highlighted the following key results from the report:

- evictions have been reduced by 40% from 2009
- serious crime occurrences have decreased by 5% from 2009
- although our targets for environmental retrofits were not met, we continue to see a reduction in all utilities, with a significant reduction in natural gas consumption
- 84% of administrative requests were resolved within 48 hours and 71% were resolved within one hour
- the “manageable cost” per unit was 0.6% over budget at the end of 2010

Mr. Koroneos noted that further work is underway to define and develop the performance measures.

The Managing Director noted that while evictions are down considerably due to the LeSage report, this has negatively impacted arrears. This will be addressed in the coming months to ensure that rent is collected so that there is cash flow to support maintenance and capital repair requirements.

The Managing Director reported that Toronto Community Housing is actively working towards more transparency and noted that the performance indicators are valuable for ensuring that the corporation is doing what it is supposed to be doing which is to provide housing.

The Managing Director received the report for information.

ITEM 8

2010 ANNUAL REVIEW

TCHC:2011-35

The Managing Director had before him the above-captioned report (TCHC:2011-35) from the Chief Executive Officer (Interim).

The Managing Director polled for deputations and the following individuals provided deputations in relation to this item:

- Dan King
- Catherine Wilkinson

Mr. Len Koroneos presented the report and noted that 2010 was a year of challenges and change at Toronto Community Housing. He highlighted the following accomplishments from 2010:

- developed a protocol to guide staff on how to identify and respond to vulnerable tenants and connect them to supports
- developed and began implementing an Eviction Prevention work plan that responds to the LeSage Review recommendations
- upgraded 2,700 units in 26 buildings, including 2,400 kitchens and over 800 bathrooms
- spent \$165M on capital repairs
- sold 14 high maintenance units
- established investigative and audit functions, reporting to the CEO, to manage policies and tighten internal controls

In response to a comment made during one of the deputations, Mr. Koroneos confirmed that the repair backlog is \$650M.

Mr. Koroneos reported that Toronto Community Housing continues to strive toward achieving superior results in each of our priority strategy areas.

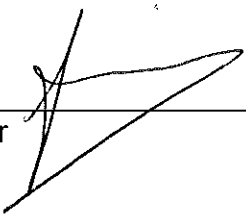
The Managing Director received the report for information.

The Managing Director thanked all of the deputants and noted that deputations provide valuable input into decision making. He reported that this will be his last public meeting. The next meeting will be with the new Board and they will face tough new challenges. The Managing Director emphasized the need for Toronto Community Housing Corporation to be given the authority to manage its assets in a way that benefits the greatest number. He noted that staff are deeply involved in the social needs of tenants and this is not their role. Decisions need to be made in a clearheaded manner.

TERMINATION

The meeting concluded at 10:48 a.m.


Secretary


Chair