

Directors' Report

For the month of November 2023

1. Executive Director

Garden Court Flood

As reported last month, on October 25, at approximately 5:15 pm, a water flood from a blown coupling in the attic affected four floors of the building. Quick evacuation efforts were successfully organized, relocating tenants to hotels and the Heritage Tower Lodge, and in some cases with family.

Cleanup and restoration efforts are underway. Originally, the projected minimum completion time was 15 days. Currently, we do not have an anticipated completion date; however, we do know that tenants will not be back in before Christmas. The damage was much more extensive than originally thought, as only four units were unaffected.

The building continues to be secured, and tenants are no longer allowed access into the building due to nature of the work that is being done and number of crew members on site. All tenants were previously given access to their units to collect belongings in scheduled appointments coordinated by NPHF and ServiceMaster.

North Peace Housing Foundation has reimbursed tenants their November rent and will not be collecting rent for the time that the tenants are displaced.

Fifteen Garden Court tenants are currently residing at the Heritage Tower Lodge, five of which have transferred to Heritage Tower Lodge permanently, ten others will return to Garden Court once the restoration work is completed.

All hotel stays, including food related expenses, paid by the Foundation have been billed back to the tenants.

As of November 27, 2023, ServiceMaster reports that all unit pack outs will be completed by the end of this week. Demolition is 90% completed.





Capital Maintenance and Renewal (CMR)

As previously reported, the Capital Maintenance and Renewal (CMR) program received an additional influx of funding for the 2023/24 fiscal year. North Peace Housing was allocated \$250,000.00 for Alberta Social Housing Corporation (ASHC) owned facilities.

The Foundation was asked to provide the Province a list of projects that could be executed and completed by their fiscal year end March 31st, 2024. They also requested that some of the allocation be towards suite renewals.

North Peace Housing presented the following list of suite renewals to be completed by the established deadline:

- 1 unit at Greene Valley seniors' apartments in Peace River
- 1, 3-bedroom Community Housing unit in Manning
- 1 unit in Nampa Legion Manor seniors' apartments
- 2, 4-bedroom Community Housing units in Peace River

Work is being done to prepare the contracts for tender.

Asset Transfer

There have been no updates from the Province.

Nominal Sum Properties

No update to report.

Cadotte Lake Trailer

On November 28, 2023, the Foundation received approval from the Director, Affordable & Non-Profit Housing, to dispose of the mobile home in Cadotte that was abandoned and damaged beyond repair due to a frozen water line. Please see *Items for Information* for details.

Westview Development

No updates to report. The next Committee meeting is scheduled for December 6, 2023.

Del-Air Lodge Redevelopment

Completion of work associated to the backwater valve cover plate in the center of the south sidewalk to be completed; wheel stops to be installed in the 9 off street parking stalls; remedial work is required to the line painting on the east side of the parking lot as the lines are currently too short for the parking stalls.

Site grading on the south side of the building is complete with topsoil; sodding and hydroseeding to be completed around the perimeter of the building; filter fabric and washed gravel to be installed in the drainage swale within the courtyard and around stone clad columns.

Site grading needs to be done on the north side of the building to prepare for concrete sidewalks; installation of handrails to be completed.

The emergency generator has been installed.

Additional work is required to welds for the patios access gates and latches to be completed; the handrail that has been installed to the north face of the building needs to be removed and re-installed in the correct location; repairs to the building will be required; all ends to the handrails to be capped off; priming and painting of all guards/handrails to be completed; parging of the vertical concrete walls at all stairs, landings, and patios to be completed.

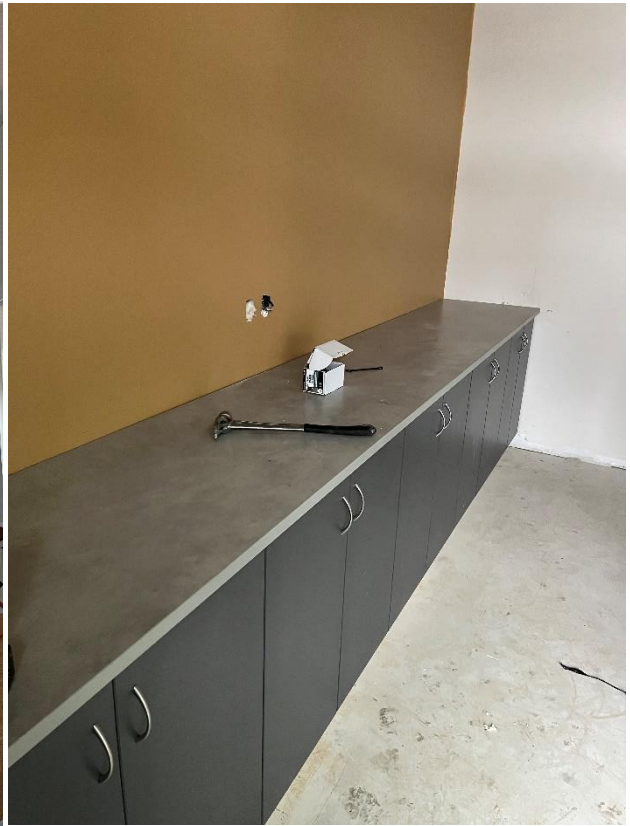
Work continues on flashing and exterior door frame installation and fascia and eaves trough installation; exterior lights are being installed; installation of the stone veneer, stone caps, and vinyl J-trims are complete.

Work continues in the new kitchen; installation of wall panels, flooring, and coved bases approximately 75% complete; installation of the exhaust hoods and T-Bar assembly is complete; Installation of the HVAC and insulation, and sprinkler lines is approximately 90% complete; electrical and mechanical work continues throughout the building; installation of millwork is underway.

Renovations of the existing building are underway; framing of the arts and crafts room continues and modifications to the 2 new pressed steel frames/window units were completed on site as required.

Full turn-over continues to be scheduled for February 2024.







Regional Needs Assessment

The Foundation's kick-off meeting with the consultant is scheduled for Monday, December 4, 2023.

Human Resources

The Foundation is happy to announce that we have hired Jesse Nergard as the newest member of the Maintenance team. We wish Jesse all the best in his new position.

We are now fully staffed at Central Office, including our Maintenance Department.

Avanti Time and Attendance Payroll System

We have heard back from the Avanti Professional Development Team and will be kicking off the Time and Attendance implementation in the upcoming weeks.

Wi-Fi Availability

Mighty Peace Wireless has completed the Wi-Fi installation at the Harvest Lodge. We expect to go-live mid-December.

Homesteader Lodge Emergency Back-up Generator

The 130-kW emergency generator has been delivered and set on screw piles. The electrical work continues and is due to be complete in January 2024.



Harvest/Homesteader Nurse Call System Replacement

We have entered into an agreement with ASCCI North (All Systems Communications Contracting Inc.) for the nurse call system replacement at the Harvest and Homesteader Lodge. Equipment is being ordered and installation will begin in the new year.

Construct360

Construct360 is an integrated construction database and cost estimation toolkit designed for affordable housing projects in today's challenging development landscape. With rising construction costs delaying affordable home building in 2022, non-profits experienced a substantial 50% increase in construction expenses from 2021 to 2022, with a consistent 20-30% year-over-year rise.

The Construct360 project, funded by CMHC's Housing Supply Challenge, collaborates with Map Your Property to offer training to housing providers on building ProFormas for new construction. This innovative tool aims to address challenges by tracking construction material and labor costs in near real-time. Construct360's online data system automatically monitors key costs, providing detailed construction expense breakdowns for various assets and financial models. The construction database also adjusts construction estimation models from 2015-2023 to current costs, facilitating cost comparisons and identifying the most cost-effective construction methods.

In early October, ASCHA reached out to member organizations in the early stages of capital development to pilot the Construct360 toolkit at no cost, providing full assistance from Construct360 partners to track construction and labor costs, optimize approaches, and reduce overall development expenses.

Through preliminary discussion with ASCHA and Construct360 it was determined that, although NPHF is entering into exploration and design with a number of capital projects, we would be considered a good fit, and they felt the northern Alberta experience would be interesting to include in the project, due to some of the costing factors associated with construction.

Construct360 will review, with the support of CMHC funding, zoning and land use restrictions including setbacks, heights, density, shadowing, parking ratios. They will render some basic 3D massing concepts and parking (stacked townhouse, mid-rise, row/flat townhouse, triplex), as well as render some basic floorplans and unit sizes once a concept has been determined. Additionally, they will provide Class C/D Cost Estimation depending on the information available.

Construct360 has been provided information on the Westview Development project and the 2 vacant lots in Fairview.

2. Director of Housing Operations and Special Projects

Resident and Tenant Meetings

- Meetings have been held at the Del-Air Lodge and Manning Seniors Apartments, Harvest Lodge and Garrison Manor in Fairview, and Homesteader Lodge in Hines Creek.
- The regional Community Housing annual tenant meeting was scheduled in the evening at Central Office and there was the option to attend by Zoom – all tenant participants chose this option.
- Garden Court’s meeting has been postponed due to the recent flood.
- Meetings at the following locations have been postponed due to the Garden Court flood and Heritage Tower Lodge COVID-19 outbreak.
 - Heritage Tower Lodge, Greene Valley Senior’s Apartments, Nampa Legion Apartments, Autumn Villa, Legion Court, and Legion Place
- Communications summarizing the meetings and responding to questions and concerns are being developed and will be distributed once finalized.

Health and Safety Audit

- The Foundation received 89% on our annual Health and Safety Audit. Our auditor commended us on our Health and Safety program and made suggestions for improvement, which we will use to develop our action plan for 2024.

Menu/Order Guides

- There is regular communication with the Lodge Managers on feedback they are receiving from the Cooks and residents on the current Fall/Winter menu. There have been draft changes made that have been forwarded to the dietitian for approval.

Accommodation Standards

- The Foundation’s Accommodations Standards Auditor from Alberta Health, Compliance and Monitoring Branch, held a 2-hour consultation with the Lodge Managers, where she gave an overview of each of the 32 Standards, allowing them the opportunity to ask clarifying questions.

Heritage Tower Lodge Outbreak

- Covid protocols are in place at Heritage Tower Lodge following an outbreak declared November 16. The outbreak will be closed 14 days after the onset of the most recent case and will end on day 15. Updates on existing and new cases are provided 3x per week.

I would like to recognize and thank everyone at NPHF for making me feel welcome in my first month. I have had the opportunity to visit each Lodge at least once, as well as many of the Seniors’ apartments. The commitment from everyone to providing high quality homes to our tenants and residents is very evident and I’m glad to be back with the Foundation.

3. Director of IT, Communications, and Stakeholder Relations

- Resident Meetings
- Updates on Garden Court
 - www.nphf.ca/garden-court-restoration-updates
- Assisted in Garden Court Resident Info session meeting at HTL
- Renewed radio Christmas Ads
- Renewed Pulseway and Kaseya Backupify contracts
- With Executive Director - participated in a Town of Peace River Business Development Discussion
- We are now deploying CIRA DNS & Cybersecurity Training
 - www.cira.ca/en/cybersecurity/cybersecurity-awareness-training/
 - www.cira.ca/en/dns-firewall
- Responded to information requests
- IT & Communication Budget completed
- Wireless system in Fairview installed
 - Final configuration ongoing
 - Expected start Dec 11 - 15

4. Director of Finance

Report from the Director of ~~Finance~~ Insurance

Insurance. If there is a word to describe the month of November, that is it.

Our insurance packages renewed on November 1st. Liability premiums increased substantially by 16% this year, while the property and auto premiums increased by 10%. A policy review will be conducted in the coming months to identify any insurance deficiencies we may have. One known deficiency is for cybercrime – Don has been working on that application package, ensuring our systems meet or exceed the policy's requirements in hopes of keeping our premiums low. Unfortunately, the Garden Court situation has revealed another deficiency – loss of rental income protection.

On November 8th, maintenance reported that our covered utility trailer had been stolen from Greene Valley Apartments in Peace River – the lock securing it having been cut. That same day, we met with our insurance adjuster from RMA Insurance regarding Garden Court, so this incident was also brought to their attention. The value of the trailer was less than the deductible, so no claim was pursued. However, we are pleased to report that the RCMP contacted us on November 29th and the trailer was found outside of Fairview along with other stolen goods. The trailer was released back to us the next day.

On November 20th, while following up on a higher-than-typical water bill, maintenance discovered a community housing unit completely overtaken by mold – More to follow in the Maintenance report. As this is a property owned by the Alberta Social Housing Corporation, the Province's insurance was contacted. We learned on December 1st that this is not a covered loss. The tenants did not have insurance coverage.

The loss at Garden Court has proven to be quite prolific. In addition to not having coverage for loss of rental income, we discovered that our lease document needs some additional work. There were a number of tenants at Garden Court that were not insured. We have always been under the assumption that we are not allowed to enforce insurance coverage for our tenants. This is true of our properties listed in Schedule A of our Ministerial Order, however, other properties owned/managed by the Foundation are not subject to that. Garden Court is not on our Schedule A. Going forward, we are going to insist upon insurance coverage for tenants. We also found our lease was updated a few years back and some critical language about continuing month to month was removed. Some of our insured tenant's are finding out from their insurance that these clauses are missing, and they are having difficulty in accessing their insurance as a result.

If there is a silver lining to all of these incidents, it has brought to light the importance of having all the right insurances in place, both for the Foundation, and personal. Check your policies.

5. Maintenance

- Work continues on the conversion of the Del-Air Lodge west wing units, converting 2 lodge rooms into 1-bedroom suites:
 - Flooring, cabinet installation, and countertops are complete.
 - Installation of plumbing fixtures and doors are required
 - Tile work is required around the shower





- In addition to the Garden Court flood, the Foundation has been challenged by a number of other water issues. The most alarming is one of our Community Housing units where the bathroom tub faucet on the second floor was left open while the tenant was away, leading to prolonged humidity and significant steam release, resulting in active mold growth on various surfaces throughout the entire second floor, including ceilings, walls, carpeted floors, trims, furniture, appliances, and electronics.
 - Because this is a provincially owned unit, we immediately notified the province only to discover that this incident will not be covered by their insurance policy.
 - The Foundation has received quotes from 2 different remediation companies and have forwarded the information to the Province for consideration for emergency funding, otherwise the cost of remediation work will come out of the Foundation's operating budget, as the tenant did not have insurance.
- Units across the Foundation and in all programs are being prepared for occupancy as we continue to receive applications consistently.

Tammy Menssa
Executive Director