

Directors' Report

For the month of October 2023

1. Executive Director

ASCHA North Region Meeting

On Thursday, October 5, 2023, I attended the Alberta Social and Community Housing Association (ASCHA) North Region meeting along with Board Members Dan Boisvert and Kayln Schug.

We would like to acknowledge that our Board member Kayln Schug put her name forward for the position of Director – ASCHA North Region. While she was not successful, we appreciate her dedication and are proud of her willingness to serve our communities.

The Senior Housing roundtable discussion gave providers of seniors housing (public, private and non-profit) the opportunity to share their experiences and challenges, brainstorm solutions together, and hear from *Citizen Marketing* on maximizing marketing and branding strategies to address occupancy challenges.

The Community Housing roundtable discussion gave providers from across the province the opportunity to discuss impacts on organizations including implementing changes aligned with the Affordable Housing Strategy, identification of key information and gaps, and sector priorities including sustainability and operations.

The meeting was well attended and allowed for valuable networking opportunities.

APHAA Conference

In addition to networking opportunities, the Fall Conference included engaging education and learning, led by Dr. Janice Muench and Brad Kotowich. Keynotes included Organizational and Societal Crises and A Path Forward – Leadership is an Attitude.

Breakout sessions included Trauma – It's in Our Workplace and Collective Efficacy – What, Why & How? with Dr. Janice Muench; and People Leadership – Understanding Inherent Tendencies & Collective Dynamics and Strategic Sustainability with Brad Lotowich.

The Conference closed out with a GOA presentation from ADM David Williams followed by a roundtable Q&A session with the ADM and his team. Topics included Capital Maintenance and Renewal, Lodge Review, policy (including recent changes to the Social Housing Accommodation Regulation), the Rent Supplement Program, and current budget constraints due to hold-the-line budgeting.

Round Table with the Honourable Jason Nixon, Minister of Seniors, Community and Social Services

On Thursday, October 19, 2023, I had the privilege of attending a Housing Roundtable hosted by the Honorable Jason Nixon, Minister of Seniors, Community and Social Services.

Topics of discussion included:

- Hold-the-Line Budgets:
 - The escalating cost of materials adding budget pressures while maintaining an aging supply of government-owned units
 - Inflationary pressures affecting all areas of operations
 - The escalating cost of utilities and fuel
 - Current budget pressures do not allow for tenant support positions to assist with high-risk tenancies and eviction prevention
 - HR costs including Cost of Living increases
- Delayed Capital Maintenance funding has resulted in a backlog of maintenance issues. When these issues become critical, the work is done through regular operating maintenance budgets, affecting providers ability to complete other necessary work.
 - Much of the Province’s housing stock was built prior to, or in the 1980’s, and requires significant ongoing maintenance and upgrades. Substantial capital maintenance and renewal funding is being requested to allow housing providers to address life and safety issues, as well as improve the condition and curb appeal of its housing stock, significantly enhancing the marketability of available housing in the communities served.
 - Building exteriors require upgrades or repairs to keep the properties appealing to the public and to protect the building envelope from damage.
- Lodge Review
 - The bulk of the funding for the lodge program is collected through rents and requisition; the Province funds only a small portion of the Lodge program.

Long Service Awards

Long Service Awards were held on Saturday, October 21, 2023, in Fairview.

The awards banquet was well attended by Board Members and Staff as we came together to celebrate and acknowledge the dedication and commitment of 37 long serving members of our organization.

The Foundation awarded 14, 5-year; 12, 10-year; 7, 15-year; 2, 20-year; 1, 25-year; and 1, 35-year long service awards.

The essence of a long service award is not merely the passage of time, but the wealth of experience, wisdom, and perseverance that time brings. Each one of these individuals has played a vital role in the success of our organization, ensuring that we continue to strive toward our Vision and Mission while upholding the values of our organization. They have shown extraordinary dedication, working to ensure that our clients are housed in a safe environment, that they have not just a roof over their head, but a true home filled with kindness, sympathy, and unwavering support.

We are honored to have them as part of the North Peace Housing Team!

Garden Court Flood

At approximately 5:15 pm, on Wednesday, October 25, a flood of water released from the attic onto the four floors below.

In the short time before the alarm company called NPHF employees, tenants were already calling the Manager to report that they had heard a big bang and had water coming into their units.

At the sound of the alarm, the residents did an exceptional job evacuating to the stairwells (in the case of limited mobility) or the front of the building in time for our Maintenance Department and the emergency crews (Peace River, The County of Northern Lights - Weberville and Northern Sunrise County Fire Departments) to assess the situation.

Once cleared to do so, the tenants were allowed to return into the lobby out of the cold while next steps were organized.

Mellissa Henitiuk, Manager of the Peace River senior portfolio, was quick to respond and did an excellent job organizing the relocation of tenants to a number of local hotels and the Heritage Tower Lodge. There were some tenants who made the decision to stay with family. A volunteer bus driver assisted with the transportation of tenants without vehicles. Within approximately an hour from the start of the flooding, all tenants were out of the building.

Crews did their best to redirect and clean up water, hang tarps to protect tenant belongings, and clean up insulation and fallen ceiling tiles/drywall. Chase Cleaning and Restoration was on site within the hour extracting water. The Foundation is extremely grateful for how quickly everyone responded and how much care and compassion they showed to the tenants and Foundation staff.

The Foundation contacted Apex Security out of Grande Prairie to secure and monitor the building, as a 24-hour fire watch was required due to the nature of the incident. Additionally, we had to ensure that no tenants or visitors entered the building for their health and safety.

Upon investigation, it was determined by the fire suppression specialist that a 1-1/2" coupling on one of the attic system branch lines blew apart. After inspection, it was discovered that the coupling that failed was not correctly installed. Further looking into the matter, another coupling on the opposite side of the attic was also found to be improperly connected. Unfortunately, due to below freezing temperatures, some ice buildup had also accumulated in the 4" mains.

Going forward, in order to rectify the issue and return the system back to service, the main sprinkler feed in the attic will need to be thawed and drained; actions have been put in place to have this completed. Once completed, the other fittings on the attic system will be inspected.

Since the initial flood, due to the extent of the damage, tenants have not been allowed into the building to collect their belongings unattended. Therefore, NPHF was required to book appointments with tenants and escort them to their unit in ½ hour increments to collect belongings. Staff concentrated on booking appointments with tenants of the 3rd and 4th floors, as demolition started Saturday afternoon.

The 1st and 2nd floors did not sustain as much damage, and we hope to book appointments with those tenants early next week once the restoration company gives us clearance to do so.

The Project Manager with Servicemaster Restore of Edmonton has informed the Foundation that the project will take a minimum of 15 days to complete, working round the clock.

Both the Adjuster with Claimspro and Project Manager with Servicemaster have been exceptional to deal with. We are hopeful that this will be a quick turnaround and that we can get people back into their homes as soon as possible.

Capital Maintenance and Renewal (CMR)

As recently announced, 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 will be providing a list of projects that can be completed by the fiscal year end of March 31st, 2024.

Asset Transfer

No update to report.

Nominal Sum Properties

The sale of the property located at 5201-42 Avenue in Grimshaw fell through. We will be posting it for sale once again.

We have had no further interest in the unit located at 4823-45 Street, Grimshaw.

Westview Development

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

Del-Air Lodge Redevelopment

Stonework is done, however there are a few deficiencies that are being dealt with; railing is 90% done; millwork installation has started in the new wing; laundry area is being worked on; nurse call installation will be starting; HVAC installation is behind due to staffing; washed rock installation is finished; landscaping is nearing completion with hydroseeding happening next week, weather permitting; siding on the new wing and existing building is nearing completion; trees and shrubs will be planted next year; all site concrete work is complete; existing kitchen equipment on the roof will be removed and capped off when the new kitchen is operational.

Commissioning meetings with AHS have started and are scheduled on a monthly basis for the time being.

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













Community Housing Unit Demolition - Fairview

The house demolition in Fairview is complete.

Regional Needs Assessment

No update to report.

Human Resources

The Foundation is very happy to introduce Kelly Penner as the Director of Housing Operations and Special Projects. Please refer to the Items for Information for her official introduction.

The Foundation is currently interviewing for a vacant Maintenance position; no decisions have been made at the present time.

Avanti Time and Attendance Payroll System

No update to report.

Wi-Fi Availability

Mighty Peace Wireless is configuring the hardware and preparing for installation at the Harvest Lodge. We expect that the project will be complete by the end of November, barring unforeseen circumstances.

Homesteader Lodge Emergency Back-up Generator

The 130-kW emergency generator is due to be delivered at the end of November 2023. The screw piles are on order, as is the material required for the base. We do not have confirmation on the delivery date at this time.

Harvest/Homesteader Nurse Call System Replacement

We have entered into an agreement with ASCCI (All Systems Communications Contracting Inc.) North for the nurse call system replacement at the Harvest Lodge.

We have not received an official quote on the Homesteader Lodge upgrade but hope to complete the installation at the same time as Harvest Lodge.

2. Director of Housing Operations and Special Projects

The Foundation has been working on a tentative schedule for the annual resident and tenant meetings and hope to start the second week of November.

3. Director of IT, Communications, and Stakeholder Relations

- ASCHA Housing Directory updates are proceeding
- Creation and posting of Community Housing Ads
- Automatic Patching is fully in operation
- Posted multiple employment ads
- Endpoint Antivirus/Antimalware system has been updated to include Anti-Ransomware system and Endpoint Detection and Response which will automatically isolate and shut down a system under attack
- Investigated further solutions from multiple providers to meet proposed cyber insurance requirements
- Responded to Information requests
- Creation and posting of job ads

- Worked on 2024 IT & Communication Budget
- Wireless system for Fairview is being configured for install

4. Director of Finance

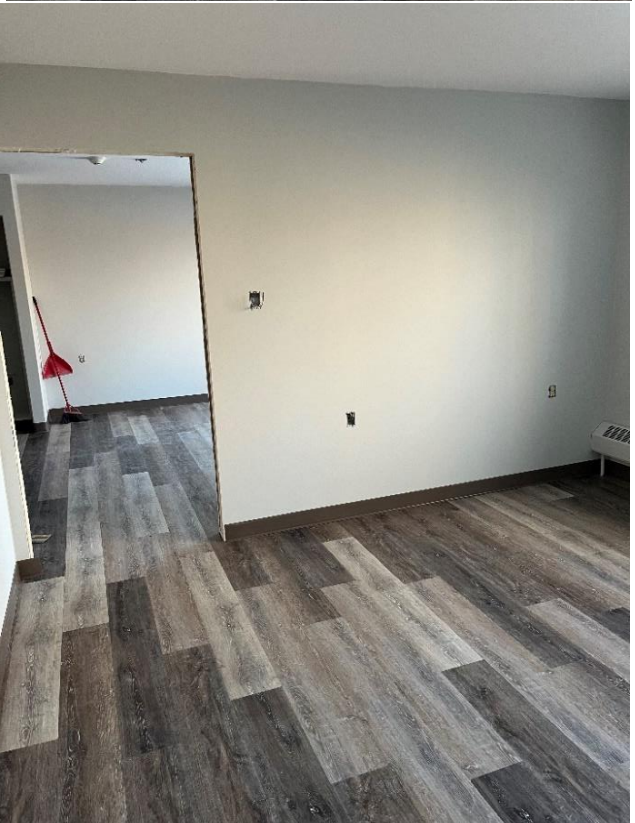
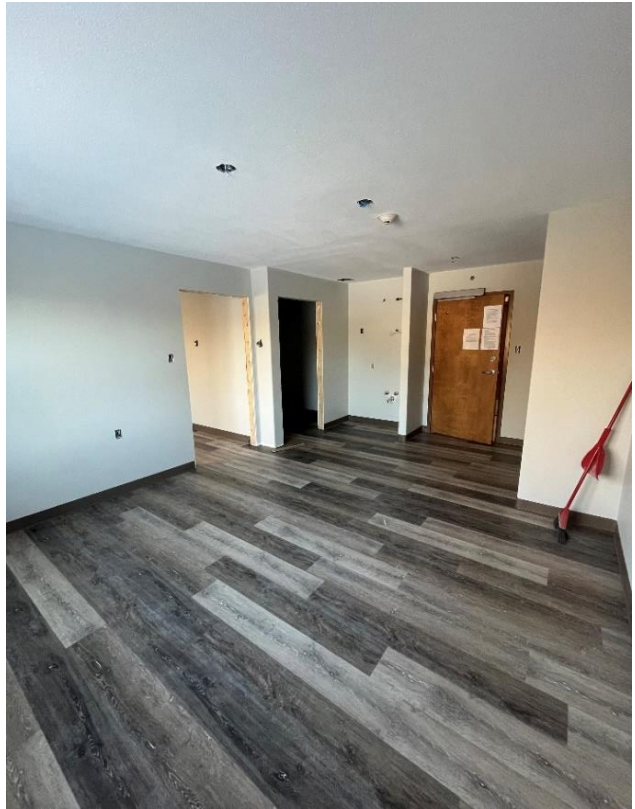
Lodge and Affordable Housing budgets are continuing along. We have received budget projections from our energy consultants for the electricity and natural gas expenses. I've reached out to some of the municipalities to gauge potential increases to water and garbage charges. Tammy and I also reached out to Complete Purchasing, and they have provided a thorough budget projection based upon the menu updates, occupancy trends and consideration of dinner guests, and with full consideration of anticipated inflationary increases.

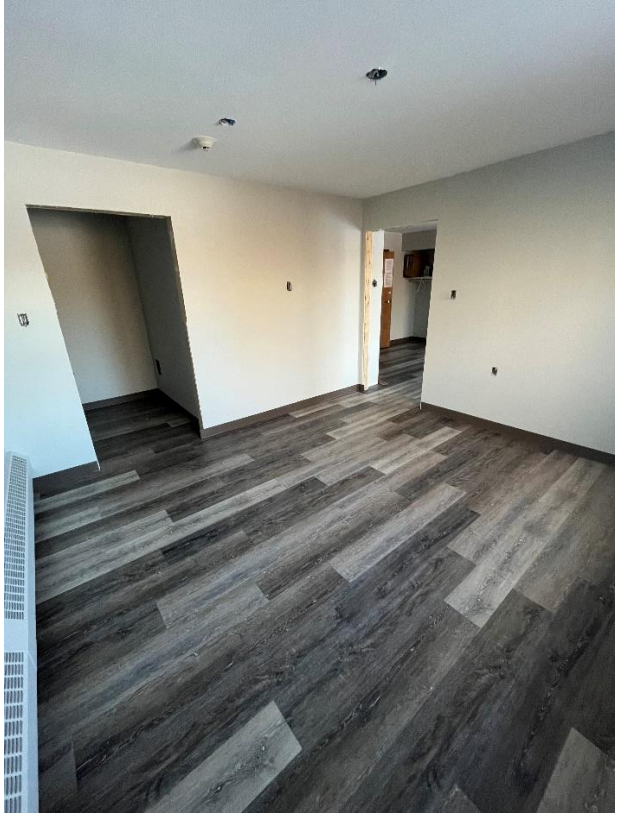
One question mark yet to be resolved is the cost of our annual insurance renewal. The new insurance term begins on November 1st, 2023. While we haven't received our insurance package yet, rest assured that we are and will continue to be covered. An ironic footnote in consideration of the recent incident at Garden Court; in the mail this afternoon was an "RMA Insurance Claims Handbook", postmarked 2 weeks ago. We've done everything right so far.

I had discussions with both our outgoing and incoming auditors a few weeks ago. Brandon (MNP) and I had a good discussion and I thanked him and his colleagues for their many years of service to the Foundation. They look forward to submitting proposals during the next go-around. I met virtually with Allen and Steven from Doyle and Company. They were very excited to receive the award and they will likely begin their pre-audit work in the coming weeks.

5. Maintenance

- Work continues on the conversion of the Del-Air Lodge west wing units, converting 2 lodge rooms into 1-bedroom suites.
 - Painting is finished
 - Flooring has been installed
 - Countertops are being built
 - Cabinets, fixtures, and doors will be installed in the upcoming weeks





Bedroom with walk-in closet.



- Units across the Foundation and in all programs are being prepared for occupancy as we continue to experience an influx of applications.

Tammy Menssa
Executive Director