## SUMMARY OF HOUSING YORK INC. (HYI) OPERATIONAL REVIEW RECOMMENDATIONS

| CONTEXT | RECOMMENDATIONS | HYI RESPONSE |
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| **GENERAL REVIEWER COMMENTS**<br>We found that the operations managed by Housing York Inc. to be in very good order and the staff both knowledgeable and supportive.<br>We would like to thank the Housing York Inc. management and staff for their co-operation and assistance in executing this review. | N/A | N/A |
| **PURCHASING POLICIES AND PRACTICES**<br>The Program Manager, Finance and Administration confirms there are written purchasing policies and procedures, which are consistently followed. HYI is guided by York Region's By-law No: A-0353-2004-089 but finds that it is too broad for its use. HYI has therefore drafted its own Procurement of Goods and Services Policy, which has introduced more stringent controls and approval levels.<br><br>The draft HYI policy has been developed by the Department Solicitor in consultation with Housing Operations staff, and while it is still in a draft state it is followed consistently. The policy outlines when multiple quotations or tender bids must be obtained and procedures for making decisions on awarding contracts. | Since the HYI draft purchasing policy currently in use is more in keeping with the requirements of HYI, formal approval for its use is being sought. | Policy approved by the Board on November 7, 2007. Training to relevant staff delivered November 27, 2007. |
| **NON-SHELTER AGREEMENTS**<br>Non-Shelter Units, Client Centers and the Day Care Centre are rented to support agencies based on understandings with the provincial government established when the buildings were developed. The Manager, Housing Programs, confirmed that the | HYI and the Region work towards renegotiating the tenancy agreements in order to have agreements | **The majority of agreements reflect current rents for non-shelter space. In 2008, a review will occur to ensure all** |

ATTACHMENT 1

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| Region is in the process of working with Assisted Community Living-York Region to develop appropriate shared services agreements for use with HYI and other housing providers. | on record that are up to date and reflect current rents. | **agreements remain current and if updates are required, negotiations will be initiated.** |
| **<u>POLICIES</u>**<br><u>Internal Review:</u><br>HYI has not developed an internal review policy as required pursuant to **O. Reg. 339/01, s. 20**. The purpose of the policy is to set out the procedures to be followed if HYI refuses to offer a unit to a waiting list applicant and that applicant requests a review of the refusal decision. | HYI develop an internal review policy compliant with legislative requirements. | **By the third quarter of 2008, staff will create an internal review policy. Once completed it will be submitted to the Board for approval and forwarded to the Service Manger.** |
| <u>Guests:</u><br>HYI has developed a draft policy and, pending its approval, relies on the inclusion of the conditions covering guests in section 1.02(ii) of their standard lease. The municipality's legal department has approved the lease form. | The draft Guest Policy be approved. | **By the third quarter of 2008, staff will provide the Guest Policy to the Board for approval and that once approved by the Board it will be forwarded to the Service Manager.** |
| **<u>PUBLIC INFORMATION</u>**<br><u>Targeting/ Mandates</u><br>HYI attempts to meet the target on a property-by-property basis. This is not always possible due to the differing desirability between the properties and as a fall back position HYI tries to meet the target on a portfolio wide basis (acceptable practice under the Act). On a property-by-property basis, the numbers fluctuate | HYI continues to offer vacancies as they arise to rent-geared-to-income (RGI) applicants on the centralized waiting list in | **As vacancies occur HYI will continue to ensure all units are offered in accordance with the targeting plan.** |

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| with some above and others below the target figure. | order to meet the target number of market versus RGI tenancies. | |
| **TENANT FILE REVIEW**<br>Based on a sample size of 11% of the RGI tenancies, 168 files were examined based on a mix of program type, geography, and staff assignments by the Property Managers and Tenant Services Co-ordinators. In general, rent calculations are accurate, eligibility is properly assessed, income is regularly reviewed and accurately determined, leases are properly completed and proper notices of rent increases have been provided in compliance with occupancy standards.<br><br>In approximately twenty-three (23) percent of the files tested, the standard schedules normally attached to the leases were missing. The schedules in question were: Schedule A – Rules, Schedule B – Information about Reporting your income, Schedule C – Eligibility Criteria for Rent- Geared-to-Income Assistance.<br><br>While there is no lease or tenant specification data on any of these schedules, they do contain a number of tenant rules/requirements to be followed. In the absence of any information, it is not possible to determine whether or not the schedules were given to the tenants should a dispute arise. The HYI Tenant Services Co-ordinator confirmed that all tenants have the schedules attached to their copy of the lease. In one instance a lease could not be located | 1. Copies of schedules, given to the tenants as part of the lease be placed on file with the HYI lease copy. A date and version be indicated on each schedule.<br>2. A replacement for the missing lease (67813-B027) be obtained and filed. | **HYI will ensure the identified issues are corrected.** |

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| and that most likely it was misfiled. | | |
| **<u>PREVENTATIVE MAINTENANCE</u>**<br>Annual inspections had not been completed on three (3) buildings: Keswick Gardens, Elmwood Gardens and Founders Place. The reasons given for the lack of inspections were staff turnover and illness.<br><br>Annual inspections for Mulock Village were performed; however the reports were not filed in an orderly fashion. The majority of the records covering several years were kept en masse in a file drawer in the building superintendent's office and a number of recent inspections were filed by unit at 1091 Gorham Street.<br><br>The manner in which the annual inspection check list was completed for Mulock Village was not very informative. For example: None of the check boxes were checked off, however, the foot of each form was checked off as satisfactory and signed by the Property Manager. This is not a satisfactory practice, as blank spaces do not convey a condition. It would be difficult, some time after the inspection, to determine whether or not a particular device, especially a safety device, was in fact working when last inspected. | Annual inspections for Keswick Gardens, Elmwood Gardens, and Founders Place be brought up to date.<br><br>For the sake of efficiency, a filing plan should be implemented that is consistent across the portfolio, and that the filing be brought up to date.<br><br>The annual inspection form be revised to permit two options only, pass or fail, and that it be mandatory that one or the other be checked off before the inspection is signed off. | **Two of the three properties are now completed. The third is scheduled.**<br><br>**Recommendation is noted and in 2008 opportunities to improve practice will be considered.**<br><br>**The Receiver neglected to note that a separate inspection is used for safety devices and staff do mark "pass" or "fail". With respect to making "okay" comments for other elements of the rental unit such as flooring and doors, staff will consider the cost/benefit of the recommendations.** |