

THE REGIONAL MUNICIPALITY OF YORK

Housing York Inc.
February 13, 2008
Report of the
General Manager

OPERATIONAL REVIEW RESPONSES

1. RECOMMENDATION

It is recommended that:

1. The Board of Directors approve the response to recommendations arising from the Operational Review, conducted on Housing York Inc. and listed in *Attachment 1*.

2. PURPOSE

This report advises the Board of Directors on the positive results from the Operational Review conducted on Housing York Inc. and requests approval of the General Manager's response to its recommendations.

3. BACKGROUND

The Region, in its role as Service Manager, conducts Operational Reviews on all housing providers funded under the *Social Housing Reform Act, 2000*.

3.1 What is an Operational Review?

The Operational Review is a key performance tool to ensure housing providers understand and follow legislative and program requirements. Typically, Regional staff perform these reviews. However, since Housing York Inc. is managed by Regional staff within Housing Services, there was a need to create an "arms length" review to ensure objectivity. York Region's Audit Services contracted with Brook, Laker and Associates to perform the Housing York Inc. Operational Review. The review format was similar to Operational Reviews for other providers and was completed in October 2007.

Housing York Inc. received the report in January 2008 and is required to respond to any of the requirements and/or recommendations within sixty days.

4. ANALYSIS AND OPTIONS

4.1 Why is an Operational Review valuable?

Within all housing operations there are opportunities to improve and refine policy and business practices. An objective review is a valuable exercise to strengthen our operation and to pursue our continuous improvement philosophy. Staff embraced the opportunity to learn from the review and to seek business practice improvements.

The format for each Operational Review addresses the following business categories:

- Corporate Requirements
- Conflict of Interest
- Property Management Services
- Financial Review
- Administration
- Resident/Tenant Relations
- Maintenance Administration

These categories 46 sub-categories that the reviewer considers including: annual general meeting, financial reports, purchasing policies, insurance, leases, tenant file review, maintenance review and preventative maintenance.

4.2 Results show Housing York Inc. is performing well

The Operational Review report was positive. Housing York Inc. was compliant in all areas of legislation or program policies. Additionally, the report made only six recommendations for business improvement opportunities. *Attachment 1* lists each recommendation along with our proposed response.

The final section of the Operational Review report, titled General Reviewer Comments, made the comment “we found that the operations managed by Housing York Inc. to be in very good order and the staff both knowledgeable and supportive.”

4.3 Operational Review Response

A detailed description of the recommendations and Housing York Inc. responses is contained in *Attachment 1*, Table 1 below summarizes the recommendations and provides the status of the action plan to respond.

Table 1
Status of Action on Recommendations

Recommendation	Status
1. Approval of a Housing York Inc. purchasing policy.	Approved November 2007.
2. Work towards re-negotiating up to date non-shelter agreements.	80% complete; completion of remaining balance in second quarter of 2008.
3. Approval of policy for Internal Reviews and Guests.	Draft Guest policy completed. Develop Internal Review policy and seek approval of policies in third quarter of 2008.
4. Continue to fill units to comply with target plan.	Completed.
5. Ensure copies of lease schedules on each tenant file and replace missing schedule.	Completed.
6. a) Update annual unit inspections.	Two of three completed, third scheduled for second quarter of 2008.
b) Implement a consistent filing plan for annual inspections.	Review to be completed by third quarter of 2008 followed by implementation.
c) Revise annual inspection form to reference “pass” or “fail” results for detectors in rental units.	Deemed unnecessary, reviewer did not note the separate inspection form that has “pass” or “fail” wording.

5. FINANCIAL IMPLICATIONS

The limited cost implications related to completing the activities related to the Housing York Inc. responses are manageable within our operational budget.

6. LOCAL MUNICIPAL IMPACT

Housing York Inc. provides affordable housing throughout local municipalities in York Region serving over 2,000 tenants, as residents of those local municipalities.

7. CONCLUSION

The results of the Operational Review demonstrates that Housing York Inc. is meeting its legislative and program policy requirements and using sound business practices in delivering our property management services. The report also serves to remind us of the opportunities for continuous improvement.

For more information on this report please contact Sylvia Patterson, extension 2091, Assistant General Manager, Housing Services Branch in the Community and Health Services Department

The Senior Management Group has reviewed this report.

Reviewed by:

Sylvia Patterson
Assistant General Manager

Recommended by:

Joann Simmons
General Manager

January 17, 2008

Attachment - 1
DM/sv

Version 6, November 2007