

**PEEL HOUSING CORPORATION**

**BOARD OF DIRECTORS**

**AGENDA**

**PHC - 4/2016**

**DATE:** Thursday, April 7, 2016

**TIME:** 8:30 AM – 10:30 AM

**LOCATION:** Regional Council Chamber, 5<sup>th</sup> Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**MEMBERS:**

D. Austin	R. Mendis
F. Dale	G. Miles
S. Elias	J. Mirza
C. Fonseca	E. Moore
M. Mahoney	B. Shaughnessy

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*Chaired by Vice President G. Miles*

- 1. DECLARATIONS OF CONFLICTS OF INTEREST**
- 2. APPROVAL OF MINUTES**
  - 2.1. Minutes of the Board of Directors (PHC-3/2016) meeting held on March 3, 2016
- 3. APPROVAL OF AGENDA**
- 4. DELEGATIONS**
- 5. REPORTS**
  - 5.1. Summary of 2015 Peel Living Tenant Survey (For Information)  
Presentation by M.S. Mwarigha, Director of Housing Operations and Management Services
  - 5.2. Procurement Activity Semi-Annual Report July 1 to December 31, 2015 (For information)

5.3. Internet Partnership with Rogers: Connecting Tenants for Opportunity and Success

**6. COMMUNICATIONS**

**7. GENERAL MANAGER'S UPDATE**

**8. IN CAMERA MATTERS**

8.1. Affordable Housing Development Opportunity (Advice that is subject to solicitor-client privilege, including communications necessary for that purpose)

**9. OTHER BUSINESS**

**10. NEXT MEETING**

Thursday, May 5, 2016, 8:30 a.m. - 10:30 a.m.  
Regional Council Chamber, 5th Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**11. ADJOURNMENT**

PEEL HOUSING CORPORATION

BOARD OF DIRECTORS

MINUTES

PHC-3/2016

The Board of Directors of Peel Housing Corporation met on March 3, 2016 at 8:34 AM, in the Council Chambers, Regional Administrative Headquarters, 5<sup>th</sup> Floor, 10 Peel Centre Drive, Suite A, Brampton.

**Directors Present:** D. Austin; S. Elias; R. Mendis; G. Miles; J. Mirza; E. Moore; B. Shaughnessy

**Directors Absent:** F. Dale (personal); C. Fonseca (other municipal business); M. Mahoney (other municipal business)

**Also Present:** D. Szwarc, Chief Administrative Officer, Region of Peel; G. Bursey, Acting Commissioner of Human Services, Region of Peel; M.S. Mwarigha, General Manager; D. Bingham, Treasurer; J. Arcella, Deputy Treasurer, B. Colavecchia, Manager, Housing Operations and Tenancy Management; M. MacCrae, Manager, Housing Operations and Tenancy Management; P. O'Connor, Corporate Counsel; K. Lockyer, Regional Clerk; A. Macintyre, Corporate Secretary; C. Law, Deputy Corporate Secretary; H. Gill, Legislative Assistant

*Chaired by Vice-President Miles.*

**1. DECLARATIONS OF CONFLICTS OF INTEREST**

Director Austin declared a conflict related to Item 5.1 due to the fact she is employed by an organization mentioned in the report.

**2. APPROVAL OF MINUTES**

**2.1. Minutes of the Board of Directors (PHC-2/2016) meeting held on February 4, 2016**

Moved by Director Elias,  
Seconded by Director Austin;

That the February 4, 2016 Peel Housing Corporation (PHC-2/2016) Board of Directors Meeting minutes be approved.

Carried

2016-24

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\* See text for arrivals

♦ See text for departures

3. APPROVAL OF AGENDA

Moved by Director Moore,  
Seconded by Director Mendis;

That the agenda for the February 4, 2016 Peel Housing Corporation Board of Directors meeting include a delegation from Chris Bullock and John D’Angelo from Martinway Contracting Limited, to be dealt with as item 4.1;

And further, that the agenda be approved, as amended.

Carried 2016-25

4. DELEGATIONS

Additional Item – 4.1

4.1. **John D’Angelo, President, and Chris Bullock, Vice-President of Development, Martinway Contracting Limited,** Regarding Region of Peel RFP 2016-044P and a Potential Partnership with Peel Housing Corporation.

Received 2016-26

Moved by Director Moore,  
Seconded by Director Austin;

That Peel Housing Corporation (PHC) explore and analyze the feasibility of collaboration with Martinway Contracting Ltd. (“Martinway”), regarding a proposal for the development of new affordable rental housing units in the City of Brampton, in response to the Region of Peel’s Request for Proposals (RFP) 2016-044P (New Affordable Rental Housing Development), including collaboration by means of making a joint proposal in response to the RFP;

And further, that the analysis with recommendations including the details of any proposed collaboration be presented to the Board of Directors of PHC at the April 7, 2016 Board meeting, for consideration.

Carried 2016-27

John D’Angelo, President and Chris Bullock, Vice-President of Development, Martinway Contracting Limited (“Martinway”), informed the Board that they are interested in partnering with Peel Housing Corporation on submitting a joint bid to the recently released Region of Peel Request for Proposal 2016-044P offering government dollars for projects related to new affordable rental housing development. John D’Angelo noted the organization has a site under ownership that will be ready for redevelopment, and could be shared with Peel Housing Corporation as a way to build more affordable housing units in the City of Brampton.

Director Moore supported the idea of staff reporting back to the Board on a possible partnership, and stated that other providers may now come forward to the Board with similar proposals, and staff should be prepared to manage future requests when they report back.

Director Shaughnessy asked that any proposal for the site give consideration to providing recreational facilities and amenities on site.

Patrick O'Connor, Corporate Counsel, cautioned that it may not be practical for staff to determine what is feasible prior to the closing date of the RFP on April 15, 2016.

## 5. REPORTS

### 5.1. Seniors Health and Wellness Village at Peel Manor

Moved by Director Moore,  
Seconded by Director Elias;

That the inclusion of Manorbridge seniors' apartments in the Master Site planning process related to the Seniors Health and Wellness Village at Peel Manor, be approved.

Carried 2016-28

### 5.2. Application for Affordable Housing Capacity Building Grant for Potential Redevelopment of East Avenue Site

Moved by Director Austin,  
Seconded by Director Mirza;

That an application for the Affordable Housing Capacity Building Grant, for the purpose of exploring redevelopment options on the East Avenue site, be submitted to the Region of Peel.

Carried 2016-29

### 5.3. Review of the Shareholder Direction and Services Agreement between the Region of Peel and Peel Housing Corporation (For information) Presentation by Gayle Bursey, Acting Commissioner of Human Services

Received 2016-30

Gayle Bursey, Acting Commissioner of Human Services at the Region of Peel, outlined for the Board the Shareholder Direction and Services Agreement with the Region of Peel, since last being presented to the Board. She provided details related to changes made at the Board's request; how the relationship should work in the future; how the documents can be reviewed and changed in the future; and the proposed timelines for approval by the Board and Regional Council, as sole shareholder.

### 5.4. Long Term Care Service Accountability Agreement For Vera M Davis Community Care Centre

Moved by Director Shaughnessy,  
Seconded by Director Austin;

That the Peel Housing Corporation's signing officers execute the 2016-2019 Long Term Care Service Accountability Agreement (LSAA) with the Central West Local Health Integration Network (LHIN) in respect of the Davis Centre for which the Peel Housing Corporation is the licensee under the *Long Term Care Homes Act, 2007*;

And further, that the Board provide signing authority to The Regional Municipality of Peel Chair of Regional Council and Director of Long Term

Care for the purpose of signing the Compliance Declarations required by the LSAA, on behalf of the Board;

And further, that the Board authorize The Regional Municipality of Peel's Director of Long Term Care to sign all reports required to fulfill the reporting obligations to the LHINs under the LSAA in respect of the Davis Centre.

Carried 2016-31

**6. COMMUNICATIONS**

**6.1. Marlyn Addai, President, Cedar Grove Residents' Community Corporation, Letter dated February 16, 2016, Regarding Request to Attend and Make a Presentation to Peel Living Board of Directors**

Moved by Director Austin,  
Seconded by Director Mirza;

That a delegation to a future meeting of the Peel Housing Corporation Board of Directors, from the Cedar Grove Residents' Community Corporation, be approved.

Carried 2016-32

**7. GENERAL MANAGER'S UPDATE**

M.S. Mwarigha, General Manager, provided the Board with an update on current initiatives and events that may be of interest to Board members. He noted that there are several upcoming conferences related to the affordable housing field, and that any interested Board members should contact staff for more details and stated that representation at these events from Peel Housing Corporation is very important. He further noted several updates on the progress of the Business Transformation Project and its various elements, as well as, some recent funding announcements from the Ontario Government that Peel Housing Corporation will pursue once more details are made public.

**8. IN CAMERA MATTERS**

**8.1. Closed Session Report of the Board of Directors Meeting (PHC-2/2016) held on February 4, 2016**

Moved by Director Austin,  
Seconded by Director Mirza;

That the February 4, 2016 Board of Directors (PHC-2/2016) Closed Session Report be approved.

Carried 2016-33

**9. OTHER BUSINESS**

**10. NEXT MEETING**

Thursday, April 7, 2016, 8:30 a.m. - 10:30 a.m.  
Regional Council Chamber, 5th Floor  
Regional Administrative Headquarters  
10 Peel Centre Drive, Suite A  
Brampton, Ontario

**11. ADJOURNMENT**

The meeting adjourned at 9:51 a.m.

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President

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Secretary



**REPORT**  
**Meeting Date: 2016-04-07**  
**Peel Housing Corporation**

**For Information**

DATE: March 29, 2016

REPORT TITLE: **SUMMARY OF 2015 PEEL LIVING TENANT SURVEY**

FROM: Mwarigha M.S., General Manager, Peel Living

## OBJECTIVE

To provide an overview of findings from Peel Living's Client Satisfaction Survey, administered from June to September 2015.

## REPORT HIGHLIGHTS

- This report presents key findings from the 2015 Region of Peel Client Survey, first conducted in 2011, to assess client satisfaction with the housing and operation services, and quality of life supports provided by Peel Living. The survey was completed by 600 randomly selected households from a diverse range of Peel Living's tenant population.
- The survey revealed a growing trend towards the use of electronic technology by tenants with important implications for the current direct-contact tenancy service model used by Peel Living. There are several initiatives underway to enable the transition to tenant self-serve options, as well as changes to the current human service model.
- The survey points to a number of key drivers to tenant satisfaction that require consideration by the Board, including the need to: increase investment in the refurbishment of unit interiors, re-examine the current model of security services and the cost implications, and the service level/quality implications for tenant groupings that have diverse aspirations and expectations.
- In 2015, the Board of Directors approved a number of initiatives as part of a Business Transformation Project, including a full review of its tenant and community value model. The key service level and quality issues raised above will be incorporated into the above review commencing this spring in order to guide a full Board discussion including budget allocations and ultimately inform the development of a strategic plan.

## DISCUSSION

### 1. Background

This report presents the results of the 2015 Region of Peel Tenant Survey that was first conducted in 2011 to assess client satisfaction with the housing and operation services provided by Peel Living. The 2011 and 2015 survey instruments included questions about quality of housing services as well as the impact of tenant services and supports on overall quality of life outcomes. Including quality of life measures enables Peel Living to assess the degree to which its buildings and communities provide not only quality housing but also other opportunities for the overall success of tenants.



## SUMMARY OF 2015 PEEL LIVING TENANT SURVEY

The survey was completed by 600 randomly selected tenants representing different types of households:

- single, family, senior and other,
- length of tenure ranging from 1 year to more than 15 years, including indication of whether Peel Living is viewed by tenants to be a transitional or long-term housing option,
- tenancy types including rent-gear-to-income subsidy, rent-supplement, and market.

In summary, although the survey results show that overall tenant satisfaction levels with Peel Living services remain very positive at 7.2/10, there are areas of service delivery that need continued attention. The findings are discussed in greater detail below and highlight continuing current practices where they will keep the high rating and others where improvements are needed. A summary of the main findings is attached as Appendix I.

## 2. Findings

The following sections discuss a number of key findings and issues for the Board's attention.

### ***Access to Electronic Technology:***

The 2015 survey asked tenants for the first time if they have access to internet and e-mail services. The results are very encouraging and show that over 90 per cent of tenants have access to the internet or e-mail either at home, work or school, including close to 60 per cent having access in their homes. Equally encouraging is that close to 70 per cent of tenants surveyed responded that they would like to use self-serve options to access Peel Living services in the future. From separate tenancy data, about 40 per cent of Peel Living tenants already pay their rents directly through the internet.

In general, the growing trend towards using electronic technology will have important implications for the traditional direct-contact tenancy service model of Peel Living. To enable this transition, staff are exploring partnerships with existing vendors to provide affordable access to electronic communication services to tenants. The Region of Peel is also in the process of implementing new housing technology that will provide added capability of self-help electronic access and potentially transform the current service delivery model.

### ***Tenancy Groupings & Satisfaction:***

The survey results reveal that different demographic groups have differing levels of satisfaction with Peel Living services; seniors having the highest average scores and families with children the lowest. Similarly, market rent tenants have lower average ratings than rent-gear-to-income tenants in their overall satisfaction with Peel Living facilities and services. The survey also shows that tenants that aspire to be with Peel Living long-term have a higher satisfaction rating than those that see Peel Living as transitional housing.

Although Peel Living aspires to have a mixed blend of tenancies - hence healthier communities - it is clear that different tenant groups have different levels of service expectations. This factor poses a challenge about how much service customization Peel Living can afford for different tenant groupings given its limited resources. To inform the Board's discussion on an appropriate service menu to the diverse tenant population, staff will incorporate the issues raised by this survey into the upcoming Tenant & Community Value Model initiative this spring. The results will be incorporated into the Board's strategic plan development process.

**SUMMARY OF 2015 PEEL LIVING TENANT SURVEY*****Buildings & Unit Quality Drivers:***

The quality of both building and interior unit services is a very important driver of tenant satisfaction. The survey indicated that staff should continue to be proactive in maintaining the good level of satisfaction with the current standard of cleanliness of hallways and stairs and the quality of grounds keeping. The low score of satisfaction with respect to the state of the interior of tenants' unit/homes is a priority area that will require priority attention in the immediate future. The survey also pointed out that security both inside and outside of Peel Living buildings continues to be an area of notable tenant dissatisfaction as was the case in 2011.

Over the past few years the organization has focused on building systems renewals (e.g. roofing, exterior, HVAC, etc.). Staff have incrementally re-balanced the capital budget to focus on home interior modernization, including kitchens, bathrooms, flooring and plumbing. As a start, close to \$800,000 is allocated for this purpose in 2016. Traditionally, major capital items with larger liability implications have taken up the lions-share of budget allocations. However, the Board needs to review the current service levels and budget allocations, and consider a higher allocation to interior retrofits given that it is a key driver of tenant satisfaction.

In regard to security, staff remodelled security services in the last couple years to include more rigorous building patrols and have noted a reduction in major incidents and call volumes by tenants about security incidents. Recognizing the importance of tenant safety and security, staff will further investigate this issue as part of the upcoming Tenant & Community Value model review. This will enable a deeper understanding of the ongoing security pain points for tenants, and explore more cost effective ways of increasing tenant satisfaction in this area of service.

***Quality of Life:***

The quality of life measures in the survey focused on the opportunities and benefits offered through connections to the community and neighbourhood. In general, tenants feel very connected to the areas in their immediate living environments as indicated by a high level of pride in the buildings and neighbourhoods in which they live. Proximity to services and transit, as well as to a doctor's office and social services were all key contributors to the positive rating of neighbourhood suitability. This observation reinforces Peel Living's long standing choice to locate its buildings in compact and well serviced communities.

Despite a positive assessment of connection to their neighbourhoods, many families in Peel Living buildings indicated a low level of participation in community non-school programs, especially in relation to children programming and services. In addition, the survey results also point to the need to foster greater levels of trust and relations between tenants in family buildings, as well as for more supports to enable greater choice and opportunities to achieve better life outcomes. Although senior's buildings with a long tradition of active resident associations show a higher level of community engagement, staff will investigate further what mechanisms work effectively in promoting better community engagement in family buildings. Staff will also embark on further education and outreach activities to improve access to community programs.

## SUMMARY OF 2015 PEEL LIVING TENANT SURVEY

### CONCLUSION

The tenant survey continues to be an important tool to aid staff in improving both quality of building services as well as opportunities for the success of all Peel Living tenants. The survey demonstrates that Peel Living tenants are transitioning to internet and electronic means of accessing services at a significant rate. Peel Living needs to ready itself for potential impacts to its current human service model.

The survey results point to a number of areas requiring direct staff action, particularly in improving customer service and community engagement in family buildings, and promoting neighbourhood services to tenants. At the same time, the survey points to a number of strategic decision areas that the Board will need to grapple with regarding key pressures to the current service levels:

- Firstly, in relation to the challenges posed by a diverse tenant population and income mix and the challenge of customizing to the needs of different tenant groupings.
- Secondly, is the degree to which the current budget allocations need to shift to areas that are key drivers in the tenant satisfaction survey, namely the need to invest more in refurbishment of unit interiors and in the area of building security services.

To support the Board in this endeavour, staff will incorporate a number of the main issues identified in the survey into the upcoming Peel Living Tenant & Community Value model evaluation and in future discussions about budget allocations. Ultimately, this initiative will provide options for the Board to include in its strategic planning process.



Mwarigha M.S., General Manager, Peel Living

### Appendices

Appendix I – Peel Living Tenant Survey Findings

*For further information regarding this report, please contact Muliwa.Mwarigha@PeelRegion.ca, Extension 3549.*

**SUMMARY OF 2015 PEEL LIVING TENANT SURVEY**

## Appendix I

## Findings

- This report presents the results of the 2015 Region of Peel Tenant Survey for Peel Living that was first conducted in 2011 to assess client satisfaction with its housing and operation services.
- The survey was completed by 600 randomly selected tenants representing different types of households.
- The survey results show that overall tenant satisfaction levels with Peel Living services are above average at 7.2/10.
- Questions about access to internet and e-mail services show a growing trend toward using electronic technology that will have implications for the current direct contact tenancy service model of Peel Living.
- The survey reveals that different demographic groups have differing levels of satisfaction with Peel Living services, with seniors having the highest average scores and families with children and market rate tenants the least.
- Despite a positive assessment of connection to their buildings and neighbourhoods, many families in Peel Living buildings indicated a low level of participation in community non-school programs, particularly in relation to child programming and services.
- High scores were given for the response rates of both the maintenance call centre and frontline staff services.
- The survey indicated a good level of satisfaction with the current standard of cleanliness of hallways and stairs and the quality of grounds keeping.
- Security both inside and outside of Peel Living buildings continues to be an area of notable dissatisfaction, as was the case in 2011. This is an area of major attention and although service improvements have been made in the last couple of years, there is still more work to be done to meet higher tenant expectations.
- The quality and condition of both buildings and interior units are important drivers of tenant satisfaction. Following years of capital renewal shortfalls and an emphasis on building systems renewal, staff have incrementally re-balanced the capital budget to focus on home interior modernization. Staff have already noted higher tenant satisfaction in buildings where interior refurbishments have recently been completed.



**REPORT**  
**Meeting Date: 2016-04-07**  
**Peel Housing Corporation**

**For Information**

DATE: March 22, 2016

REPORT TITLE: **PROCUREMENT ACTIVITY SEMI-ANNUAL REPORT JULY 1 TO DECEMBER 31, 2015**

FROM: Mwarigha M.S., General Manager, Peel Living

## **OBJECTIVE**

To provide details of procurement activity as required by the Region of Peel's Purchasing By-law 113-2013 for the period July 1 to December 31, 2015.

## **REPORT HIGHLIGHTS**

- The Region of Peel's Purchasing By-law 113-2013 delegates staff to manage the procurement process and to report these activities to the Peel Housing Corporation (PHC) Board on a regular basis to maintain trust and transparency.
- PHC awarded eleven new contracts greater than \$100,000 with a total value of \$6,777,577 for the period July 1 to December 31, 2015 using competitive processes.
- This report provides a summary of PHC's procurement activity for the period July 1 to December 31, 2015.

## **DISCUSSION**

### **1. Background**

In accordance with the Region of Peel's Purchasing By-law 113-2013, the Director of Purchasing is providing the semi-annual report to the Peel Housing Corporation (PHC) Board summarizing the Corporation's procurement activity for the following procurements, as follows:

- Contract awards
- Emergency purchases
- Awards during Board recesses
- Non-compliance with the Purchasing By-law
- Unforeseen circumstances
- Final contract payments related to the original purchase contract.

Definitions explaining the above noted items are referenced in Appendix I to the subject report.

**PROCUREMENT ACTIVITY SEMI ANNUAL REPORT JULY 1 TO DECEMBER 31, 2015****2. Procurement Activity**

This section includes information on all awarded contracts that are greater than \$100,000, emergency purchases and non-compliant purchases. It also includes amendments made to existing contracts that were a result of unforeseen circumstances or were required for final payment purposes.

A detailed listing of all procurement activity mentioned above is referenced in Appendix II to the subject report.

The table below provides a summary of the procurement activity for the period July 1 to December 31, 2015 (contract renewal activity excluded).

<b>Procurement Activity</b>	<b>Total Value of Awarded Contracts</b>
Competitive contracts	\$6,777,577.00
Direct Negotiation contracts	No Activity
Contracts awarded during Council recess	No Activity
Emergency purchases	\$24,296
Non-compliant purchases	No activity
Unforeseen circumstances	No Activity
Final contract payments	No Activity
<b>TOTAL</b>	<b>\$6,801,873.00</b>

## PROCUREMENT ACTIVITY SEMI ANNUAL REPORT JULY 1 TO DECEMBER 31, 2015

### CONCLUSION

To maintain trust, confidence and transparency in the stewardship of public funds used by PHC, this report is being submitted to provide a summary of PHC's procurement activity for the period July 1 to December 31, 2015 in accordance with the reporting requirements set out in the Purchasing By-law 113-2013.



Mwarigha M.S., General Manager, Peel Living

### APPENDICES

1. Appendix I - Definitions
2. Appendix II - Awarded Contracts

*For further information regarding this report, please contact James Macintyre, Director Purchasing, extension4302, [james.macintyre@peelregion.ca](mailto:james.macintyre@peelregion.ca).*

**PROCUREMENT ACTIVITY SEMI-ANNUAL REPORT JULY 1 TO DECEMBER 31, 2015**

## Appendix I

**Q2 2015 - Definitions**

**Competitive contracts greater than \$100,000:** These are contracts awarded to vendors as a result of a competitive process.

**Direct Negotiation contracts greater than \$100,000:** These are contracts awarded to vendors as a result of a non-competitive process. It refers to the negotiation of an agreement for the purchase of goods and services where there is no open competition among or between vendors. The conditions that allow for direct negotiation are outlined in Part V Purchasing Authorities and Purchasing Methods of the Purchasing By-law.

**Disposal proceeds:** These are proceeds received from the sale, exchange, transfer or gift of goods owned by the Region which are surplus to its needs.

**Emergency purchases:** These are contracts awarded to vendors in the event of an emergency. "Emergency" means a situation or impending situation that constitutes a danger of major proportions that could result in serious harm to persons or substantial damage to property and that is caused by the forces of nature, a disease or other health risk, an accident, or an act whether intentional or otherwise.

**Council recess purchases:** The Document Execution By-law delegates authority to the Chief Financial Officer (CFO) to award contracts that are deemed to be reasonably required to carry on the business of the Regional Corporation on behalf of Council when there is no regular meeting of Regional Council scheduled during a period of time that is more than 21 days after the date of the previously scheduled regular Council meeting.

**Non-compliant purchases:** These are purchases made when a department has engaged a vendor to deliver goods or services without following the procurement processes required by the Purchasing By-law.

**Unforeseen circumstances:** These are amendments made to contracts to facilitate nominal payments for unforeseen work. For example, a contractor must remedy an unknown pre-existing site condition in order to complete the contract. The Purchasing By-law delegates authority to the Director of Purchasing to approve these amendments on the condition that Council is provided full disclosure on all increases resulting from unforeseen circumstances.

**Final contract payments:** These are amendments made to contracts to facilitate final payment to a vendor for additional work required in order to complete the contract. The final payment for the work exceeds the approved contract amount including the allowable amendment value in accordance with the Purchasing By-law. The Purchasing By-law delegates authority to the Director of Purchasing to approve these final contract payments which manages payment delays to vendors on the condition that Council is provided full disclosure on all final contract payments.



**PROCUREMENT ACTIVITY SEMI-ANNUAL REPORT JULY 1 TO DECEMBER 31, 2015**

Appendix II

<b>AWARDED CONTRACTS BID COMPETITIVELY &gt; \$100,000</b>				
<b>Item #</b>	<b>Document #</b>	<b>Description</b>	<b>Vendor</b>	<b>Award Amount</b>
1	2015-245T	Chiller and Cooling Tower Replacement at Various Peel Living Locations	Vic's Group Inc.	\$657,900.00
2	2015-273T	Garage Roof Repair at 3477 Glen Erin Drive, City of Mississauga, Project E15-20501	Tower Restoration Ltd	\$295,000.00
3	2015-309T	Roof Replacement at Bella Vista Place and Springfield Gardens, City of Mississauga, Project E15-20500	Proteck Roofing & Sheet Metal Inc	\$783,700.00
4	2015-312T	Replacement of Wood Decks and Terraces at Foster Terrace in the City of Mississauga, Project E14-20489	CSL Group Ltd	\$343,830.00
5	2015-372T	Structural and Building Envelope Repairs at 4110 Westminster Place, City of Mississauga, Project E12-20407	Limen Group Const. Ltd	\$1,855,250.00
6	2015-105T	Supply, Repair and Replacement of Vinyl Flooring at Various Peel Living Locations	Bi-View Building Service Ltd	\$817,400.00
7	2015-244P	Legal Representation The Landlord and Tenant Board	Zarnett Law Professional Corp	\$150,000.00
8	2015-364T	All Seasons Ground Maintenance Services, Including Snow Removal Services at Various Peel Living Sites	J.G. Landscaping & Snow Removal Inc	\$1,117,216.00
9	2015-458T	Garbage Chute System Cleaning, Steel Welding Repair and Replacement Services	Capital Disposal Equipment	\$105,616.00
10	2015-502T	Supply and Delivery of Hardware, Electrical, Plumbing and HVAC Supplies at Various Peel Living Sites	HDS Canada Inc dba HD Supply Facilities Maintenance Canada	\$550,000.00
11	2015-635Q	HVAC Services at Bella Vista Place and South Common Court, City of Mississauga	Firenza Plumbing and Heating Ltd	\$101,665.00
<b>TOTAL VALUE OF CONTRACTS AWARDED BY COMPETITIVE PROCESS &gt; \$100,000</b>				<b>\$6,777,577.00</b>
<b>EMERGENCY PURCHASES - ANY VALUE</b>				
1	2015-478N	Emergency Work for Watermain Break at 101-198 McHardy Court, City of Brampton	Vic's Group Inc.	\$24,296.00
<b>TOTAL VALUE OF EMERGENCY PURCHASES ANY VALUE</b>				<b>\$24,296.00</b>



**REPORT**  
**Meeting Date: 2016-04-07**  
**Peel Housing Corporation**

DATE: March 21, 2016

REPORT TITLE: **INTERNET PARTNERSHIP WITH ROGERS: CONNECTING TENANTS FOR OPPORTUNITY AND SUCCESS**

FROM: Mwarigha M.S., General Manager, Peel Living

## RECOMMENDATION

**That the “Connected for Success” affordable internet program, as outlined in the report of the General Manager, Peel Living, titled “Internet Partnership with Rogers: Connecting Tenants for Opportunity and Success,” be implemented, subject to a finalized agreement satisfactory to Corporate Counsel, following further negotiations with Rogers Communications Inc.**

## REPORT HIGHLIGHTS

- A new partnership with Rogers Communications and Peel Living is proposed through the company’s “Connected for Success” program.
- The program offers Peel Living tenants a \$9.99 internet service, inclusive of Wi-Fi in their homes.
- Lack of access excludes low-income Canadians from equal opportunities to education, employment, government services and modern civic participation leading to unnecessary hardships.
- The proposal could have a minimal negative impact on Peel Living’s non-rental revenue streams.
- Staff will negotiate with Rogers Communications to strike a balanced outcome between the important need to provide affordable access to the internet and the need to continue securing revenue for Peel Living.

## DISCUSSION

### 1. Background

In 2013, Peel Living began exploring new initiatives to provide its tenants with affordable access to electronic communication services in their homes. In the last several months, Peel Living embarked on sourcing communication companies that could provide affordable electronic communication services in all Peel Living buildings in anticipation of offering a range of services through internet self-serve means. Increasing access to web-based knowledge will enable access to information, community services, job searches and homework resources for children; hence contributing to the overall added value of tenancy in Peel Living housing. A recent client satisfaction survey conducted by the Region of Peel

## **INTERNET PARTNERSHIP WITH ROGERS: CONNECTING TENANTS FOR OPPORTUNITY AND SUCCESS**

indicated that 70 per cent of Peel Living tenants desire to move to self-serve electronic communication methods in conducting tenancy service matters with Peel Living.

Peel Living's focus on providing affordable electronic communication access is grounded on observations from Canada's oversight body, the Canadian Radio & Telecommunication Commission (CRTC). CRTC reports point out that lack of access excludes low-income Canadians from equal opportunities to education, employment, government services and modern civic participation. In addition, the high costs of obtaining high-speed home Internet connections are leading to unnecessary hardships, and many low-income households are being forced to take money out of their budgets for food, recreation and rent to pay for Internet service.

In 2013, Rogers Communications commenced designing a program that would potentially meet some of Peel Living's objectives in regard to tenant access to affordable electronic communication. Following a piloting phase with Toronto Community Housing, Rogers Communications is now offering the full service to Peel Living and other non-profit housing providers in Ontario. The program is being offered to all Peel Living residents. The program has the following features:

- A \$9.99 monthly fee includes 30GB usage with no overage limits or charges
- A free modem with Wi-Fi
- No activation or cancellation fees
- No credit check is required.

Peel Living has examined the program material and has determined that it would be beneficial to tenants, even though it may impact on existing non-rental revenues derived from existing agreements with Rogers. The current agreements with communication companies pay Peel Living a portion of the incomes accrued from tenant subscribers. Peel Living proposes to open up the offer to all tenants that qualify in all its buildings but will reinforce to Rogers Communications that this new agreement will not preclude tenants from selecting alternative vendors for their personal internet, phone and cable services.

## **FINANCIAL IMPLICATIONS**

Peel Living earns \$46,000 annually from internet services. The proposal would result in a loss of non-rental revenue. The amount of the loss is dependent upon the level of participation.

**INTERNET PARTNERSHIP WITH ROGERS: CONNECTING TENANTS FOR OPPORTUNITY AND SUCCESS****CONCLUSION**

Rogers Communications new program offer has created an opportunity to remove the digital divide by offering low-cost internet service for eligible Peel Living tenants. Staff is recommending approval for negotiations with Rogers Communications on agreement details. If the proposed terms of implementation are agreeable to all parties, Peel Living will offer the opportunity to tenants in its buildings. Peel Living will continue to monitor the program's value to tenants, especially its promised affordability benefit and ease of access to electronic services. Peel Living will also track the impact of the program on non-rental revenues from existing agreements with Rogers Communications.



Mwarigha M.S., General Manager, Peel Living

*For further information regarding this report, please contact Mwarigha, muliwa.mwarigha@peelregion.ca, Extension 3549.*

*Reviewed in workflow by:*  
Financial Support Unit

# General Manager's Update

Peel Housing Corporation – Board Meeting

7 April 2016



# Today's Update

## **Twin Pines**

- Update – vendor procurement, community activity

## **Business Transformation Project (BTP)**

- Tenant & Community Value Design and Strategic Plan
- Board Champions for BTP Projects

## **Fire Safety System**

- Briefing Note

## **Provincial Funding**

- Long Term Affordable Housing Strategy – LTAHS

## **Federal Budget**

- Housing Highlights

## **Future Board Meeting at a Peel Living Building**

## **Questions and Discussion**

# Twin Pines

- Status – Vendor Procurement

- Proposal – Responses Anticipate in April
- Board Report – June 2016

- Twin Pines Community

- Continue to be in contact with Cedar Grove Board
- Recent request – 2016 Twin Pines Operating Budget
- Monitoring Site Sales
  - Volume increased - average sale price declined
- Pending Expiry Agreement Regarding Security of Tenure (October 1, 2016)
  - Coming Up – Report on Rent Implications Post Agreement

# Business Transformation Project

- Tenant & Community Value Design
  - Vendor Selection
- Strategic Plan – Phase 2 - Tenant & Community Value
- Board Champions
  - Financial Viability
  - Service Model Review
  - Business Efficiency – Internal
  - Tenant and Community Value Design
  - Strategic Plan (Phase II of Tenant and Community)



# Fire Safety – PHC Buildings

- February 2016 – 5<sup>th</sup> Floor Hallway Fire TCHC Seniors Building (Scarborough)
  - 4 fatalities, 18 injuries
  - Fire Marshal filed charges against TCHC
    - ‘Presence of Combustible Materials Within an Exit’
    - Maximum Penalty - \$100,000 fine
- Investigation details not yet released – two emerging lessons
  - Lack of tenant knowledge regarding emergency procedures
  - Combustible material within an exit (2 polyurethane chairs found in hallway)
- PHC Staff Actions
  - Tenant education – currently provide annual training at 22 seniors buildings
    - Fire safety seminars at all other sites on as needed basis
  - Fire safety plan part of tenant packages plus emergency procedure signage
  - All exits, access to exits and corridors inspected daily to ensure they are free of obstruction

# Ontario Funding Announcement – Long Term Affordable Housing Strategy (LTAHS)

- Funding Investments - \$178M over next 3 years
  - \$100M – housing allowances and supportive services
  - \$17M – Survivors of Domestic Violence pilot
  - \$45M – Community Homelessness Prevention (added to current \$294M level)
  - \$2.5M – Innovation, research, evidence, capacity building
- Program Updates
  - Inclusionary Legislation
  - Second Units
  - Simpler RGI calculations
  - Portable housing benefits
  - Framework/strategy

Housing policy, indigenous housing, expert advisory on homelessness

# Previously Announced – Provincial Energy Programs

- Social Housing Apartment Retrofit Program (SHARP) - \$82 million
  - PHC has 3 eligible buildings (high-rise, >150 units)  
Bella Vista Place, Surveyor's Point, Gardenview
- Social Housing Electricity Efficiency Program (SHEEP) - \$10 million
  - Investigating PHC eligibility  
Estimated to be 200+ townhouses out of 1600+
  - Applies to townhouses where . . .  
Tenant pays electrical cost, and  
Units heated entirely/substantially by electricity

# Federal Budget – Housing Highlights



## CHRA Welcomes Affordable Housing “Down Payment” in 2016 Federal Budget



(March 22, 2016, OTTAWA) – The [Canadian Housing and Renewal Association \(CHRA\)](#) today welcomed the announcements contained in Budget 2016 of a \$2.3 billion investment in affordable housing and homelessness over the next two years, and a commitment to consult with stakeholders on the development of a National Housing

Strategy to be implemented over the subsequent 8 years. This approach, and the specific investments, are aligned with many of the recommendations raised by CHRA and its members over the past year in CHRA’s Housing For All campaign.

# Federal Budget – Specifically . . .

- Over next 2 years
  - \$504M – double Affordable Housing Initiative
  - \$200M – targeted to affordable housing for seniors
  - \$574M – in support of energy and water efficiency retrofits
  - \$90M – to support victims of violence shelters
  - \$739M – to address housing in First Nations, Inuit and northern communities
  - \$111M – strengthen Homelessness Partnering Strategy
  - \$208M – new Affordable Rental Housing Innovation Fund (over 5 years)
  - \$30M – help providers maintain RGI units
- Commits to consultation toward development of National Housing Strategy

# Proposal - Board Meeting at a Peel Living Site

- Future PHC Board Meeting
  - Peel Living Building

# Questions and Discussion

First Meeting of Restructured  
PHC Board – March 5, 2015  
One Year Completed!  
Second Year Begun!

