

# **THE AGENCY FOR CO-OPERATIVE HOUSING**

## **BOARD HIGHLIGHTS**

**Board Meeting of 23 March 2007**

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### **MANAGEMENT REPORT**

With the division directors' assistance, the CEO presented her management report for the period December 2006 to February 2007. She advised that future reports would focus on the Agency's success in meeting its own client-service standards and the performance standards set by CMHC. The division directors presented highlights from the report and answered questions.

The Director, Program Management Services noted that much staff time is being taken up in working with co-ops in financial difficulty. Recently developed CMHC workout tools and, as necessary, the hiring of additional staff should speed up our delivery of this service. She spoke about the backlog of Annual Information Returns waiting for validation, the result of auditors filing twice the usual number of returns in the first year and needing to become familiar with the form.

The Director, Information Services and Best Practices reported that two online feedback forms are now in use, one geared to housing co-ops and the other to auditors. Other feedback forms are in development.

### **FINANCE AND ADMINISTRATION**

The Finance and Audit Committee reported that the auditor had given an unqualified opinion on the Agency's financial statements for 2006, noting no internal control issues. On the committee's advice, the Board decided to recommend that the member, CHF Canada, reappoint Marcil, Lavallée as the Agency's auditor for 2007. The committee recommended asking CMHC to approve our use of surplus start-up fees for CHAIS development.

### **GOVERNANCE AND HUMAN RESOURCES**

#### **Policy Reviews**

The Governance and Human Resources Committee recommended Board approval of the revised Client-Service Standards and the Bilingual Services, Confidentiality, Director Profile, Ethical Conduct, and Complaints and Dispute-Resolution Policies. The board adopted the recommendation, deciding in future to review the Privacy Policy every second year.

#### **Compliance Audit**

The committee reported that, due to the time of year, the Agency has not succeeded in finding anyone to conduct the compliance audit required under its agreement with CMHC. As a result, the Agency has advised CMHC that the audit report will be submitted after the April 30 deadline.

### **Human Resources**

Two temporary positions have been made permanent (AIR Help Desk Officer and Manager, Systems and Standards), and recruitment is underway for replacements for two departing staff.

### **Reappointment of Directors**

The committee recommended that the Board ask CHF Canada to re-appoint Barbara Millsap and Stuart Thomas to the Board.

### **The Agency at CHF Canada's AGM**

A discussion was held on the upcoming Accountability Session at the CHF Canada AGM. The plan is to take a lighter approach involving a report card on service delivery and sharing of new data on housing co-operatives. All directors were encouraged to attend CHF Canada's one-day business meeting.