



Report To:	Property Committee
From:	Donna Stewart, Director of Integrated Social Services
Date:	November 27, 2019
Re:	Social Housing Reorganization - Issue Report

Purpose

To provide the Board with an information regarding the Social Housing Reorganization with the Manitoulin-Sudbury District Services Board portfolio.

Background

Approximately 10 years ago, the decision was made to separate the Infrastructure and Asset Management (bricks and mortars) from the tenant (client services) portfolio.

In the spring of 2019, the Supervisor of Infrastructure & Asset Management left the Manitoulin-Sudbury DSB. The Director of Finance and Administration posted this position and was unable to fill the position even though it had been posted several times.

In the fall of 2019, the Maintenance Coordinator left the Manitoulin-Sudbury DSB. Before posting to replace this position or trying to fill the Supervisor of Infrastructure and Asset management position once again, the CAO and his team took the opportunity to look at the Social Housing Portfolio and began to consider a reorganization to see what makes sense from a customer/tenant/custodian standpoint.

The current model was not working in the best interest of tenants from a customer service standpoint, so on November 1, 2019 the Infrastructure and Asset Management work will be managed under the Integrated Social Services portfolio on a six months trial basis.

Effective November 4, 2019, Rhonda McCauley will remain Social Housing Program Supervisor but will take responsibility for overseeing custodians. Amy Winnington-Ingram has agreed to be reassigned to a Social Housing Program Supervisor role focusing on tenants during this trial period. The Administrative Assistant was relocated from the Second Avenue Office to the Mead Office to provide Administrative Assistants support the Social Housing Program Supervisors.

Along with these changes the job title of Social Housing Program Supervisor will be changed to **Community** Housing Program Supervisor. The current government direction is around the provision of community housing. The DSB started the process of mixing all the Social Housing properties 1/3 Rent Geared to Income, 1/3 Affordable and 1/3 Market Rent a few years ago so the change to Community Housing makes sense. The website will also be updated to reflect the Community Housing instead of Social Housing.

The management of budgets, payments, reserves and reconciliation for the Non-Profit Providers will remain with the Director of Finance and Administration.

The last time [Building Condition Assessments](#) (BCA) were completed on DSB owned properties was in 2010 by the Stonewell Group. The CAO has engaged Housing Services Corporation to update the BCA's on all DSB owned properties. Once the BCA's are updated a new 10-year capital plan will be created for all DSB owned properties.

Once the 10-year capital plan is complete, the CAO along with his team will determine the most appropriate and cost effective way of managing the 10-year capital plan on an ongoing basis.

Conclusion

This model is a six month trial to allow the Manitoulin-Sudbury DSB staff time to establish and understand whether this new model is the right fit for what we are trying to accomplish. This will also allow time for the BCA's to be completed and the creation of a new 10-year capital plan. We will keep the board updated as we proceed.