

If this information is required in an accessible format, please contact 1-888-721-0622 ext. 2463.



## SOCIAL HOUSING ADVISORY GROUP MINUTES OF MEETING

---

**Meeting Date:** Wednesday April 19, 2023

**Meeting Start Time and End Time:** 9:00 am – 11:00 am

**Meeting Location:** Microsoft Teams

---

### **In Attendance (17)**

Alyssa Skan	Region of Durham
Caroline Carty	New Hope Non-Profit Dwellings Inc.
Catherine Howard	Manning Mews Non-Profit Housing Corp.
Corina Stavre	Unity Village
Danielle Coombs	Region of Durham
Dawn Richardson	Co-operative Housing Federation of Canada
Gagan Nijjar	Region of Durham
Ginger Teoh	Durham Non-Profit Housing Corp.
Jessica Stasiuk	Region of Durham
Julia Li	Region of Durham
Lindsay Percival	Region of Durham
Kathy Andreopoulos	Unity Village
Megan Vanstone	Sunrise Seniors Place
Natalie Robertson	Sunrise Seniors Place
Nicole Fogal	Region of Durham
Roberta Jagoe	Region of Durham
Stacey Leadbetter	Otter Creek Co-operative Homes Inc.

### **Regrets (2)**

Sherril Belille	Region of Durham
Amona Bissoon	Sarah MacDonald's Place

### **Guests (3)**

Howie Wong	Housing Services Corporation
Sean Elbourne	Encasa Financial Inc.
Stefanie Millon	Housing Services Corporation

## **Discussion Items**

### **1. Welcome**

### **2. Review of previous minutes – January 25, 2023**

- Letter to the Ombudsman written on behalf of the Social Housing Advisory Group was circulated for signatures and has been sent to Ombudsman Ontario, the Ministry of the Attorney General and the Landlord and Tenant Board.

### **3. Housing Services staff update – Policy Analyst**

- Gagan Nijjar was introduced as Housing Services Division's new temporary Policy Analyst.

### **4. Encasa Returns: Have we turned the corner yet?**

- Howie Wong, Housing Services Corporation (HSC) presented about performance of Encasa Financial investments and future outlook.
- Encasa investments are largely focussed on long term growth, and markets have been impacted globally.
- Despite a challenging 2022 globally, Bond yields and equity valuations has improved.
- Encasa will soon add a High Interest Savings Account (HISA) to its investment portfolio that will provide lower volatility.
- Housing providers interested in finding out more about Encasa Financial are encouraged to contact Sean Elbourne, Investment Funds Advisor at [SElbourne@encasa.ca](mailto:SElbourne@encasa.ca).
- Presentation slide deck attached to minutes.

### **5. End of Mortgage and Part VII.1 Service Agreements – Overview**

- Roberta Jagoe provided an overview of End of Mortgages (EOM) and new Part VII.1 Service Agreements.

- The Region of Durham is consulting with housing providers that are currently at or approaching at EOM. Board and staff training is currently being developed for all providers.
- Reach out to Housing Services if you would like them to meet with your Board of Directors.
- Presentation slide deck attached to minutes.

## **6. Communication with Durham Access to Social Housing (DASH)**

- Discussed DASH communication tools available on Region of Durham website [Resources for Community Housing Providers - Communication with DASH](#). Housing providers are required to use the tools to report vacancies, arrears, evictions for illegal acts and outcomes of offers. Housing providers are also required to report tenant or member changes for those who are currently on the DASH waitlist for a transfer to ensure up to date information in case of offer.
- Housing providers are reminded to report outcome of offer to DASH within 72 hours of offer. In the case that more time is needed, please keep DASH regularly updated throughout the offer process.
- Discussed refusal criteria including credit checks. Poor credit is not a reason for refusing an applicant. Providers may refuse to offer if based on rental payment history, the provider reasonably believes the applicant will not pay rent in full or on time.
- Housing providers can refuse applicants for modified units where modifications are significantly more or less than the needs of the applicant. Housing providers are encouraged to provide DASH with as much detail as possible about modifications when posting a modified unit.

## **7. Guests and undeclared occupants – Discussion for proposed guidelines**

- Policy Analyst, Gagan Nijjar, discussed proposed guidelines for new directive regarding guests and undeclared occupants.
- Gagan presented a flowchart as part of proposed guidelines to help housing providers determine if a person currently living in RGI unit should be considered a guest or undeclared occupant and how to proceed.
- Concerns were raised with regards to Co-ops' Occupancy Bi-laws and potential conflicts with directive.

- Housing Services is currently seeking feedback from housing providers, please contact Gagan Nijjar, [gagan.nijjar@durham.ca](mailto:gagan.nijjar@durham.ca) with any comments.

## **8. Housing Services Division survey – Discussion of results**

- There was a very low response rate to the Housing Services survey sent to all housing providers; therefore, results were inconclusive with a few exceptions.
- Some housing providers felt it would be beneficial to have Housing Services staff present results of Operational Reviews to their Board of Directors.
- Participants indicated that guest speakers, policy review and End of Mortgage as being content of interest for upcoming SHAG meetings.

## **9. New Business**

- None

## **10. Next Meeting**

- Wednesday July 19, 2023 | 9:00 am to 12:00 pm
- Region of Durham – Headquarters  
605 Rossland Road East, Whitby  
Meeting Room – 1G
- **Please note that this is an in-person meeting.**