



Northumberland County Housing Corporation (NCHC) Report to Board

March 22.2023

Housing Services Operational Update

Prepared by: Bill Smith

Issue

Regular update of NCHC staff and programming operations

Recommendation

It is recommended that the NCHC Board receives this report for information.

Background

This report will be quarterly as a mechanism to share operational update and information.

Analysis

All information listed below is a snapshot from November 23, 2022, to present. Staff are working on developing a comparative summary to highlight changes in these areas between operations report. It is anticipated that this will be completed for the next Operations Supervisor Report in June, 2023.

As of March 1, 2023, there have been 12 new move ins.

Arrears - totaling \$34 088.80 owing from 42 tenants for various reasons including disposal of furniture, damages, and owed rent. Arrears span from \$25.00 - \$7492. 00, 22 tenants currently have payment plans in place.

Programming – the housing team hosted a holiday event at 9 NCHC locations over a 4-day period in December. This consisted of coffee, treats, and raffles for Tim's cards and chocolates. Approximately 142 tenants attended the events.

Looking at an event in May to coincide with spring clean.

Onboarding – Caseworker has moved to a new position within the County that required recruitment of a new staff. Holly started February 21, 2023.



Evictions – there is a scheduled LTB hearing on May 9, 2023 for an N4 (arrears) and are currently waiting on LTB hearing date for an N13 (demolition).

Staff Training- upcoming RGI simplification training (1 staff), YARDI training for housing team and admin that support housing.

123 King St E Colborne – Purchase complete, onsite townhall for tenants was a success, leases are being signed and tenants have supports in place from caseworkers and facilities. List of priorities has been developed by facilities that includes unit turnovers. Moving forward with a selection process and setting rent amounts for new tenancies.

Elgin Park re-development – Discussion of application process and selection

Financial Impact

No impact outside of the approved budget

Conclusion

It is recommended that the NCHC Board of Directors receive this report for information. Staff will bring this report to the board quarterly (or as required) to provide an update on NCHC operations.