

--	--	--	--

<b>TO:</b>	<b>CHAIR AND MEMBERS COMMUNITY &amp; PROTECTIVE SERVICES COMMITTEE  MEETING ON JULY 22, 2013</b>
<b>FROM:</b>	<b>SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>
<b>SUBJECT:</b>	<b>LOCAL STANDARDS UNDER THE HOUSING SERVICES ACT</b>

<b>RECOMMENDATION</b>
-----------------------

That, on the recommendation of the Director of Municipal Housing with the concurrence of the Managing Director of Housing, Social Services and Dearness Home, the following update report with regard to the implementation of the *Housing Services Act, 2011* **BE RECEIVED** for information and the attached local standards with regard to the administration of social housing within the City of London and Middlesex County **BE APPROVED**.

<b>PREVIOUS REPORTS PERTINENT TO THIS MATTER</b>
--------------------------------------------------

Community and Protective Services Committee

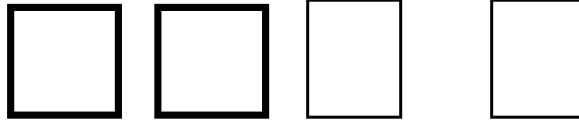
June 24, 2002	Local Rules for Social Housing Rent-Geared-To-Income Assistance
July 29, 2002	Update on Local Rules for Social Housing Rent-Geared-To-Income Assistance
September 30, 2002	Local Rules/Polícies for Rent-Geared-To-Income Assistance for Coordinated Access/Centralized Waiting List for Social Housing
April 11, 2005	Review of Local Rules for Social Housing Under the Social Housing Reform Act
April 27, 2009	Review of Local Rules for Social Housing Under the Social Housing Reform Act 2000

Community Services Committee

December 19, 2011	Housing Services Act
September 10, 2012	Implementation of Housing Services Act Local Rules and Standards – Phase 1 &2

<b>BACKGROUND</b>
-------------------

On January 1, 2012, the new *Housing Services Act 2011* (HSA) replaced the *Social Housing Reform Act, 2000* (SHRA) as the legislation guiding the administration of transferred social housing programs in the Province of Ontario. Much of the detail of the HSA is set out in the regulations, which came into effect on January 1, 2012.



The purpose of the HSA is to provide for community based planning and delivery of housing and homelessness services with general provincial oversight and policy direction and; to provide flexibility for service managers and housing providers while retaining requirements with respect to housing program that pre-date this Act and housing projects that are subject to those programs.

The HSA is the most significant change for housing previously under the SHRA in Ontario since the Province transferred social housing responsibilities to municipal service managers, including the City of London over ten years ago.

Significant changes included:

1. **Local Rules & Standards** - The HSA incorporates some existing requirements but also introduces new requirements and the opportunity to establish local standards. Regulations are not yet available for rent-geared-to income (RGI) administration.
2. **Program Consolidation** - The HSA consolidates homelessness and housing programs to replace the current program-focused framework and provides municipal service managers with increased flexibility to meet local needs. The first phase seeks to consolidate the five homeless-related programs and funding by January 1, 2013.
3. **Housing & Homelessness Plans** - The requirement for a local ten year Housing and Homelessness plan which must be implemented by January 2014.

Civic administration has initiated the development of London's consolidated plan which will build on the guiding principles and strategies outlined in both the London Community Housing Strategy and Community Plan on Homelessness. The plan will also be informed by other planning, consultation and service activities including Re-Think, Age Friendly London, London CArES, the Strengthening Neighbourhoods Strategy, Middlesex County plans, and other related initiatives. It will meet all local plan requirements as set out by the Ministry of Municipal Affairs and Housing.

### Local Standards

The HSA establishes the service manager's authority to set local standards on prescribed matters. Under section 75, a Housing Provider shall operate a Part VII housing project and govern itself in accordance with both the prescribed provincial requirements and local standards made by the service manager. A service manager may only make local standards with respect to prescribed matters. These prescribed matters are outlined in section 100 of O.Reg 367/11 and include the following:

- i. Conflicts of interest of Directors, Employees and Agents of a Housing Provider.
- ii. The minimum number of meetings of the Board of Directors of a Housing Provider that must be held.
- iii. The remuneration of the Directors of a Housing Provider.
- iv. Property management relating to Part VII housing projects, including the procurement of, and contracts for, property management services.
- v. Leases for units in Part VII housing projects.
- vi. Multi-year financial plans.

O.Reg 367/11, sections 138 and 139 also require the creation of a system to provide Social Housing Providers, Applicants and Tenants/Members procedures and standards related to notices of decisions, internal reviews of decisions, and a final review body for review of certain specific decisions as identified within the *Housing Services Act 2011* (HSA).

A local standard does not apply to the extent that it conflicts with a provincial requirement, unless the provincial requirement provides otherwise.

--	--	--	--

**Local Standards Review and Consultation**

Given the substantial nature of changes to local standards that the City of London can make, the Housing Division was committed to supporting this priority through providing full consideration and stakeholder consultation and input prior to establishing standards while maintaining a respectful, cooperative and professional working relationship with our housing providers and support agencies.

A review of the local standards prescribed under O.Reg 367/11 section 100, and sections 138 and 139 was completed over a seven month period from November 2012 to May 2013. This included research, analysis and consultations with housing providers who provided meaningful stakeholder input and feedback about local circumstances and experience through the Social Housing Operational Advisory Committee (SHOAC) as well as consultations with representatives of the local Violence Against Women sector and Neighbourhood Legal Services. The attached local standards are a result of that review and consultation process.

**FINANCIAL IMPACT**

The local standards will further enhance the operating framework defined under the HSA for Part VII Housing Providers and strengthen the social housing sector in London and Middlesex County. The local standards will provide greater assurance that the housing stock is well managed and maintained which plays an integral role in improving the overall health and safety of tenants and of their physical environment. There is no financial impact on the existing social housing budget.

<b>PREPARED BY:</b>	<b>RECOMMENDED BY:</b>
<b>JOSH BROWNE MANAGER, SOCIAL HOUSING ADMINISTRATION</b>	<b>LOUISE STEVENS DIRECTOR, MUNICIPAL HOUSING</b>
<b>CONCURRED BY:</b>	
<b>SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME</b>	

- cc. Social Housing Operational Advisory Committee (SHOAC)
- London Housing Advisory Committee
- County of Middlesex, Director of Social Services
- S. Yeo, Women’s Community House
- J. Schlemmer, Neighbourhood Legal Services
- L. Livingstone, Managing Director Neighbourhood Children and Fire Services

Agenda Item #      Page #

--	--	--	--

Attachments

- HDN 2013: LOCAL STANDARD – CONFLICT OF INTEREST
- HDN 2013: LOCAL STANDARD – BOARD MEETINGS
- HDN 2013: LOCAL STANDARD – REMUNERATION OF DIRECTORS
- HND 2013: LOCAL STANDARD – PROPERTY MANAGEMENT
- HDN 2013: LOCAL STANDARD – LEASES/OCCUPANCY AGREEMENTS
- HDN 2013: LOCAL STANDARD – MULTI-YEAR FINANCIAL PLANS
- HDN 2013: LOCAL STANDARD – NOTICES AND REVIEWS OF DECISIONS