

Expression of Interest
For Non-Profit Service Providers
to Operate Projects Within British Columbia for:
Building BC: Supportive Housing Fund

Expression of Interest No.: 1070-1819/17

Issued: 02 August 2018

Submission Date: 30 October 2018 @ 2 pm Pacific Standard Time

EXPRESSION OF INTEREST

1. Introduction

This Expression of Interest (“EOI”) is issued by BC Housing Management Commission (“BC Housing”) for the purposes of identifying non-profit housing providers that are interested in providing property management and support services for new housing projects throughout the Province of British Columbia (“the Province”).

2. Background and Requirements

In partnership with non-profit housing providers, government authorities and community groups, BC Housing will lead the creation of new projects under the Building BC: Supportive Housing Fund for individuals who are homeless or at risk of homelessness (the “Program”). Buildings and land will be owned by the Provincial Rental Housing Corporation (“PRHC”), the land holding corporation for provincially owned social housing. BC Housing administers activities on behalf of PRHC, which buys, holds and disposes of properties, and leases residential properties to non-profit societies and co-operatives.

BC Housing is authorized to act on its own behalf and also for PRHC. All terms and conditions of an agreement naming both entities are for the benefit of both BC Housing and PRHC and may be enforced against the other party(ies) in any resulting agreement in the name of BC Housing or PRHC or both.

3. Locations within the Province

Through this EOI, BC Housing is seeking to identify service providers and the respective communities or regions that need Program support. BC Housing will also utilize data from the recent Provincial Homeless Count to better understand the various regional needs for the Program.

Service providers will be selected based upon the requirements of each specific community and the level of provider interest. BC Housing will lead the development process and work with the selected service provider on planning the commencement of services.

4. Supportive Housing

The service provider will provide property management and support services that are beneficial to the residents of a housing development. The support services are intended to help the residents to achieve and maintain stability in housing and enhance access to community-based supports and services which help individuals build self reliance and foster resilience against homelessness.

For supportive housing projects the service provider will provide 24/7 on-site staffing and support services including, but not limited to the following:

- A meal program;
- Supporting residents to maintain their residencies, such as: directly assisting with room de-cluttering, resident rent contribution and/or repayment plans;
- Individual or group support services such as: life skills, community information, social and recreational programs;

- Connecting residents to community supports and services such as: education, employment, health, life skills, long-term housing;
- Case planning and resident needs assessment, including the Vulnerability Assessment Tool (VAT); and,
- Assistance in accessing income assistance, pension benefits, disability benefits, obtaining a BC identification card, or establishing a bank account as appropriate.

The support services funding provided by BC Housing does not cover clinical support services. Given the needs of the target population, clinical services or access to these services, may be established through a formal partnership with health authorities or programs such as Intensive Case Management teams which provide targeted supports for tenants in need.

Individual, site-specific operator agreements will be developed for each successful service provider. A sample operator agreement is attached as Appendix E.

4.1 Resident Eligibility

Individuals who have an income that is at or below the Housing Income Limits (“HILs”) and are experiencing homelessness or are at risk of homelessness, are eligible for housing and supports.

Adults (aged 19 and older) are the primary target population but youth, families and seniors may also be served provided appropriate approvals, accommodation and support services are available and established and are consistent with the service provider’s mandate and community need and demand.

Residents will typically pay a fixed rent, set at the shelter component of income assistance or a rent that is geared to income, based on the rent scale outlined in the operator agreement.

The resident selection process will include use of the Vulnerability Assessment Tool (VAT) to ensure a balanced tenant population that is appropriate for the staffing levels and related support services that are available in the development and surrounding community based resources.

The service provider will be responsible for final tenant selection through the Supportive Housing Registry (provided by BC Housing) and will be required to participate in the Regional Coordinated Access and Assessment approach currently being implemented by BC Housing and other key partners throughout the province.

4.2 Staffing Requirements

The service provider will have written policies on eligibility, selection, remuneration, training, safety and security for all staff working with the tenants, whether part-time or full-time, paid or voluntary. The safety and security policies and procedures must be in accordance with current Occupational Health and Safety Regulations contained within the *Workers Compensation Act* of British Columbia. The service provider shall ensure that all staff possesses the appropriate skills, training and qualifications for the tasks that they perform. The service provider will also ensure staff have the following training to a level approved by BC Housing:

- Crisis prevention training and/or de-escalation training, non-violent intervention;
- Standard First Aid and CPR. At least one (1) staff member certified in Standard First Aid and the appropriate CPR level training must be on duty at all times;
- Indigenous awareness training;
- Mental health first aid training, including naloxone training;
- Domestic violence safety planning;
- Safety for women in co-ed shelters training;
- Substance use awareness and safety training;
- LGBT2Q+ awareness training;
- Trauma-informed practice training;
- Staff self-care training;
- Vulnerability Assessment Tool (VAT) training; and,
- BC Housing database training.

The service provider must also ensure that the staff undergoes a criminal record check in accordance with the *Criminal Records Review Act* and keep evidence on file that the criminal record check was completed. The service provider is required to have a written policy on the frequency of subsequent criminal record checks.

5. Information Requested

Respondents are requested to demonstrate they meet the minimum requirements in section 5.1 and 5.2, submit the requisite Appendices listed at 5.3 and provide summary level responses to sections 5.4 and 5.5 in their submissions.

5.1 Service providers must meet the following corporate governance requirements;

- a. Operate as a non-profit entity;
- b. Be in good standing with the appropriate registry;
- c. Have constating documents that meet BC Housing's current requirements or be willing to make modifications accordingly (see <https://www.bchousing.org/partner-services/non-profit-training-resources/non-profit-governance>);
- d. Have a stated purpose to provide affordable housing for low (or low and moderate) income households, or another similar purpose consistent with the type of services being provided;
- e. Have a provision regarding non-remuneration of directors in any capacity; bylaws must not permit directors to serve as employees;
- f. Have a provision regarding the disposition of assets upon dissolution or wind up of an organization(s) with a similar charitable purpose;
- g. The requirements outlined in sections 5.1(d), 5.1(e) and 5.1(f) must be unalterable or otherwise restricted in accordance with the applicable legislation or regulation, or require the prior written consent of BC Housing to alter; and,
- h. Have rules of conduct in accordance with the provider's purposes and applicable legislation.

5.2 Service providers must demonstrate previous experience providing similar services by populating and submitting Appendix B with their submission.

5.3 As required by each, service providers must populate and/or sign and submit Appendix A, B, C and D.

5.4 Service providers must provide a summary, limited to one page, of the highest-prioritized project and specific community and include the following:

- a. Why is there a need for the Program in the regions/communities the Respondent identifies at Appendix D; and,
- b. What support services the Respondent envisions providing (e.g. staffing complement).

5.5 Service providers must provide a summary, limited to one page indicating, their current capacity to support the Project.

6. Agreement

A sample operator agreement is attached at Appendix E for information purposes only.

7. Submission Instructions

Respondents are asked to submit their information by 30 October 2018 @ 2:00 pm PST to the following email address: purchasing@bchousing.org

Respondents should direct any questions by e-mail to the above BC Housing email address.

Submissions should include a completed and signed Respondent Submission Form (Appendix A) that acknowledges, among other things, that this EOI and any Respondent submissions shall not create a legal relationship or obligation regarding the procurement of any good or service.

8. EOI Process

BC Housing will review the submissions to this EOI to identify potential Service Providers for new projects to be developed under the Program. BC Housing may issue a subsequent solicitation to further describe the Program requirements and be used for future selection of Service Providers.

Please note that there are four distinct geographic regions defined by BC Housing.

Respondents are invited to respond to any, or all, of the regions as defined in Appendix C.

APPENDIX A – RESPONDENT SUBMISSION FORM

1. Respondent's Information

- (a) Respondent's registered legal business name and any other name under which it carries out business:

- (b) Respondent's address, telephone and email address.

- (b) Name, address, telephone and e-mail address of the contact person(s) for the Respondent:

- (d) Name of the person who is primarily responsible for the submission:

- (e) Whether the Respondent is an individual, a sole proprietorship, a corporation, a partnership, a joint venture, an incorporated consortium or a consortium that is a partnership or other legally recognized entity:

2. Terms of Reference

In responding to this EOI, each Respondent should submit a completed and signed Respondent Submission Form that, among other things, acknowledges its acceptance of the EOI Terms of Reference as contained hereunder:

2.1 Expression of Interest Not a Formal Competitive Bidding Process

This EOI is issued for information-gathering purposes and is not intended to be a formal legally binding "Contract A" bidding process. Without limiting the generality of the foregoing, this EOI may result in subsequent negotiations, direct contract award, invitational solicitation process or open solicitation process. Any pricing figures submitted by the Respondent shall be for general information purposes and will not be binding on the Respondent.

No legal relationship or obligation regarding the procurement of any good or service shall be created between the Respondent and BC Housing by the EOI process until the successful negotiation and execution of an Agreement.

2.2 EOI Shall Not Limit BC Housing's Pre-existing Rights

This EOI shall not limit any of BC Housing's pre-existing rights. Without limiting the generality of the foregoing, BC Housing expressly reserves the right, at its sole discretion to:

- (a) seek subsequent information or initiate discussions with any firm, including any entity that did not respond to this EOI;
- (b) initiate direct negotiations for the procurement of any good or service with any

- Respondent or other entity, regardless of whether the entity responded to this EOI;
- (c) contact a limited number of Respondents, which may be limited to those that responded to this EOI, or may include an entity that did not respond to this EOI, for the purpose of a competitive procurement for the procurement of any good or service;
 - (d) to elect to proceed by way of open solicitation where all potential Respondents, including any entity that did not respond to this EOI, are eligible to compete for the award of a contract for the supply of any good or service; and
 - (e) to elect not to procure the good or service that is the subject of this EOI.

These expressly reserved rights are in addition to any and all other rights of BC Housing that existed prior to the issuance of this EOI.

2.3 Pricing Information for General Information Purposes Only

Any pricing information provided by Respondents is for general information purposes and is not intended to be binding on the Respondents. Any legally binding pricing or purchasing commitments will be established only where specified by the express terms of a subsequent solicitation process or where established through the execution of a written agreement.

2.4 Information in EOI Only an Estimate

BC Housing and its advisers make no representation, warranty or guarantee as to the accuracy of the information contained in the EOI or issued by way of addenda. Any quantities shown or data contained in this EOI, or provided by way of addenda, are estimates provided only as general background information.

2.5 Parties Shall Bear Their Own Costs

BC Housing shall not be liable for any expenses incurred, including the expenses associated with the cost of preparing responses to this EOI. The parties shall bear their own costs associated with or incurred through this EOI process, including any costs arising out of, or incurred in, (a) the preparation and issuance of this EOI; (b) the preparation and making of a submission; or (c) any other activities related to this EOI process.

2.6 Accuracy of Responses

The Respondent acknowledges that the information provided is, to the best of its knowledge, complete and accurate.

2.7 Submissions Are the Property of BC Housing

Except where expressly set out to the contrary in this EOI or in the Respondent's submission, the submission and any accompanying documentation provided by a Respondent shall not be returned.

2.8 Confidential Information of BC Housing

All information provided by or obtained from BC Housing in any form in connection with this EOI either before or after the issuance of this EOI: (a) is the sole property of BC Housing and must be treated as confidential; (b) is not to be used for any purpose other than replying to this EOI; (c) must not be disclosed without prior written authorization from BC Housing; and

(d) shall be returned by the Respondents to BC Housing immediately upon the request of BC Housing.

A Respondent may not at any time directly or indirectly communicate with the media in relation to this EOI without first obtaining the written permission of BC Housing.

2.9 Respondent Confidential or Proprietary Information

The Respondent consents to BC Housing’s collection of information as contemplated under the EOI for the uses contemplated under the EOI.

A Respondent should identify any information in its submission or any accompanying documentation supplied in confidence for which confidentiality is to be maintained by BC Housing. The confidentiality of such information will be maintained by BC Housing, except where an order by a court or tribunal requires BC Housing to do otherwise. The Respondent consents to the disclosure, on a confidential basis, of this submission by BC Housing to advisers retained by BC Housing for the purpose of evaluating or participating in the evaluation of this submission.

The Respondent acknowledges that BC Housing may make public the name of any and all Respondents.

2.10 Governing Law

This EOI process shall be governed by and construed in accordance with the laws of British Columbia and the federal laws of Canada applicable therein.

The Respondent hereby agrees to the terms set out in the Terms of Reference and in this EOI.

I have authority to bind the Proponent:

Signature of Proponent Representative

Signature of Witness

Name and Title

Name of Witness

Date Signed

Date Signed

APPENDIX B – RESPONDENT EXPERIENCE

EOI: 1070-1819/17

Respondent: _____

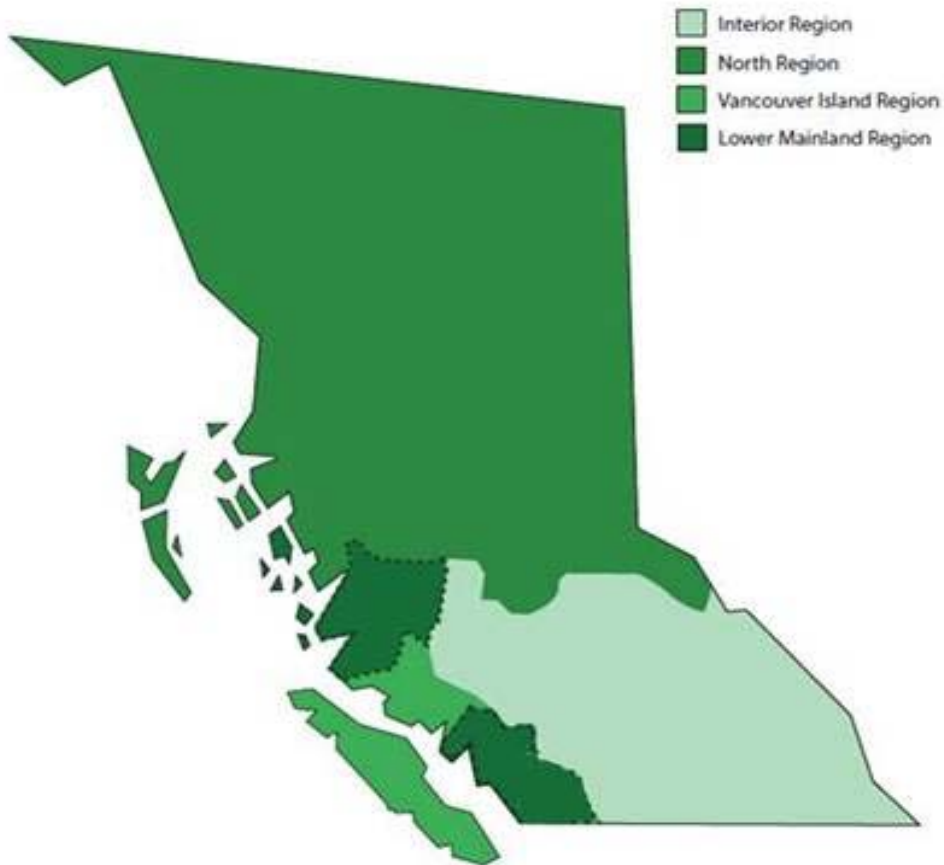
Please provide a list of projects operated by your organization that receive funding from BC Housing:

Project Name	Type of project	Date Established	Street Address (optional)	Community	Number of Units/spaces

Please provide details regarding any project management/development experience leading construction of new housing projects:

APPENDIX C – GEOGRAPHIC REGIONS

Map of BC Housing Regions:



Please advise which BC Housing Region(s) you are interested in. Please check all applicable regions:

- Northern Region
- Interior Region
- Vancouver Island Region
- Lower Mainland Region

Within the selected BC Housing Region(s) please indicate the specific communities you are interested in providing services for.

APPENDIX D – HOUSING OPTIONS

EOI: 1070-1819/17

Within the selected BC Housing Region(s) please indicate the specific community(ies) and the type(s) of housing you are interested in providing. Please check all applicable:

Regions	Specific Communities	Target Population, Type of Supportive Housing
<input type="checkbox"/> NORTH		
<input type="checkbox"/> INTERIOR		
<input type="checkbox"/> VAN. ISLAND		
<input type="checkbox"/> LOWER MAINLAND		

APPENDIX E – SAMPLE OPERATOR AGREEMENT

(Please see separate attachment)



SAMPLE AGREEMENT – SUBJECT TO CHANGE

BUILDING BC: SUPPORTIVE HOUSING FUND OPERATOR AGREEMENT

THIS AGREEMENT is dated for reference <◆DATE>

BCH File # <◆file>-02 / <◆project ref>

BETWEEN

<◆PROVIDER NAME>

<◆Provider Address>

(the "Provider")

AND

BRITISH COLUMBIA HOUSING MANAGEMENT COMMISSION
Suite #1701 - 4555 Kingsway, Burnaby, British Columbia V5H 4V8

("BC Housing")

with respect to the Development at

<◆Development Address>

AGREEMENT SUMMARY

PART 1 – BACKGROUND

1. The goal of the Supportive Housing Fund (SHF) is to provide safe and affordable housing, together with necessary support services, to individuals who are experiencing Homelessness or are At Risk of Homelessness.
2. The Development is owned by the Provincial Rental Housing Corporation (PRHC) and operated by the Provider under this Agreement.
3. On behalf of PRHC, BC Housing assumes responsibility for the administration of the Development pursuant to SHF.
4. The Development consists of <◆#> Residential Units for individuals who are experiencing Homelessness or are At Risk of Homelessness. The Provider will operate the Development, and BC Housing will provide funding, in accordance with the terms of this Agreement.
5. Through SHF, BC Housing and the Provider are working together to help Residents acquire and maintain housing, and to accomplish this goal, each party recognizes that it is essential to connect Residents with supports that meet their immediate need.
6. The management of property and the delivery of services under SHF is guided by these principles:
 - a. services are accessible and Resident-focused;
 - b. operations are financially, physically and environmentally sustainable;
 - c. an atmosphere of dignity and respect for all Residents is to be maintained; and
 - d. service provision is collaborative to improve service effectiveness;
 - e. operations are transparent and accountable.
7. BC Housing and the Provider will work together in good faith to openly confront issues and challenges, and attempt to resolve them expeditiously, always keeping the best interests of the Residents in mind.
8. BC Housing and the Provider agree that the Development is a Crown asset and is to be used for a social purpose that will further the Provincial objectives.
9. **Acknowledgements.**
 - a. The Provider is entering into this Agreement to manage and operate the Development and to deliver Support Services, and will do so in a proper, efficient and timely manner as would a prudent operator of similar property and services, and its fundamental purpose in doing so is to benefit the public interest.
 - b. The Provider is a fully independent self-governing entity registered under the *Societies Act* (British Columbia). Operation of the Provider is subject to its Constatting Documents and the *Societies Act* (British Columbia). The members of the Provider and its governing board are responsible for all affairs of the Provider related to both Provider operations in general and the ongoing management of the Development.
 - c. BC Housing recognizes that the Provider was established for the advancement of specific social purposes prior to its decision to participate in this particular Agreement.
 - d. BC Housing recognizes that the Provider brings both tangible and intangible assets to the Development. The Provider's board members serve on a voluntary basis, i.e., without recompense for their time and expertise. The Provider and the board bring resources, knowledge and expertise on such things as property management, Resident management and support, and services which specifically relate to the Development and its location.
 - e. The Provider and board are expected to create an environment that is supportive of the needs of the Residents and provide a sense of community within the Development and to that purpose may provide resident services and activities not funded by this Agreement.

PART 2 – SERVICE DESCRIPTION

1. The Provider will deliver services, including Support Services, which are beneficial to Residents at the Development. The Support Services are intended to help Residents achieve and maintain stability in housing, enhance access to other community-based supports and services, and strengthen and foster their ability to live more independently. Support Services include:
 - a. supporting Residents to maintain their residencies, including but not limited to:
 - i. directly assisting with room de-cluttering;
 - ii. repayment plans for outstanding Resident Rent Contributions;

- b. individual or group Support Services such as: life skills; community information; social and recreational programs;
- c. connecting Residents to community supports and services such as: education; employment; health; life skills; independent Housing;
- d. case planning and Resident needs assessment;
- e. assistance with Income Assistance, Pension Benefits, Disability Benefits, obtaining a BC Identification Card, or establishing a bank account as appropriate;
- f. <◆#> of Meal; and
- g. <◆ #> Staff persons, as outlined in the approved staffing schedule which may be mutually amended from time to time, providing on-site support coverage twenty-four (24) hours per day, seven (7) days per week.

PART 3 – AGREEMENT

1. TERM.

- a. This Agreement is for an initial Term of three (3) years, beginning on <◆DATE>, and ending on <◆DATE> unless earlier terminated in accordance with this Agreement.
- b. The parties may mutually agree to renew this Agreement for an additional five (5) years subject to amendments made to this Agreement.

2. STANDARDS AND OUTCOMES.

- a. The Provider will meet its obligations under this Agreement throughout the Term and will provide written reports and other matters in an acceptable form as outlined in *Schedules B and C*.
- b. The following will be used to measure outcomes at the Development:

Outcome	Indicator	Measure
Residents who are Housed remain Housed at twenty-four (24) months	Number and percentage of Residents who are verified remain Housed at twenty-four (24) months; Reasons for Resident leaving the Development (e.g. found alternate Housing)	80% of Residents are Housed after twenty-four (24) months

- c. The Provider will strive to achieve this measure, however, where Residents do not remain Housed (i.e. if the Housing no longer meets the needs of the Resident), the Provider will notify BC Housing and will work with the Resident to find alternative appropriate Housing.
 - d. The Provider will work collaboratively with other community partners to achieve the standards and outcomes established in this Agreement.
- 3. PAYMENT.** The Operating Subsidy and the Support Services Subsidy will be based on an annual budget approved by BC Housing, and provided directly to the Provider for such other matters as set out in *Schedule B*.

4. ENTIRE AGREEMENT.

All of the Schedules attached to this Agreement are an integral part of this Agreement:

Schedule A – General Provisions

Schedule B – Financial

Schedule C – Monitoring and Reporting

Schedule D – Resident and Staff Management

Schedule E – Authorization to Disclose Personal Information

Schedule F – Rent Scale

Schedule G – Insurance

SAMPLE

BC Housing SHF Operator Agreement - Agreement Summary

This Agreement contains the entire agreement between the parties and supersedes all previous expectations, understandings, communications, representations and agreements, whether verbal or written, between the parties with respect to the subject matter hereof.

No amendment or modification to this Agreement will be effective unless it is in writing and duly executed by the parties except where this Agreement allows for otherwise.

IN WITNESS of which the duly authorized signatories of each of the Provider and BC Housing have executed this Agreement effective as of the Commencement Date of this Agreement.

<◆PROVIDER NAME>

Per its authorized signatories

Signature Date Signed

Print Name and Title

Signature Date Signed

Print Name and Title

BRITISH COLUMBIA HOUSING MANAGEMENT COMMISSION

Per its authorized signatories

Signature Date Signed

Print Name and Title

Signature Date Signed

Print Name and Title

SCHEDULE A – GENERAL PROVISIONS

A. DEFINITIONS

1. **"Assets"** means that the household (applicant and spouse) have less than \$100,000.00 in assets, as defined by BC Housing's Rent Calculation Guide, which may be changed from time to time
2. **"At Risk of Homelessness"** means individuals and families living in accommodation where tenancy will be terminated within three (3) months of application (e.g., given notice by landlord) and having no other Housing options, or living in time-limited housing designed to help them transition from Homelessness to living in a more permanent form of Housing (e.g., transitional housing or second-stage housing).
3. **"Coordinated Access and Assessment (CAA)"** means the process to ensure that individuals experiencing homelessness have fair and equitable access to appropriate housing. The system provides a common assessment process, using the Vulnerability Assessment Tool (VAT), and a single point of entry for individuals experiencing homelessness.
4. **"Commencement Date"** means the first day of the Term in the *Agreement Summary, Part 3, Clause 1*.
5. **"Constituting Documents"** means the constitution and bylaws of the Provider, including any amendments, registered with the appropriate registry.
6. **"Database(s)"** means the computer applications provided by BC Housing to meet the operational and informational needs of the Provider and BC Housing.
7. **"Declaration of Income and Assets"** means the declaration to be completed by a Resident as evidence of the Income and Assets of that Resident.
8. **"Development"** means the lands and improvements situated at <◆civic address>.
9. **"Event of Default"** has the meaning set out in *Schedule A, Part G, Clause 1*.
10. **"Fiscal Year"** means the Fiscal Year of the Provider as of the reference date of this Agreement, or as revised after agreement between BC Housing and the Provider.
11. **"Homelessness"** refers to a situation where an individual or family is not stably Housed or is living in temporary accommodation where they do not have control over the length and conditions of tenure and do not have adequate personal space. This includes living in: public spaces without legal claim (e.g., on the streets, in abandoned buildings or in tent cities); a homeless shelter, a transition house, a public facility or service (e.g., hospital, care facility, rehabilitation or treatment centre, correctional facility) and cannot return to Housing; or where they are financially, sexually, physically or emotionally exploited to maintain their shelter.
12. **"Housed or Housing"** is defined as accommodation allowing for tenancy of more than thirty (30) days, under conditions in which the individual/family has adequate personal space. This range includes supportive, transitional housing to independent social or private market housing. This definition does not include emergency shelters or transition houses.
13. **"Housing Income Limits"** (HILs) represents the maximum income for eligibility to be a Resident. This maximum is based on the cost of housing in the local community such that the Resident cannot obtain rental housing in good condition meeting Occupancy Standards without paying more than 30% of Income. This maximum will be established by BC Housing from time to time.
14. **"Income"** of a Resident means the total income before income tax from all sources of the Resident in accordance with the Rent Scale.
15. **"Land"** means those lands and premises situated at the Development and legally described as PID <◆legal description>.
16. **"LGBT2Q+"** is an evolving acronym for lesbian, gay, bisexual, trans, two-spirit, queer, and additional identities
17. **"Maintenance Plan"** means the maintenance standards and practices required to preserve the Development.
18. **"Manageable Costs"** are costs that the Provider, or a prudent operator of similar property and services, is reasonably expected to control or manage, including but not necessarily limited to salaries, benefits, maintenance and administration.
19. **"Meal"** means portions of food from at least three (3) of the food groups in the Eating Well with Canada's Food Guide sufficient to meet the intake requirements outlined in the Eating Well with Canada's Food Guide.

20. **"Non-Manageable Costs"** are costs that the Provider, or a prudent operator of similar property and services, is not reasonably expected to control or manage, including but not necessarily limited to insurance and utilities.
21. **"Occupancy Standards"** means the standards for household sizes of a Resident relative to the number of bedrooms in a Residential Unit. Unless otherwise agreed in writing by BC Housing, the following standards apply:
 - a. No more than two (2) and no less than one (1) person per bedroom.
 - b. Spouses and couples share a bedroom.
 - c. Parents do not share a bedroom with their children.
 - d. Dependents aged eighteen (18) or over do not share a bedroom.
 - e. Dependents of the opposite sex age five (5) or over do not share a bedroom.
22. **"Operating Budget"** means the annual budget for the Development approved by BC Housing. The Operating Budget will include a staffing schedule, but not include any expenses for the Development paid for directly by BC Housing as set out in this Agreement.
23. **"Operating Deficit"** means the shortfall of revenue compared to expenses as dictated by the approved Operating Budget, Support Services Budget and/or approved by BC Housing.
24. **"Operating Subsidy"** has the meaning ascribed to it in *Schedule B*.
25. **"Operating Surplus"** means the excess of revenue over expenses as dictated by the approved Operating Budget, Support Services Budget and/or approved by BC Housing.
26. **"Provincial Rental Housing Corporation" (PRHC)** is incorporated under the *Business Corporations Act* (British Columbia). PRHC is the land holding corporation for provincially owned social housing. BC Housing administers PRHC, which buys, holds and disposes of properties, and leases residential properties to non-profit societies and co-operatives.
27. **"Record"** means accounts, books, documents, maps, drawings, photographs, letters, vouchers, papers and any other thing on which information is recorded or stored by graphic, electronic, mechanical and other means, but does not include a computer program or any other mechanism that produces records.
28. **"Rent Scale"** means the rent scale attached as *Schedule F* as amended by BC Housing from time to time.
29. **"Residency Agreement"** means an agreement, lease, license or other right of a Resident to occupy a Residential Unit.
30. **"Resident"** means the person or persons legally entitled to reside in a Residential Unit pursuant to a Residency Agreement.
31. **"Resident Rent Contribution"** means the amount a Resident is obliged to contribute monthly to the Provider for a Residential Unit based on the Rent Scale.
32. **"Residential Revenue"** means all other net revenues received by the Provider from the Development or activities directly related to the Development other than Resident Rent Contributions and rooftop leases including but not limited to parking fees, laundry machines, vending machines, meal tickets, satellite dishes etc.
33. **"Residential Unit"** means a residential dwelling within the Development.
34. **"SHR"** means the Supportive Housing Registration Service (SHR), being a comprehensive vacancy management system and housing information service for applicants and providers of subsidized rental housing with current application information for applicants who are homeless or At Risk of Homelessness and who require support services to achieve successful residencies.
35. **"Staff"** means personnel who will maintain a presence in the Development to provide safety, security, administrative and other services to Residents.
36. **"Support Services"** means social support programs that encourage and enhance the well being, independence and self-reliance of Residents in the Development as agreed to between the Provider and BC Housing as set out in this Agreement.
37. **"Support Services Budget"** means the annual budget for the Support Services prepared by the Provider and approved by BC Housing as set out in *Schedule B*.
38. **"Support Services Subsidy"** has the meaning ascribed to it in *Schedule B*.
39. **"Term"** means the period set out in *Agreement Summary, Part 3, Clause 1*.
40. **"Vulnerability Assessment Tool (VAT)"** means the assessment tool used to measure an individual's level of vulnerability. The tool is designed for use by service providers accustomed to interacting directly with individuals experiencing homelessness. Training is required to ensure reliable application of the tool. The results are then used by the Provider, or through the CAA process where applicable, to appropriately match clients with housing.

B. RESPONSIBILITY OF THE PROVIDER

1. **Role of the Provider.** The Provider:
 - a. will fulfill its obligations under this Agreement in a proper, efficient and timely manner as would a prudent provider of similar services, and in accordance with this Agreement; and
 - b. agrees and understands that it is solely responsible for all its obligations under this Agreement, including but not limited to its obligations arising as a result of any relationships between the Provider and the applicants, Residents and other occupants of the Development, and any and all relationships with third parties, volunteers, or other invitees.
2. **Corporate Organization.** The Provider will maintain a well-organized corporate structure and in particular will:
 - a. operate as a non-profit entity;
 - b. remain in good standing with the appropriate registry;
 - c. have a purpose that is consistent with the goals and principles of the SHF;
 - d. not permit any director, officer, or member of the Provider to be remunerated except for reimbursement of any expenses necessarily and reasonably incurred by the director, officer, or member while engaged in the affairs of the Provider. Reasonable wages or salary paid to an employee of the Provider who is not an officer or director of the Provider are exempt from this section;
 - e. provide for the disposition of assets to an organization with a similar charitable purpose in the event of dissolution or wind up of the Provider;
 - f. not alter its Constatng Documents in any way that would make them inconsistent with the terms of this Agreement or that would render the Provider unable to fulfill its obligations under this Agreement;
 - g. provide BC Housing with a copy of the Provider's Constatng Documents as requested by BC Housing from time to time; and
 - h. maintain written policies and procedures regarding the Provider's operations, including safety and security, human resource management and Resident management.
3. **Compliance.** The Provider will remain in compliance with all applicable laws, bylaws, regulations, codes and corporate or contractual obligations and is responsible for obtaining and complying with all necessary approvals, licenses and permits relating to the Provider's obligations under this Agreement.
4. **Conflict of Interest.** The Provider will:
 - a. conduct its operations in accordance with the Provider's by-laws and in a manner such that no part of the operations, finances and other assets or resources of the Provider under this Agreement, are used directly or indirectly for the provision of any gain or benefit to any officer, director, employee, or member of the Provider or any entity or individual associated with, or related to them, without the prior written approval of BC Housing;
 - b. not, during the Term, enter into a contractual relationship with a third party, conduct business with, perform or receive a service for or provide advice to or receive advice from any entity or individual where such activity may, directly or indirectly, cause an actual or perceived conflict of interest, without the prior written approval of BC Housing; and
 - c. disclose any actual or perceived conflict of interest to the Provider and BC Housing in advance, and all such disclosure and any prior written approval from BC Housing will be recorded in the minutes of the meetings of the directors and/or the relevant committee of the Provider.
5. **Communication.** The Provider will notify BC Housing as soon as possible of any significant changes or incidents that may impact the Provider's obligations under this Agreement. The Provider will provide BC Housing with details on all critical incidents significant enough to threaten the continuous operation of the Services such as fire, floods, infectious disease outbreaks, the serious injury or death of Clients or staff on site and any events that garner media attention. These critical incidents should be reported to BC Housing as soon as reasonably possible but no later than twelve (12) hours after the incident occurring.
6. **Agency.** This Agreement will not be construed as creating any partnership or agency between BC Housing and the Provider and neither party will be deemed to be the legal representative of any other party for the purposes of this Agreement. Neither BC Housing nor the Provider will have, and will not represent itself as having, any authority to act for, to undertake any obligation on behalf of the other party, except as expressly provided in this Agreement.

7. **Restrictions on Disposition and Encumbrance.** The Provider will not transfer, encumber or sell or agree to transfer, encumber or sell or otherwise change or agree to change the legal or beneficial interests of the Development or any part of the Development without the prior written approval of BC Housing, in its sole discretion.
8. **Restrictions on Authority.** The Provider will not commit or otherwise bind BC Housing to any agreements in any manner whatsoever, except to the extent specifically provided in this Agreement and in particular, without limiting the generality of the foregoing, the Provider will not take any action, expend any sum, make any decision, give any consent, approval or authorization or incur any obligation with respect to any lease or any other arrangement involving the rental, use or occupancy of all or part of the Development other than a Residency Agreement in accordance with this Agreement, except with the prior written approval of BC Housing, in its sole discretion.
9. **Maintenance.** The Provider will maintain the Development and all Development related equipment in a state of safe and good repair for the benefit of the Residents and the community in which the Development is located by carrying out, or arranging for the carrying out of tasks that include but are not limited to the following:
 - a. developing a Maintenance Plan for the Development;
 - b. all routine maintenance and repair work;
 - c. routine inspections to ensure safety hazards are identified and corrected;
 - d. regular fire inspections, drills, testing, maintenance, training and maintaining records in respect of the same; and
 - e. routine waste management services.
10. **Inspection.** The Provider will permit BC Housing to inspect the Development or other premises used by the Provider pursuant to this Agreement at any time.

C. RESPONSIBILITY OF BC HOUSING

1. BC Housing will:
 - a. assign a BC Housing representative to act as liaison with the Provider;
 - b. support the Provider where appropriate in delivering the Support Services to meet the objectives and provisions in this Agreement. To this end BC Housing will work cooperatively with the Provider, taking into account its operational realities and recognizing the Provider's need for adequate financial and organizational resources to meet its obligation of providing Support Services to Residents in need;
 - c. provide timely responses to issues raised by the Provider to ensure the Provider receives adequate support;
 - d. monitor the operation of the Support Services and the use by the Provider of funding from BC Housing in accordance with this Agreement, to ensure that the standards, objectives and expectations in this Agreement are met; and
 - e. develop provincial standards and guidelines in partnership with funded service providers and provide clear guidelines and expectations for the provision of Support Services.

D. RECORDS

1. **Information Management.** The Provider will comply with all applicable privacy legislation and will maintain accurate and complete operational Records, policies and practices necessary for its obligations under this Agreement.
2. **Procedures and Processes.** The Provider will:
 - a. notify BC Housing in writing immediately upon becoming aware of any breach of privacy or security involving the unauthorized collection, use, disclosure or destruction of information relating to its obligations under this Agreement;
 - b. if the *Information Management Act* (British Columbia) applies to the destruction of Records, notify BC Housing for consultation prior to the destruction; and
 - c. cooperate with BC Housing when BC Housing has a request under the *Freedom of Information and Protection of Privacy Act* (British Columbia) to which Records in the Provider's custody apply, by locating and disclosing the relevant Records as directed by BC Housing upon notice and without delay.
3. **Record Retention.** The Provider will retain all Records that pertain to its obligations under this Agreement for the retention period required under applicable provincial and federal laws, but for not less than seven (7) years following the date of receipt or production of those Records.
4. **Audits.** BC Housing and its agents have the right to inspect all Records related to, arising from, or maintained by the Provider to deliver the Provider's obligations, including the right of BC

Housing and its agents to enter any premises used by the Provider to deliver the Provider's obligations or used to keep or store Records pertaining to the Provider's obligations under this Agreement, at any time after the delivery of notice to the Provider, and have the immediate right to make extracts from and take copies of those Records. The Provider acknowledges that disclosure to BC Housing and its agents, without consent from the individual the Record is about, for audit purposes, is permitted under information and privacy legislation.

E. LIABILITY

1. **Indemnity.** The Provider will indemnify and save harmless BC Housing, the Provincial Rental Housing Corporation, Her Majesty the Queen in Right of the Province of British Columbia, and each of their ministers, board members, officers, directors, employees, contractors and agents, and their heirs, executors, administrators, personal representatives, successors and assigns, from all claims and costs arising directly or indirectly under this Agreement which they or any of them may be liable for or incur, whether before or after this Agreement ends, arising out of any act or omission of the Provider or its officers, directors, employees, agents, contractors or other persons for whom at law the Provider is responsible, related to the Provider's operation and management under this Agreement, including with respect to any Residency Agreement, except to the extent that such claims or costs are caused solely by the negligence of BC Housing or its employees, agents or contractors.
2. **Release.** The Provider releases BC Housing, the Provincial Rental Housing Corporation, Her Majesty the Queen in Right of the Province of British Columbia, and each of their ministers, board members, officers, directors, employees, contractors and agents, and their heirs, executors, administrators, personal representatives, successors and assigns, from all claims arising out of the advice or direction respecting the ownership, lease, operation or management given to the Provider, as the case may be, by any of them, except to the extent that such advice or direction is determined by a court of competent jurisdiction to have been negligent.
3. **Survival.** The indemnities set out in *Schedule A, Part E, Clauses 1 and 2* survive termination of this Agreement.

F. DISPUTE RESOLUTION

1. **Dispute Resolution.** The parties agree that the following dispute resolution process will be used:
 - a. A meeting will be held promptly between the parties, attended by individuals with decision making authority regarding the dispute, to attempt in good faith to negotiate a resolution of the dispute.
 - b. If, within fourteen (14) days after such meeting or such further period agreed to by the parties in writing, the parties have not succeeded in negotiating a resolution of the dispute, the parties agree to try to resolve the dispute by participating in a structured negotiation conference with a mediator agreed upon by the parties or, failing agreement, under the Mediation Rules of Procedure of the British Columbia International Commercial Arbitration Centre, in which case the appointing authority is the British Columbia International Commercial Arbitration Centre.
 - c. After dispute resolution attempts have been made under *Schedule A, Part F, Clauses 1.a-b*, any remaining issues in dispute will be determined by arbitration under the *Arbitration Act* (British Columbia), and the decision of the Arbitrator will be final and binding and will not be subject to appeal on a question of fact, law or mixed fact and law.

G. DEFAULT AND TERMINATION

1. **Event of Default.** Any of the following events will constitute an event of default by the Provider under this Agreement;
 - a. the Provider fails to comply with any provision of this Agreement;
 - b. the Provider fails to remain in good standing with the appropriate registry;
 - c. the Provider is in breach of or fails to comply with any applicable law, regulation, license or permit;
 - d. any representation or warranty made by the Provider under this Agreement is found to be untrue or incorrect; or
 - e. if the Provider knew or ought to have known any information, statement, certificate, report or other document furnished or submitted by, or on behalf of, the Provider pursuant to, or as a result of, this Agreement is untrue or incorrect.
2. **Default.** Upon the occurrence of any event of default set out in *Schedule A, Part G, Clause 1*, BC Housing will provide written notice to the Provider which sets out the breach and the date by which the breach must be rectified. The Provider will be given thirty (30) days to rectify the breach or such longer period as determined solely by BC Housing.
3. **Termination on Continued Default.** If the Provider fails to comply with a written notice given in accordance with this Agreement within the specified period of time, BC Housing, in its sole discretion, may immediately terminate this Agreement or appoint a receiver.
4. **Additional Remedies.** Upon the occurrence of any event of default set out in *Schedule A, Part G, Clause 1*, BC Housing may, in addition to and without prejudice to BC Housing obtaining any other remedy, reduce or suspend any payment that would otherwise be payable by BC Housing to the Provider pursuant to this Agreement.
5. **Appointment of Receiver.** As an alternative to exercising any right of termination provided under this Agreement, BC Housing may elect to appoint, or request a court of competent jurisdiction to appoint, a receiver, with or without bond as BC Housing or the court may determine, and, from time to time, may remove any receiver so appointed and appoint another in its place, or request the court to do so. A receiver so appointed is not an officer or agent of BC Housing, and has all the necessary and exclusive power to deal with the obligations of this Agreement including the power to:
 - a. take control, possession and direction of the Development and the Provider's assets in connection with this Agreement, and carry on the business of the Provider in operating, managing and maintaining the assets in accordance with this Agreement;
 - b. demand and recover all the income of the Development by direct action, distress or otherwise, in the name of either the Provider or BC Housing;
 - c. observe or perform, on behalf of the Provider, all the Provider's obligations under this Agreement and any other contracts pertaining to the Development;
 - d. give receipts, on behalf of the Provider, for any money received; and
 - e. carry out such other powers as the court may order.
6. **Application of Revenue.** The Provider acknowledges that the receiver will apply the gross revenue from the Development, which it recovers or receives from time to time, as follows:
 - a. firstly, in payment of all costs, charges and expenses of or incidental to the appointment of the receiver and the exercise by it of all or any of its powers, including the reasonable remuneration of the receiver which is to be approved by BC Housing, and all outgoings properly payable by the receiver, together with all legal costs in respect thereof on a solicitor and client basis;
 - b. secondly, in payment of all operating expenses under an Operating Budget and/or Support Services Budget;
 - c. thirdly, if required by BC Housing, in repayment of any applicable subsidies and accumulated funds; and
 - d. lastly, to pay any balance to BC Housing.
7. **No Liability.** The Provider acknowledges and agrees that:
 - a. BC Housing will be under no liability to the Provider for any act or omission of the receiver; and
 - b. the receiver will be under no liability to the Provider for any act or omission of the receiver.
8. **Early Termination.** Notwithstanding anything stated to the contrary in this Agreement, the parties agree that BC Housing will have the right at any time, by giving twenty-four (24) hours' written notice to the Provider, to terminate this Agreement in any of the following events:

- a. upon the bankruptcy of the Provider or the appointment of a receiver in respect of the Provider;
 - b. upon the Provider ceasing to operate on a non-profit basis; or
 - c. upon the dissolution of the Provider.
9. **Termination arising from Damage or Destruction.** If, in the opinion of a professional engineer or architect appointed by the Provider or BC Housing, the Development is damaged or destroyed in excess of twenty-five percent (25%) of its insurable value, BC Housing may, at its sole option, terminate this Agreement by delivering written notice of immediate termination to the Provider.
10. **Termination Without Cause.** Either party may terminate this Agreement at any time during the Term by giving to the other party 90 days' written notice and this Agreement will terminate on the 90th day following receipt of such notice.
11. **Adjustments on Termination.** Upon the termination of this Agreement, however effected, the parties will forthwith complete all necessary accounting and adjustments between them to effectively reconcile and finalize their obligations pursuant to this Agreement.
- H. GENERAL PROVISIONS AND INTERPRETATION**
1. **Headings.** The headings in this Agreement form no part of the Agreement and will be deemed to have been inserted for convenience only.
 2. **Notices.** All notices, demands or requests of any kind, which the Provider or BC Housing may be required or permitted to serve on the other in connection with this Agreement, will be in writing and may be served on the parties by registered mail, personal service, fax or other electronic transmission, to the addresses set out on the cover page. Any notice, demand or request made to BC Housing, to be effective, will be addressed to the BC Housing representative assigned to this matter by BC Housing.
 3. **Change of Address.** Either party from time to time, by notice in writing served upon the other party, may designate a different address or different or additional personnel to which all those notices, demands or requests are thereafter to be addressed.
 4. **Time.** Time is of the essence of this Agreement. If either party expressly or impliedly waives this requirement, that party may reinstate it by delivering notice to the other party. Any time specified in this Agreement for observing or performing an obligation is local time in Vancouver, British Columbia.
 5. **Governing Law.** This Agreement is to be governed by and construed and enforced in accordance with the laws of the Province of British Columbia, which will be deemed to be the proper law hereof and the courts of British Columbia will have the non-exclusive jurisdiction to determine all claims and disputes arising out of this Agreement and the validity, existence and enforceability hereof.
 6. **Validity of Provisions.** If a court of competent jurisdiction finds that any part of this Agreement is invalid, illegal or unenforceable, that invalidity, illegality or unenforceability does not affect any other provisions of this Agreement. The balance of the Agreement is to be construed as if that invalid, illegal or unenforceable provision had never been included, and is enforceable to the fullest extent permitted at law or at equity.
 7. **Waiver.** No consent or waiver, expressed or implied, by a party of any default by the other party in observing or performing its obligations under this Agreement is effective unless given in writing, nor is it a consent or waiver of any other default. Failure on the part of either party to complain of any act or failure to act by the other party or to declare the other party in default, irrespective of how long that failure continues, is not a waiver by that party of its rights under this Agreement or at law or at equity.
 8. **Extent of Obligations and Costs.** Every obligation of each party in this Agreement extends throughout the Term. To the extent an obligation ought to have been observed or performed before or upon the expiry or earlier termination of the Term, that obligation, including any indemnity, survives the expiry or earlier termination of the Term until it has been observed or performed.
 9. **Statutes.** Any reference in this Agreement to a provincial or federal statute includes the statute as it exists on the reference date of this Agreement and any subsequent amendments or replacements.
 10. **Binding Effect.** This Agreement will enure to the benefit of and be binding upon the successors and permitted assigns of the parties, as applicable.
 11. **Counterparts.** This Agreement may be validly executed and delivered by the parties hereto in any number of counterparts and all counterparts, when executed and delivered, will together

constitute one and the same instrument. Executed copies of the signature pages of this Agreement sent electronically will be treated as originals, fully binding and with full legal force and effect, and the parties hereto waive any rights they may have to object to such treatment, provided that this treatment will be without prejudice to the obligation of the parties hereto to exchange original signatures as soon as is reasonably practicable after execution of this Agreement, but failure to do so will not affect the validity, enforceability or binding effect of this Agreement.

12. Assignment and Subcontracting.

- a. The Provider will not without the prior written consent of BC Housing:
 - i. assign, either directly or indirectly, this Agreement or any right of the Provider under this Agreement; or
 - ii. subcontract any obligation of the Provider under this Agreement.
- b. No subcontract entered into by the Provider will relieve the Provider of any of its obligations under this Agreement or impose upon BC Housing any obligation or liability arising from any such subcontract. The Provider must ensure that any subcontractor fully complies with this Agreement in performing the subcontracted services.

SAMPLE

SCHEDULE B – FINANCIAL

A. BUDGET SUBMISSION AND APPROVAL

1. Budget Submission.

- a. At least four (4) months prior to the end of each Fiscal Year, the Provider will submit to BC Housing for approval their proposed budget for the upcoming Fiscal Year, in a format approved by BC Housing. The budget will be presented in a combined format but must clearly and separately identify which expenses are to be allocated toward each of the following:
 - i. Operating Budget; and
 - ii. Support Services Budget.
- b. The Provider's annual budget submission will show the anticipated gross Resident Rent Contributions and other Residential Revenues for the Development together with all anticipated operating expenses, including utilities, supplies, insurance, wages and administrative fees, replacement of capital items, and maintenance and repair costs.
- c. The Provider will also submit, at the same time as the proposed budget, a staffing schedule for the subsequent Fiscal Year in a format approved by BC Housing from time to time.

2. Budget Approval.

- a. BC Housing will endeavour to approve the Operating and Support Services Budgets for any Fiscal Year prior to the start of that Fiscal Year. The budget submissions will follow the account codes used by BC Housing and such account codes may be changed from time to time with at least thirty (30) days' written notice.

B. SUBSIDY PAYMENT

1. **Monthly Payment.** The Operating Subsidy and the Support Services Subsidy will be paid to the Provider in advance on a monthly basis, and reconciled annually or mid-year. The Provider will maintain a bank account to facilitate electronic fund transfers.

C. RESIDENT RENT CONTRIBUTION

1. **Rent Scale.** The Provider will calculate Resident Rent Contributions based on the Rent Scale.
2. **Change in Household Composition.** The Provider will adjust the Resident Rent Contribution to reflect changes in household composition whenever such change occurs.
3. **Online Rent Calculation.** The Provider will enter into an online rent calculation agreement with BC Housing, the Provider will use BC Housing's online rent calculation system to enter new or updated Resident information, Income and Resident Rent Contribution information, including the Declaration of Income and Assets.

D. OPERATING BUDGET

1. Revenues and Expenses.

- a. The Provider will be responsible for collecting all Resident Rent Contributions and other Residential Revenue for the Development and the Provider will be responsible for paying out of such revenues all costs associated with the operation of the Development, except property taxes, grants in lieu, or equivalent. Such costs may include, but are not limited to:
 - i. liability insurance;
 - ii. sewer, water and garbage pickup;
 - iii. utilities;
 - iv. staffing costs directly related to operating the Development;
 - v. costs for general building maintenance, materials and supplies as required;
 - vi. day-to-day repair and/or replacement of furniture, equipment and appliances such as, stoves, refrigerators, drapes, blinds, floor coverings, washers, dryers, etc.; and
 - vii. administration costs, including accounting and legal fees, if applicable.

E. SUPPORT SERVICES BUDGET

1. **Support Services Subsidy.** BC Housing will allocate funds to enable the Provider to deliver Support Services to the Residents.

2. **Expenses.** The Provider will be responsible for applying the Support Services Subsidy to pay for all costs associated with the provision of Support Services. Such costs will include, but are not limited to:
 - a. liability and other insurance required to be provided by the Provider hereunder, except to the extent such insurance may already be carried by the Provider and attributable to its operations other than the provision of the Support Services;
 - b. staffing costs in relation to the Support Services; and
 - c. applicable administration costs, including accounting and legal fees.

F. OPERATING DEFICIT AND SURPLUS

1. **Operating Deficit.** The Provider is solely responsible for covering any Manageable Cost increases in any Fiscal Year. In the event that there are unanticipated increases in Non-Manageable Costs, BC Housing may cover such costs through:
 - a. a mid-year budget adjustment that increases the subsidy; or
 - b. an extraordinary expense payment.
2. **Operating Surplus.** If, at any time, the Provider accumulates an Operating Surplus, BC Housing in its sole discretion, may:
 - a. require the Provider to make a repayment to BC Housing, in an amount to be determined by BC Housing; or
 - b. allow the Provider to retain a portion of the Operating Surplus, in which case the Provider may make expenditures, as approved by BC Housing, to:
 - i. make payments for programs for the benefit of the Residents where such programs are related to the Support Services and are consistent with the goals of this Agreement; or
 - ii. make payments for capital repairs, renovations or improvements at the Development.

G. TRANSFER OF FUNDS

1. **Transfer of Funds.** Upon the termination of this Agreement, regardless of cause or at the request of BC Housing, all security deposits and accumulated Operating Surplus obtained by the Provider pursuant to this Agreement will be transferred to BC Housing and a reconciliation of the operating balance will be forwarded.

H. FINANCIAL MANAGEMENT AND ADMINISTRATION

1. **Finances.** The Provider will establish written policies and procedures for effective control of finances for the Development and, in particular, will:
 - a. establish and maintain books of account and retain invoices, receipts and vouchers for all expenses incurred in form and content satisfactory to BC Housing, to be used as the basis for the calculation of the payment as set out in *Schedule B*
 - b. the Provider is responsible for ensuring that Operating Surpluses and accumulated interest are invested and managed in a separate account; and
 - c. have sound financial operating written policies and procedures in place, including record keeping and financial statements in accordance with Canadian Accounting Standards.
2. **Auditor.** The Provider will appoint an auditor of the Provider who will be in good standing in accordance with the laws of the Province of British Columbia and will not be a member of the Provider. The Provider will cause the auditor to audit the financial statements of the Provider. BC Housing reserves the right to decrease these requirements at its sole discretion.
3. **Administration.** The Provider will
 - a. maintain a company bank account to facilitate electronic fund transfers;
 - b. collect audit arrears; and
 - c. develop purchasing guidelines that include selection criteria for contracting service provision to third parties.

I. ANNUAL FINANCIAL REVIEW

BC Housing will conduct an annual financial review of the Provider. To facilitate the annual financial review, the Provider will:

1. submit audited financial statements, and a copy of the related auditor's management letter to BC Housing within four (4) months after the end of each Fiscal Year. Where the

Provider provides services in addition to those provided under this Agreement (e.g., outreach, affordable housing, etc.), the audited financial statement will include a separate Schedule of Revenue and Expenditure for each service provided in a format approved by BC Housing from time to time;

2. include details of any funding received from another agency or organization and used by the Provider to co-fund the management of the Development and the delivery of Support Services;
3. provide an auditor's letter or notes with the financial statements indicating that any Operating Surplus is being spent and accounted for as provided in this Agreement; and
4. submit other financial information requested by BC Housing in a format approved by BC Housing from time to time.

SCHEDULE C – MONITORING AND REPORTING

A. REPORTING

1. Regular reporting allows BC Housing to identify occupancy and service trends, and to monitor the Provider's compliance with the requirements of this Agreement.
2. Providers will use the Databases specified by BC Housing as the primary source of referrals for available units in the Development. Where applicable, the Provider will also use CAA as a source of referrals. The Provider will enter into a concurrent database agreement with BC Housing which may specify other reporting requirements
3. The Provider will also use the Databases specified by BC Housing for ongoing reporting requirements, as directed by BC Housing.
4. BC Housing acting reasonably, reserves the right to change the reporting requirements from time to time, with at least thirty (30) days' written notice to the Provider.

B. OPERATIONAL REVIEW

1. From time to time, BC Housing will conduct an on-site operational review to determine compliance with the terms of this Agreement and any other agreements between the Provider and BC Housing.
2. BC Housing will provide the Provider with at least thirty (30) days' written notice of such an operational review.

SCHEDULE D – RESIDENT AND STAFF MANAGEMENT

A. RESIDENT SELECTION AND MANAGEMENT

1. **No Landlord and Tenant Relationship.** No landlord and tenant relationship will exist between the Resident and BC Housing. It is understood that BC Housing will not be responsible to the Provider for any breach or failure of the Resident to observe any of the terms of the Residency Agreement between the Resident and the Provider, including the covenant to pay the Resident Rent Contribution.
2. **Resident Selection.** All Residents must be Absolute Homeless or At Risk of Homelessness, with an Income at or less than HILs and must be placed in a Residential Unit appropriate to their household size in accordance with the Occupancy Standards
3. **Resident Management.** The Provider will make all reasonable efforts to support and maintain the residency, however, the Provider is not expected to maintain the residency in the event of extenuating health and safety risks to the Resident, staff or other Residents (e.g. assaults/threats to Residents or staff and/or medical needs beyond what the Provider can accommodate).
4. **Coordinated Access and Assessment.** The Provider will collaborate with other providers in the community to select Residents using the Coordinated Access and Assessment process, where possible.
5. **Database.** Unless otherwise approved by BC Housing, Providers will use the Database specified by BC Housing to select Residents.
6. **Discrimination.** The Provider will select Residents without unlawful discrimination on the basis of race, religion, culture, sexual orientation, gender identity, social condition, or level of physical ability. Where specific populations are targeted, consideration of and compliance with applicable anti-discrimination legislation must be documented and submitted to BC Housing on request.
7. **Full Occupancy.** The Provider will use all reasonable efforts to maintain full occupancy of the Development, and will notify BC Housing of any extended vacancies.
8. **Membership in Provider.** The Provider will not require a Resident to be a member of the Provider.
9. **Residency Agreements.** The Provider will enter into a Residency Agreement with each Resident and all Residency Agreements will be in compliance with the governing legislation.
10. **Resident Relations.** The Provider will establish policies and procedures to:
 - a. select Residents in an open, fair, consistent and non-discriminatory way;
 - b. serve Residents promptly and courteously, with clear and informative communication;
 - c. provide each Resident with access to information concerning that Resident and protect the privacy of Residents; and
 - d. develop an appeals process for Resident related issues. The process must be transparent and accessible for all applicants and Residents.
11. **Proof of Income.** The Provider will obtain a declaration ("Declaration of Income") and supporting documentation as evidence of the Income of that Resident at the time of the initial occupancy and annually thereafter. The declaration will be in a form approved by BC Housing as may be amended by BC Housing from time to time. The Provider will maintain a copy of each Resident's proof of Income in a file available to BC Housing on request.
12. **Wellness Checks.** The Provider will establish regular health and wellness checks for Residents, including an escalation procedure which may warrant room checking, when a Resident has not been seen or heard from for an extended period, not to exceed forty-eight (48) hours.
13. **Access to Housing.** The Provider will strive to accommodate individuals who may otherwise encounter barriers to Housing because of certain circumstances. In particular, the Provider will:

- a. reasonably accommodate individuals with pets; particularly in situations where individuals are transitioning from shelters or other forms of Homelessness to Housing;
- b. accommodate individuals who may require harm reduction supplies on site, including clean needles, access to safe disposal (i.e. sharps containers), condoms etc; and
- c. ensure that appropriate overdose prevention measures are in place for Residents of the Development.

B. STAFF REQUIREMENTS

1. The Provider will ensure that all staff at the Development, whether part-time or full-time, paid or voluntary, have the appropriate skills, training and qualifications for the tasks that they perform. The Provider will:
 - a. have written policies on eligibility, selection, remuneration, training, safety and security. The safety and security policies and procedures must be in accordance with current Occupational Health and Safety Regulations contained within the *Workers Compensation Act*;
 - b. ensure staff have orientation on the Support Services and standards specified in this Agreement;
 - c. ensure staff have orientation on the Provider's standards, written policies and procedures related to the Support Services, including health and safety procedures. This will include written policies and procedures to deal with prevention of infections, infectious diseases, exposure to blood and body fluids, and the safe handling of needles;
 - d. ensure that the staff undergoes a criminal record check in accordance with the *Criminal Records Review Act* and keep evidence on file that the criminal record check was completed. The Provider is required to have a written policy on the frequency of subsequent criminal record checks; and
 - e. have written policies regarding the use of hazardous cleaning materials that are in accordance with Workplace Hazardous Materials Information System (WHMIS) guidelines.
2. **Food Safety.** The Provider will ensure all food handling, preparation, storage, serving, premises etc., is completed in accordance with the Food Premises Regulation of the *Public Health Act*, the *Food Safety Act* and other relevant regulations. At least one (1) person with FOODSAFE Level I certification shall be present at all times wherever food is handled or served. It is strongly encouraged that one staff member hold a valid FOODSAFE Level II certificate.
3. **Training.** The Provider will also ensure staff have the following training to a level approved by BC Housing:
 - a. Crisis prevention training and/or de-escalation training, non-violent intervention;
 - b. Standard First Aid and CPR. At least one(1) staff member certified in Standard First Aid and the appropriate CPR level training must be on duty at all times;
 - c. Indigenous awareness training;
 - d. Mental health first aid training;
 - e. Domestic violence safety planning;
 - f. Substance use awareness and safety training, including naloxone training;
 - g. LGBT2Q+ awareness training;
 - h. Trauma-informed practice training
 - i. Staff self-care training;
 - j. Vulnerability Assessment Tool (VAT) training; and
 - k. BC Housing Database training.

SCHEDULE E – AUTHORIZATION TO DISCLOSE PERSONAL INFORMATION

If a Resident’s information needs to be shared with other service agencies, the Resident’s permission must be obtained in writing prior to sharing the information. The EXCHANGE OF INFORMATION FORM below, or an equivalent form that meets the requirements of the *Personal Information Protection Act* (British Columbia) and the *Freedom of Information and Protection of Privacy Act* (British Columbia), may be used.

**SUPPORTIVE HOUSING FUND
<◆PROVIDER NAME>
EXCHANGE OF INFORMATION**

Part 1 – To OBTAIN information

I, _____, born on (date) _____

authorize _____ to obtain the minimum information necessary from:

Agency name: _____

Agency contact: _____

Address: _____

Phone: _____

For the purpose of: _____

This consent is effective for six months from the date of signing unless withdrawn by me in writing.

Signature: _____ Witness: _____

Date: Month _____ Day _____ Year _____

Part 2 – To RELEASE information

I, _____, born on (date) _____

authorize _____ to release the minimum information necessary to:

Agency name: _____

Agency contact: _____

Address: _____

Phone: _____

For the purpose of: _____

Signature: _____ Witness: _____

This consent is effective for six months from the date of signing unless withdrawn by me in writing.

Dated at _____ this _____ day of _____,

<◆PROVIDER NAME> complies with all applicable privacy laws. If you have questions about the way we handle your private information, please ask to speak to the Executive Director.

SCHEDULE F – RENT SCALE

A. RESIDENT INCOME

1. The Resident Rent Contribution will not exceed a set percentage¹, as determined from time to time by BC Housing, of the Resident's Income, and the following will apply:
 - a. Income includes, without limitation:
 - i. all income from earnings, including commissions and tips;
 - ii. all income from all public and private pension plans, Old Age Security and Guaranteed Income Supplement;
 - iii. all income received under the *Employment and Assistance Act* (British Columbia) and the *Employment and Assistance for Persons with Disabilities Act* (British Columbia) ("Income Assistance");
 - iv. alimony;
 - v. child support;
 - vi. workers' compensation benefits;
 - vii. employment insurance; and
 - viii. an imputed income from Assets;
 - b. a minimum Resident Rent Contribution is applied based on applicable household size and age of the Resident; and
 - c. the Resident Rent Contribution of a Resident in receipt of Income Assistance will be fixed at an amount as set out in *Schedule F, Part E* or as may be determined from time to time by BC Housing.

B. EXEMPTIONS FROM INCOME

1. The following are exempt from inclusion in Income:
 - a. Child Tax Benefit;
 - b. capital gains, such as insurance settlements, inheritances, disability awards and sale of effects in the year they are received (Note: in subsequent years these are considered as assets);
 - c. up to \$200.00 per month for each person residing in a Residential Unit receiving income from employment. Earnings of less than \$200.00 can be deducted up to the amount earned;
 - d. the earnings of a person aged eighteen (18) and under;
 - e. student loans, student loan equalization payments and student grants (Note: non-repayable training allowances, research fellowships or similar grants are not excluded);
 - f. income of full-time students aged nineteen (19) or over from temporary jobs between school years or semesters to a maximum of four (4) months per calendar year (Note: regular ongoing income is not exempt);
 - g. living out or travelling allowances;
 - h. Shelter Aid for Elderly Renters ("SAFER") or Rental Assistance Program ("RAP") payments received prior to moving into the Development (Note: Residents where the Rent Scale applies are not eligible for SAFER or RAP);
 - i. Goods and Services Tax (GST) rebates and Harmonized Sales Tax (HST) rebates;
 - j. taxable benefits;
 - k. War Veterans Allowance (WVA) and Disability Pension from War Veteran's Affairs Canada;
 - l. government provided daycare allowance; and
 - m. payments for foster children, or Child in Home of Relative (CIHR) income under the *Employment and Assistance Act* (British Columbia).

C. ASSETS

1. Assets include:
 - a. accounts in banks, trust companies, etc.;
 - b. stocks and bonds;
 - c. real estate;
 - d. equity in a business; and

¹ Currently: 30% of income

- e. cash and other items of a potential income earning nature.
- 2. Asset Exemptions include:
 - a. Registered Retirement Savings Plans;
 - b. Registered Education Savings Plans; and
 - c. Registered Disability Savings Plans.

D. INCOME FROM ASSETS

- 1. Income from assets is determined by exempting the first \$10,000.00 from total assets and computing the balance at a percentage per annum² as may be set from time to time by BC Housing. Because income from assets is determined by an imputed amount, actual income from assets should not be declared.

E. DETERMINATION OF RESIDENT RENT CONTRIBUTION FOR RESIDENTS RECEIVING INCOME ASSISTANCE

- 1. The Provider will set the Resident Rent Contribution for each Residential Unit where the Resident is in receipt of Income Assistance as follows:
 - a. at the maximum shelter component (as may be changed from time to time) provided for in the *Employment and Assistance Act* (British Columbia) or the *Employment and Assistance for Persons with Disabilities Act* (British Columbia), less a fixed allowance for utilities as approved by BC Housing, on a regional basis from time to time.
- 2. For greater clarity:
 - a. Only one (1) allowance for utilities per Residential Unit can be used in calculation of Resident Rent Contribution.
- 3. If the Resident is a single person, Resident Rent Contribution will be based on the Income Assistance shelter component for a single person.
- 4. If the Resident consists of two (2) related persons (e.g., married or common-law relationships), Resident Rent Contribution will be based on the Income Assistance shelter component provided for two (2) related persons.
- 5. If the Resident consists of two (2) unrelated persons, Resident Rent Contribution will be based on two times the Income Assistance shelter component for single persons.
- 6. If the Resident consists of more than two (2) persons, Resident Rent Contribution will be calculated based on the number of Residents and their relationship as per *Schedule F, Part E, Clauses 4 and 5*.
- 7. If the maximum shelter component of Income Assistance changes, Resident Rent Contribution will be changed at the same time after reasonable notice to the Resident.

F. NOTES

- 1. BC Housing may change all or part of this scale at any time.
- 2. An adjustment for resident paid heating costs for Residents not in receipt of Income Assistance may be made in an amount as determined from time to time by BC Housing.

² At January 2010 1% per annum

SCHEDULE G – INSURANCE

A. INSURANCE – THE PROVIDER

1. The Provider will, without limiting its obligations or liabilities herein and at its own expense, provide and maintain the following insurance with insurers licensed in Canada and in forms and amounts acceptable to BC Housing, in its sole discretion.
 - a. Commercial general liability in an amount not less than \$10,000,000.00 inclusive per occurrence, insuring against bodily injury, personal injury and property damage, and include liability assumed under this Agreement, a cross liability or severability of interests clause, British Columbia Housing Management Commission and Provincial Rental Housing Corporation as an additional insured, and an endorsement to provide thirty (30) days' advance written notice to the Provider of material change or cancellation.
 - b. The foregoing insurance will be primary and not require the sharing of any loss by any insurer of BC Housing.
 - c. The Provider will provide to BC Housing evidence of all required levels of insurance within thirty (30) days of the execution of this Agreement and within thirty (30) days of renewal of such written policies. When requested by BC Housing, the Provider will provide certified copies of such policies.
2. The Provider will add BC Housing and Provincial Rental Housing Corporation as additional named insured under any insurance policies obtained pursuant to this Agreement.
3. The Provider will promptly notify BC Housing of any circumstance known or which becomes known to the Provider which might materially affect the coverage under the Provider's insurance policies.
4. Any requirement or advice by BC Housing regarding the amount of coverage under any policy of insurance does not constitute a representation by BC Housing that the amount required is adequate.
5. The Provider will provide, maintain, and pay for, any additional insurance which the Provider is required by law to carry, or which the Provider considers necessary to cover risks not otherwise covered by insurance specified in this Schedule.
6. The Provider hereby waives all rights of recourse against BC Housing with regard to any damage, theft or loss of the Provider's property and agrees to carry adequate insurance coverage against such damage, theft or loss of property.
7. The Provider will obtain and maintain, or cause to be obtained and maintained, workers compensation coverage in respect of all workers, employees and other persons engaged in any work in or upon the Development required by the *Workers Compensation Act* (British Columbia).

B. INSURANCE – BC HOUSING

1. **Development.** BC Housing will maintain owner insurance on the Development against loss by fire, theft and related perils. This insurance may be in accordance with BC Housing's self-insurance fund or by a policy underwritten by a qualified insurer, at BC Housing's discretion.