



BCNPHA Lower Mainland Non-Profit Property Manager Forum

An informal roundtable to discuss challenges, resources and opportunities

Thursday, February 20, 2020, 8-9:30AM
 Coast Mental Health Office – 293 East 11th Avenue
 Present:

First Name	Last Name	Org	Title
Dayle	Krahn	Baptist Housing	VP, Property Maintenance & Development
Marilyn	Aceja Uy	BCNPHA	Director of Finance
Ian	Cullis	BCNPHA	Director, Asset Management
Jackie	Kanyuk	BCNPHA	Program Delivery Manager
Sarah	Payne	BCNPHA	Content Editor
Aisling	Fuller	Brightside Community Homes Foundation	Tenancy Coordinator
Ronald	Singh	Brightside Community Homes Foundation	Asset Management
Ermenia	Loreto	Casa Serena	Housing Manager
Jas	Purewal	Coast Mental Health	Associate Director, Development & Properties
Sandra	Dowsett	Entre Nous Femmes Housing Society	Property Manager
Ben	Marsh	John Howard Society	Property Administrator
Madeline	Boscoe	Marineview Housing	Executive Director
Carol	Wagner	Marineview Housing	Board member
Stefan	Baune	New Chelsea	Director, Development and Asset Management
David	Kaplan	Sanford Housing Society	Property Manager
Maher	Lamman	Terra Management	General Manager

Discussion points

1. After-hours service calls/emergencies: Dedicated in-house staff or outsource?
 - Some property managers 'carry the phones'
 - Importance of on-site training for team members
 - Paid \$1.75-2.00/hour for on-call with time-and-a-half for call in's plus mileage
 - Some like the extra income on their pay cheque
 - HR/union challenges of overages
 - Burnout risk for property managers always on call
 - Outsource (eg. call-centre)
 - Need to know how to triage (eg. what's an emergency?)
 - Need to know the sector and clients well



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- Some providers are partnered with dedicated trades, and/or On-Side Restoration, Canstar
 - Need to be pro-active to train/have dialogue up-front to manage costs/expectations
 - Ensure they don't provide costly 'full package services'
 - Inform them know what won't be considered an insurance claim

- 2. Maintenance call tracking
 - Can track the number and frequency of calls by suite to respond appropriately and avoid cost escalation (eg. tenants taking LED bulbs or same suite with blocked toilet)
 - Sanford Housing, Coast Mental Health, Baptist Housing, Brightside using PM software
 - Maintenance spreadsheets work just as well for smaller housing providers

- 3. Attract and retain Maintenance and Facilities staff
 - Some organizations treat the training process as a job interview (8 months of training)
 - Many using BC Housing's SkillsPlus
 - Resumes with short job periods can reflect low loyalty; ask for long term plans
 - Burnout high: David's spouse is studying burnout in her Master's
 - Need budget and strategy to respond
 - Understand needs (eg. millennials want professional development, autonomy)
 - Include performance plan in employee's work plan
 - Consider personal development funds to encourage balance
 - Provide options/flexibility to work (on-call) from home

- 4. Capital and Replacement Reserve Funds
 - Housing with paid-off mortgage and no BC Housing Operating Agreements in need of resources/options
 - Baptist Housing is transitioning to low-end market, "struggling to want to go back to an Operating Agreement"
 - BC Housing Asset Management still has Replacement Reserves at \$60-72 per door, which hasn't changed in 15 years, woefully underfunds capital expenses
 - Interest in speaking with BC Housing about Operating Agreements, Capital Renewal Funds

- 5. Smoking (tobacco and/or cannabis)
 - Cannot ban smoking in homes but ventilation systems inadequately filtering indoor air
 - Some have had WCB inspections after IAQ complaints in offices of mixed use buildings
 - Banning smoking in public is 'reprivatizing the issue' (eg. no exterior smoking area)
 - Becoming a social exclusion issue for people living in poverty
 - Tenants with complex needs and disorders use smoking as harm reduction
 - Inappropriate to expect certain tenants (eg with mobility issues) to smoke outside
 - "We are not good neighbours" (creates poor neighbour relations)
 - Request for BC Housing to come to the table on the issue



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Next steps

BCNPHA to:

- Raise concerns of smoking, Operating Agreements with CEO and/or Director of Policy
- Arrange for opportunity for BC Housing Asset Management and/or NPPMs to present
- Provide a comprehensive list and article of various funds available
- Host a Property Management Forum at May 14 RENT in New Westminster
- Could host another forum in September and/or at the Housing Central conference
- Share email addresses among the group