

GIGNUL NON PROFIT HOUSING CORPORATION

2010 ANNUAL REPORT

REPORT PRESIDENT'S REPORT

The Annual General meeting provides the opportunity for Gignul Board and staff to look back on the past year and to ponder the challenges and opportunities that lie ahead of us.

In the past year there has been no shortage of challenges to overcome both personal and corporate. As a community, we have lost many treasured family and friends. I would like to take a moment of silence to honour those who have gone on and those who have been left behind to hold their memories.

On the political front there has been much excitement and energy given to recharge the economy. At a Federal Provincial Territorial meeting of Ministers held in Gatineau "Canada's Action Plan" was announced which recognized the significance of the housing sector as a stimulator with dual outcomes of social and economic thrust.

The Plan announced \$1.2B to support social and affordable housing that included the renewal of all major housing programs. The Affordable Housing Program was renewed offering a new supply of 4,500 homes (\$540M), a Social Housing Renovation and Retrofit Program to renew and repair social housing (\$704M), renewal of the Affordable Housing (AHI) initiative (\$131.07M) Repair and Rehabilitation Assistance Program (RRAP) (\$109.32) and the Homelessness Partnering Strategy. Housing programs have been extended to March 2014. In this forum, the province of Ontario called for the development of a 10-year national housing strategy.

With the delivery of the Aboriginal Trust Funds in Ontario, Aboriginal housing corporations have been instrumental in playing their part to fuel Ontario's economy. While the Program design and delivery systems were late coming out the chutes, the timing perhaps proved beneficial and much of the spending, which includes jobs, building materials and process, will continue throughout this year and into the next. Both the OAHSS and Mizwe Bike have done a commendable job in implementing their programs and committing the fluids in their charge. At the recent ONPHA meeting in Toronto the OAHSSC provided a comprehensive report on both the Affordable Rental Program and the Assisted Homeownership components the FIMUR. In both of these programs elements performance has exceeded projections by 30%. Hats off; job well done!

The Inventing in Ontario Act also came to the rescue of social housing corporations with renewal funds to support the maintenance and rehabilitation of social housing. The main goals of the Act are to improve health and safety of residents, to provide enhanced accessibility for seniors and persons with disabilities, and to restore vacant or abandoned units. The Ottawa Housing Branch administered the funds. Gignul received \$141,000 to support a plan that included: replacement of roofs, rehabilitation to

common arena, exterior stone & brick work, energy conservation, environmental improvement and health and safety measures. The projects were completed by March 2010.

On June 10, 2010 an important decision of the Superior Court of Justice was registered on the appeal of the Kawartha Native Housing Society Inc and Otonabee Native Homes of Peterborough in favour of the appellants. The judge ruled i) that the Corporations had the right to retain counsel; that counsel retained by the Boards of the Corporations are entitled to be paid out of the assets of the Corporations for reasonable services rendered by Counsel, and, iii) that costs of the receivership litigation and the appellants be paid by the receiver out of the funds of the corporation. This decision provides firmer ground on which to safeguard housing Corporations who are struggling to maintain control of Corporations that are faced with receivership. In terms of impact, the ruling goes well beyond Peterborough, thanks are extended to CHF, ONPHA, and NAHA who intervened in the Appeal.

Again this year, GNPHC was well represented at the ONPHA and NAHA conferences and AGMs. These national and provincial organizations play a significant role in the networking, information sharing and training opportunities for both staff and board. Marc continues to provide leadership on the Board of ONPHA and as the Co Chair of the Aboriginal Advisory Committee and Charles is the Executive Director of NAHA. I believe these affiliations and our corporate input and engagement are important to the continued development of GNPIIC and to the development of sound national and regional housing policy. I would like to recognize Dolores and Peter for not only engaging in the workshops but in volunteering their time to contribute to the administrative services required in conferences of this scope. As a matter of interest, a Gignul tenant was awarded a Kathleen Blinkhorn Scholarships administered by the Aboriginal Advisory Committee of ONPHA.

In conclusion, several important corporate milestones were reached during the year. The adoption of a Gignul policy on Violence and Safety in the Workplace in response to Bill 168 Occupational Health & Safety Act; designation of several smoke tree buildings; addendum to lease agreements to reclaim residual costs of damage and cleaning upon expiry or termination of leases; updating of the Tenants Handbook identifying the responsibilities of both tenants and the Corporation; maintaining -front line engagement in Aboriginal community governance through our involvement in the Ottawa 'Urban Aboriginal Strategy Steering Committee and Ottawa Aboriginal Coalition, and advancing our efforts to create a supply of affordable new housing for Aboriginal families. These are all accomplishment that reflect a strong level of performance and integrity by a dedicated board & staff. Thank you.

COMMUNITY RELATIONS

Community Relations Committee

The Community Relations Committee is made up of: Angela Slaughter, Chairperson; Glen Basque; and, Tasha Cloutier with the staff support of Dolores Peltier-Corkey, Peter Spade, and Marc Maracle. The Committee meets on a regular basis to review applications, assign units, and offer new leases and to provide support and information to our Tenant population. The CRC is committed to a timely response to tenant applications exercising some control over the corporation's vacancy rates.

Improved Vacancy Rates and Reduced Down Time

The amount of unit down time, periods of time in which units remain unoccupied, as a result of terminations, abandonments and evictions, projected to year end is estimated at 173 months, as compared to 119 months in 2009. The average vacancy rate for 2010 is expected to be 9%. Gignul continues to strive for a vacancy rate of 3%. While we do reach this level, from time to time, maintaining consistency is difficult. Unit down time is controlled and there is flexibility to accommodate change housing needs relative to family structure.

Increased Rent Revenue

Assuming the mean monthly rent is maintained to year-end, rent revenue to December 31, 2010 will reach \$934,054, an increase of \$90,531 over budget but a minor decrease of \$12,522 over rent revenue generated in 2009. The economic climate may be the principal reason for this decline. Average monthly rent to September 30 was \$529. Rent revenues have been maximized and are consistent with conditions of the project operating agreements.

Reduced Rent Defaults

Throughout the year the Community Relations Committee have done a great job of controlling the level of default rent experienced by Gignul. In 2010, the average monthly default rate was 1,300, a reduction of \$300 or 20% over the mean default rate of 2009. Declining trends are evident in the months of April and September, revealing evidence of the impact of the new school year on household budgets and perhaps a coati sluggish economy.

Tenant Mobility

Tenant mobility impacts directly on performance standards such as vacancy rates, rent revenue and unit restoration costs. In 2010 70% of Gignul's tenant population remained in their homes while 30% relocated. The reasons for relocations included: transfers 11% to accommodate changes in family size; 1% of tenants abandoned their units without notice; and 5% of tenants were evicted for breach of lease

conditions. It is Gignul's policy to give tenants every opportunity to meet lease conditions. Eviction is clearly a last resort.

Tenant Services

Tenant counselling services include: in-home care, budgeting, access to family services, rent recovery, community relations, evictions, communications, tenant events, and interventions with the Ontario Landlord & Tenant Board, Ontario Works agencies, and local service providers. Two Tenant Relations Officers provide administrative support to the Community Relations Committee. In May 2010, Peter Spade was hired as a Tenant Counsellor to fill a vacant position.

Tenant Profile

Aboriginal Ancestry

87% of GNPHC's tenant population are First Nations, 1% Inuit, Metis/Non Status 9%, and families with FM's children 3%.

Tenant families

15% of the tenant population are families

40% of the tenant population is single parent females

8% of the tenant population is single parent males

26% of the tenant population are single – 12% females and 14% males

11% of the tenant seniors 9% singles and 2% couples

Income Levels

64% of incomes are < \$20,000 annually

26% of incomes are \$20,000 to \$39,000

10% of incomes are > \$40,000 annually

Sources of Income

Employment 35%

Ontario Works 19%

Ontario Disability 17%

Student 7%

Pension 15%

Self employment 1%

EI 6%

Communications

In providing services to our community it is necessary for GNPHC to communicate effectively with our tenant population and service providers. To accomplish this, the organization publishes a monthly newsletter "Masenygun". The Administrative Assistant prepares the newsletter with input from staff and Board. The Newsletter provides a window into Aboriginal community events, home maintenance, fire prevention, promotions, homemaking, home safety, recipes, public interest stories, tenant/corporate responsibilities etc. To date 11 editions of the newsletter have been published and distributed electronically and by mail.

The URI, for the Gignul website is gignulhousing.org. The Website provides information on the services offered by Gignul, the office location, application forms that can be downloaded, and a tenant handbook. It also identifies the Directors of the Corporation, provides a library of the monthly newsletters and a calendar of community events. It provides a link for tenants and newcomers to all Aboriginal service providers and organizations in the City of Ottawa. Complete information on the First Nations Inuit, Metis Urban and Rural Program can be accessed on the site and there is a direct link to the Assisted Homeownership element of its programs. The website has accumulated a total of 14,347 hits since its inception

Site activity from January 1 to November 29, 2010

Activity	Last 7 days	Jan 1 - Nov 29
Page Loads	95	4,158
Unique Visitors	66	2,934
1 st Time Visitors	51	2,387
Returning Visitors	15	547

MAINTENANCE

Maintenance Review Committee

The Maintenance Review Committee (MRC) consists of Jim Lanigan, Chairperson, Charles Hill, and Angela Slaughter, Marc Maracle,, Terry Conroy and Jerry Rakus support the work of the Committee. The Committee's terms of reference include the general review of all maintenance activities and the review and authorization of regular maintenance expenditures above a set limit. The Committee meets on an "*as required*" basis throughout the year to review tender calls and select the successful contractors on tendered work such as janitorial, snow removal, yard maintenance and unit rehabilitation.

General Maintenance

General maintenance represents 25% or more of Gignul's manageable cost expenditure budget. Given the size and nature of this element of the budget, it is incumbent on the Maintenance Review Committee and the staff to closely

monitor and control expenditures and to respond to market place challenges.

Requirements for Tender

When estimated renovation costs exceed the spending authority ceiling of staff, the work must be tendered or a request for proposals issued. Tendering is a process of calling for prices and a commitment to undertake predetermined work, under pre-determined conditions from contractors. In order for a potential contractor to prepare an accurate bid it is important that work be sufficiently defined *in* addition to preparing the necessary specifications which detail the nature, scope and quality of the work. Gignul must outline the manner of payment consistent with the stipulated sum method. Policies include:

- Contractors provide a fixed sum for work
- Contractors are not paid in advance for repairs or renovations
- Contracts over a proscribed amount must have a minimum of 3 competitive invitational bids
- The IVIRC approve all contracts or purchases above the authority ceiling
- Tenders are accepted up to the stipulated closing time and placed unopened, in safe-keeping
- Tenders may be adjusted by telegram, telex or letter up to the prescribed closing time

Reporting

In its monthly financial statements Gignul reports on maintenance expenditures by individual operating agreement. This information is also contained in our annual audited report, which upon completion is provided to the Ottawa Housing Branch along with Yth.elr annual reports required under the Operating Agreements.

Cost Consideration

There are a number of considerations that impact on the cost of maintaining Gignul's portfolio at an acceptable standard. These factors place Gignul at a disadvantage when comparing operation and cost standards against mainstream providers of social housing.

- The average age of the Gignul portfolio.
- Gignul's portfolio is spread across five former municipalities that now make up the City of Ottawa and there are numerous active maintenance sites that require monitoring.
- Maintenance stressors include over-crowding, animals, TV satellite dishes, malicious damage, infestation and domestic strife.
- The Maintenance Assistant position has remained vacant for some time. The Board supports the hiring for this position. The position responds to general service calls and creates greater efficiency as in-house service reduces the use of contractors. Efforts in establishing a housing trades apprenticeship with Algonquin College have not materialized as planned.

- Gignul makes efforts to utilize Aboriginal contractors where possible. Aboriginal contractors are small and unsophisticated. The social and economic impact on the contractors and the community far outweigh the minimal cost factors.

Maintenance Expenditure Tracking System

There has been limited advancement in introducing a maintenance expenditure tracking system. The initial concept comprises the collection of data from four cost centres: Service Calls, Restoration of Units, General Maintenance and Capital Repair and where applicable a number of 10 key cost elements in each cost centre: Plumbing, Heating, Electricity, Drywall/Painting, Floors, Cabinets, Windows/Doors, Roofs, Exterior, Waste Removal/Pest Control. Work volume has restricted the amount of time necessary to successfully implement maintenance tracking.

Investing In Ontario Act

Under the *Investing in Ontario Act*, GNPFIC developed a Renewal Plan that focused on roof replacement, upgrading common areas, exterior stone and brickwork, energy conservation, environmental stewardship and improved health & safety. Provincial infrastructure funding in the amount of \$141,000, provided by the Ottawa Housing Branch supported the cost. Tenders were called on the projects and the work was completed by March 31, 2010.

Capital & Reserve Fund

Annually, a replacement reserve allotment of \$72,700 is included in the budget allocation. Capital repairs include expenditures such as fridges, stoves, furnaces, windows, doors, roofing and generally time worn repair that necessitate replacement products. Should these funds not be expended during the course of a fiscal year they are retained and held in the Capital Reserve Fund to address future replacement costs.

To December 31, 2009 the Capital Reserve Fund registered a balance of \$402,610. To September 30, 2010, the capital repairs expenditures totaled \$6,135. Gignul maintains a policy of balancing the expenditure of this fund against the allotment received and secures the unexpended balance in GIC's to draw maximum interest.

Fire Safety and Prevention

The insurance agent for GNPHC is the Alliance of First Nations Insurance Brokers. The AFNIB policy has a deductible of \$10,000 at a cost of \$ 70,765.

An older housing portfolio requires safety upgrades and retrofits to meet the

requirements of the Ontario Fire Code. Gignul continues to satisfy Code requirements.

Gignul Maintenance and Tenant Counsellors manage our portfolio under the new fire regulation standards and inform and educate our tenants on home safety and fire prevention. Annual unit smoke detector inspections with a Tenant sign-off were conducted in November and December 2009. Accurate records of inspections and work undertaken associated with fire prevention and safety is maintained, Articles on fire prevention and safety are published in our monthly newsletter.

FINANCIAL ACCOUNTABILITY

Balanced Budget

As reflected in the annual audited statements to December 31, 2009, Gignul had a modest surplus of \$24,473.

Gignul forecasts over expenditure in snow removal and maintenance to December 31, 2010. There is sufficient room in other cost areas to support a balanced budget. To the end of September 2010, maintenance costs total \$352,798. This is approximately 48% over budget. In this period, twenty-six units were restored for new tenants and accounted for over \$1 12,000 of total maintenance costs. With the maintenance budget almost depleted, costs will be closely monitored to year-end. The flexible budget serves well to accommodate necessary cost adjustments. It is expected that 'Gignul will end the year with a modest surplus.

Accountability

Throughout the year Gignul's finance has maintained the reporting requirements and the integrity its 17 operating agreements through the management of tenant lenses, maintenance of units and properties, provision of tenant counseling services and communication with the tenants and the community at large. Regular and accurate reporting was prepared throughout the year to support the monitoring of progress and to measure corporate performance.

Financial Highlights 2006-2010

Line Item	2006 Actual	2007 Actual	2008 Actual	2009 Actual	2010 Budget
Rent Revenue	807,775	820,584	839,218	885,199	843,523
Subsidy	1,757,326	1,782,852	1,762,096	1,786,728	1,803,204
Maintenance	299,129	379,586	436,132	469,829	316,924
Tenant Relations	116,417	124,336	127,456	115,972	130,402
Administration	246,922	254,544	257,117	271,669	286,459
Sur his/Deficit	91,652	62,265	(10,302)	24,473	-----

Principal Budget adjustments for 2010:

Manageable Expenses 1.79% increase	1,362,703
Property Taxes - actual + 5% increase	261,507
Replacement Reserve	12,700

- Rental revenue will exceed the budget forecast by approximately \$90,511.
- Maintenance expenditures will exceed the budget by approximately \$69,000.
- Utility costs (gas/oil/hydro/water) are forecasted to be \$76,390 under budget.
- Snow removal and landscaping costs are projected to exceed the budget by as much as \$19,634 (dependant on early snowfall).
- The current annual subsidy is \$1,803,204 which represents an increase of \$45,878 since 2006.
- Budget flexibility is a positive financial feature.

AFFILIATIONS

Ontario Non Profit Housing Association

In 2010, Gignul maintained its membership in the Ontario Non Profit Housing Association (ONPHA). ONPHA is a provincial non-profit organization that represents 770 housing organizations in 220 communities in Ontario. Sixty-four representatives from 23 Aboriginal Housing Corporations attended the annual conference. The Aboriginal Advisory Committee to ONPHA continued its function. It focused on relationship building with Ontario Aboriginal Housing Support Services and promoting the implementation of the First Nations Inuit Metis urban and Rural Program. Gignul's Executive Director M. Maracle is Co-Chair of the Aboriginal Advisory Committee and a member of the Board of Directors of ONPHA.

On November 19 - 21, 2009, Jim Lanigan and Charles Hill attended the ONPHA annual meeting held in Toronto as representatives of GNPHC. Marc Maracle attended as a Director of ONPHA (East/Urban). Jim and Marc were the official voting delegates to the AGM. D. Peltier-Corkey and Peter Spade attended the Conference for the purposes of training and networking. Marc Maracle facilitated the *Shared Learnings: Supporting High Needs Tenants* and *Developing Aboriginal Housing: Roundtable* workshops. Both workshops were filled to capacity. Dolores and Peter also volunteered their services assisting with conference support. The Aboriginal Advisory Committee hosted a luncheon for the Minister of Municipal Affairs Minister Rick Bartolucci to address issues specific to housing urban Aboriginal people,

GNPHC representatives attended the following workshops and training courses.

- Roundtable for Supportive Housing Providers.
- Seniors Fitness: Key to Aging in Place.
- Urban Aboriginal Roundtable.
- Shared Learnings: Supporting High Needs Tenants.

- Aboriginal Network Luncheon – Minister Bartolucci.
- ONPHA AGM.
- Social Enterprises 101.
- Indoor Air Quality Awareness Training.
- Residential Radiant Hydronics Design.

- Working With Tenants Who Hoard.
- Negotiating Agreements.

Resolution Passed at the ONPHA AGM

- Improving the Affordable Housing Program (*create dedicated portion of funding for new development*).
- Need for a Central Data Base of Social Housing Asset Data (*develop a comprehensive data base*).
- Social Assistance Review Advisory Council (*reform of social assistance and other outcomes*).
- Refinancing Social Housing Mortgages for new Development and/or Capital Repair (*creating a pool of funds for new housing developing*).
- Promoting Community Based Housing as a Determinant of Mental Health (*transform mental health system to recognize key role of community based supportive housing*).
- Implementation of Harmonized Sales Tax (*tax revenue neutral of non profit housing providers*).
- Ensuring ongoing support Funding to Create Healthy and Sustainable Urban Aboriginal Communities (*funding for community support purposes defined by Aboriginal housing providers*) M. Maracle, GNPHC.
- Ensuring Funding for Housing and Human Services in Ontario (*maintain and enforce standards for the funding of housing and human services*)

National Aboriginal Housing Association

Gignul holds active membership in the National Aboriginal Housing Association (NAHA). In September 2010, the 16th Annual General Meeting & Conference of the National Aboriginal Housing Association was held in Ottawa. The GNPHC Board appointed Jim Lanigan and Brain Bedwell delegates to the AGM. There were 51 registrants for the Conference and 20 official delegates to the AGM.

Agenda included presentations on: Impacts of Housing on Health and Well Being; Aboriginal Housing and Home Ownership in Ontario; Panel on Housing Initiatives; Successful Collaborations to Advance Affordable Housing Solutions; Community Land Trusts; Panel on Homelessness; Bill C-545 An Act to eliminate Poverty in Canada; NAHA's 10-Year Plan: A Call for Action.

Four workshops to discuss and recommend actions to address: NAHA's proposed Action

Plan, Support for Bill C-304 (Solutions for Aboriginal Homelessness and Resourcing), and Implementing Urban Aboriginal Housing Programs were conducted.

Resolutions passed by the September 25th 16th NAHA AGM included:

- Engaging Aboriginal Housing Providers in the Implementation of the Urban Aboriginal Strategy;
- Support for a Renewed Mandate of the Urban Aboriginal Strategy
- Appointment of Tina Hlady as NAHA's Representative to the CHRA Board.
- Support of the Senate Committee on Social Affairs Science and Technology, *In From the Margins: A call to Action on Poverty Housing and Homelessness* ;
- Addressing the Link Between Housing and Health with an Emphasis on HW and Aids;
- Public Support for the 1st Reading of Bill C-304
- NAHA involvement in a CHRA led National Interim Committee to: Determine the interest and/or involvement of Aboriginal Organizations in a National Learning Network for Community Advisory Boards.
- Support for Bill C-545 an Act to Eliminate Poverty in Canada;

The date and location of the 17th Conference and AGM is September 13-16, 2011 in Regina, Saskatchewan and hosted by Namerind Housing Corporation.

Ottawa Urban Aboriginal Strategy Steering Committee

Jim Lanigan is GNPHC's representative to the Urban Aboriginal Strategy Steering Committee and Ottawa Aboriginal Coalition. The alternate representative is Charles Hill.

Marc Maracle is the Co-Chair of the Steering Committee. Terms of Reference for the Committee have been revised and will be tabled for ratification at the December 8, 2010 meeting of the Steering Committee.

UAS 2009-2010 Approved Projects

Administration/Capacity budget \$100,000

Community Investment Fund \$300,000

The Proposal Review Committee recommended 7 projects from the Community Investment Fund, Five projects were approved to address Aboriginal Children & Youth.

<u>Project</u>	<u>Applicant</u>	<u>Award</u>
Urban Aboriginal Cultural Ambassadors	AEAC	\$56,750
Makkuktut Uqausilirijit	TI	rejected
Cultural Enrichment Program	Minwaashin	rejected
Youth Empowered – Indigenous Culture & Media Innovations		50,744
Aboriginal Community Development	U of Ottawa	rejected
Under My Skin Youth Video	Wabano Health	69,850
Youth Central	Inuit CC	45,344

Total

\$256,888

Upcoming Meetings

December 8, 2010 - OUASSC Meeting, Team Building Workshops
January 26-27, 2011 Regional Conference, Ottawa Lord Elgin Hotel
February 15, 2011 UAS Community Forum and Cat Session
February 16, 2011 UAS Activity
February 23-24, 2011 National UAS Conference, Toronto
April 20, 2011 UAS Activity

A NEW SUPPLY OF AFFORDABLE HOUSING – 1043 Cummings Avenue

In August of 2000 the Cummings Avenue project was Awarded \$4.75N1 to construct a 28-unit apartment complex consisting of 12 1 bedroom, 12 2-bedrooms and 4 3-bedrooms units. The Contractor moved on site on November 8, 2010, 5 months behind schedule. Additional costs can be attributed to termination of initial Project Management Agreement, a citizen challenge of the zoning application at the Committee of Adjustment, a subsequent appeal of the decision to the Ontario Municipal Board, increased cost of land and increased due to lapse in time, increased costs of legal and professional support required for the challenge and the appeal processes. The project will be ready for occupancy in July 2011, during the construction a call for tenant applications will be rendered and first time tenants will be selected.

PRIORITIES FOR THE COMING YEAR

Gignul priorities for 2011 include, but are not restricted to the following:

- Call for applications and fair selection of affordable housing Applications. Occupation of tenants in 1043 Cummings Avenue.
- Implement a maintenance expenditure database to support Planning, coordination, cost control, reporting and accountability Of maintenance activities. Produce monthly maintenance Reports.
- Maintain clear lines between the operations of GNPHC and MMDC.
- Maintain GNPHC's representative on the Ottawa UAS Steering Committee and Ottawa Aboriginal Coalition;
- Development a position paper on the evolution of Madawan Management & Development Corporation crating a vision and Mission statement, operating principles, clear business lines and the need for a sustainable operational framework.
- Reduce our vacancy rate and work on reducing down time by

Improving the coordination of unit rehabilitation.

- Maintain an active tenant counseling unit hosting and supporting Community events that help to create a sense of community belonging among our tenant population.
- Conduct research on the need for targeted senior supportive Housing in consultation with Odawa Friendship Centre and the Wabano Centre for Aboriginal Health.
- Develop or acquire a home maintenance awareness program to encourage tenants to share responsibility in the care of their homes and to reduce the volume and cost of service calls.
- Host a team-building workshop for Board and Staff to review policies and procedures and to formulate new creative ideas in the provision of homes and home services.
- Create a greater awareness of fire safety and prevention in the home through the use of the newsletter, home visits and tenant counsellor interventions.
- Develop a 10 year plan to address Ottawa's Aboriginal needs for shelter across the housing spectrum.

ACKNOWLEDGEMENTS

It has been a very busy year for the Staff and Board of GNPHC. Not all of the objectives for the year have been achieved. Those objectives, which remain outstanding, will be moved forward to the coming year. A lot of hurdles have been moved aside and accomplishments are visible. I want to acknowledge all of the staff for their commitment to Gignul. I want to offer best wishes to Liz for continued good health. I would also like to formally welcome Peter and Kali Maracle to the team. These individuals are a sign of both change and growth. Gignul is a community leader not only in property management but also in open and collaborative community governance. The staff, led by Marc has earned respect and recognition from the community, not only in the quality of the work they do, but the manner in which they get it done. I congratulate you on your achievements and success.

I want to acknowledge the work of the Board - in particular the chairs of Committees who carry extra workload.... the Executive Team, Charles and Angela for the experience, wisdom they lend to decision-making and development. The Community Relations Committee has maintained vacancy rates and reduced default rents at the same time reaching new levels in rent revenue. The work of this Committee reflects the social conscience of the Corporation. Maintenance is a sizeable portion of our budget and a high level of efficiency must continue to be the goal of the Maintenance Review Committee. We need to improve reporting in order to tackle greater efficiency in this area.

I want to thank Andy Foreman of Andrews & Company Chartered Accountants for the financial services he offers and for his commitment to keeping GNPHC accountable and transparent. It is without hesitation that I recommend that Andrews & Company be retained for the 2011 fiscal period.

2009 Board Meetings

January 27, 2010

March 3, 2010

April 14, 2010

May 19, 2010

July 7, 2010

September 14, 2010

October 27, 2010

December 1, 2010 – Annual General Meeting/Board of Directors Meeting

Respectfully Submitted,

Jim Lanigan
President