

SACHA's AGM 2018

Annual Report



SACHA Year in Review

For the year ending December 31, 2017

Membership with SACHA provides your housing co-op with protection, security and help building a strong and healthy community. Our objective is to ensure that the services we provide will help our membership now and in the future. The following review will highlight what SACHA accomplished for our members in 2017.

PROTECTION

- Advised and supported members in matters involving CMHC, The Agency, Revenue Canada and The Co-operative Act of Alberta
- Answered and assisted boards, committees and members on specialized matters of co-op business practices
- Engaged actively in Government Relations committees nationally and provincially to lobby for the continuation of subsidy dollars for our most vulnerable members. SACHA is involved in lobbying efforts for housing co-ops at all levels of government: Municipal – Provincial – Federal
- Participated in the research interviews for the development of the National Housing Strategy
- Attended meetings with the Provincial Government Stakeholder relations to express the concerns facing our housing co-ops in Alberta
- Continued to promote and support the ‘You Hold the Key’ campaign in conjunction with CHF Canada and other federations across Canada.
- Attended the Provincial Governments Pre Brief on the National Housing Strategy.
- Supported members in understanding the Supplementary Agreement to Extend the Project Operating Agreement to Provide a Special Funding Contribution for our members.
- Continued to provide property management services to our member housing co-operatives (member mandated service)
- Provided staff training to members working in our co-operatives
- Provided consultations on employment standards and other employment issues
- Provided human resource consulting coupled with legal referrals on employment matters
- Provided mediation services
- Expanded our education services focusing on governance, management, refinancing, capital planning and community building
- Assisted co-op members looking to refinance their housing co-ops with First Calgary Financial
- Worked closely with the City of Calgary on strategies for further development of housing co-operatives which allows us to highlight the diversity and success of the housing co-ops in Southern Alberta
- SACHA has succeeded in fundraising efforts to help housing co-ops that experience a crisis. SACHA is dedicated to helping our member co-ops when they face challenging circumstances in any way possible
- Continued membership in ACCA (Alberta Co-operative Community Association) which connects us to the entire Co-operative Sector in Alberta

- Continued working with CHF Canada on matters that involve co-operative housing nationally as well as giving a voice to the needs of Southern Alberta

SECURITY

- Continued to provide value to our members through the Bulk Purchasing Program, which is member mandated
- Our membership continues to enjoy the benefits of the SACHIP program with First Calgary. The SACHIP program provides 2.4% interest on their accounts. This rate is higher than any other financial institution can offer and is a benefit of membership. Important to note: Co-ops are entitled to hold five accounts under this program with First Calgary Financial. We recommend that co-ops check their investment portfolio to see how they compare to this rate. Many of our members have discovered they have been missing valuable interest by investing in GIC's and other investment portfolios
- Developed a Refinancing Program with First Calgary Financial for our members. SACHA's membership receives the lowest interest rates due to the long and successful relationship SACHA has had with First Calgary Financial for many years
- Canada Rug continues to provide flooring services to our membership
- The Brick serves our membership by providing quality appliances to our housing co-ops. Through this partnership, you will be able to order GE and other brands of appliances with excellent service and delivery time. Housing co-ops and individual members are able to purchase other products such as furniture, mattresses and electronics at reduced prices
- Sherwin Williams (formerly General Paint) continues to provide excellent paint products to the membership
- STAPLES Advantage is another fine partnership our members and housing co-operatives enjoy with quality products available at reduced prices for member housing co-ops and their membership
- AMRE Supply provides competitive pricing and exceptional service to our membership
- Rent Check is an excellent service for our members. A potential member's credit history is crucial in member selection. Rent Check offers competitive rates by providing personal credit ratings to our membership
- RONA this program is under review currently however members do receive a discount on a wide variety of products
- Tidal Development provides customized cabinets and renovations to our members
- Telus our newest partner will provide a 50% discount on all services with them to our members

NOTE: Our Bulk Purchasing Program exists because our membership sought these services; co-ops are encouraged to use these services but it is not an expectation of SACHA. SACHA negotiates pricing based on over 1300 units and we are able to pass these savings on to you. If you encounter any difficulties with product quality or service from our partners, please contact us. We represent your interest as part of quality control for your security. The small rebate that SACHA makes on this program offsets the cost of doing business, and helps us build our educational programs.

COMMUNITY

- Responded to the public's need for information about co-op housing
- Involved in addressing ways that could help further development and provide clarity on how housing co-ops can bridge the gap in the affordable housing crisis
- Provided ongoing support to our housing co-ops and members daily to address issues within communities and provide education and clarity on matters that concern them as part of the membership dues; some services involve more in-depth assistance and therefore may involve a fee
- Provided advice, education, mediation, legal and other community referrals to our members as well as individual members of housing co-operatives - human resource services are also available
- Continued to provide financial management services to our member co-ops
- Provided property management services to five of our member co-ops and anticipate that this number will continue to grow in 2018
- Continued to deliver the City-Wide Board Courses to anyone interested in sound business practices in their co-ops - an excellent opportunity for boards to send new board members or interested members to learn more about Good Governance, Sound Management and Community Building
- The 'Aging in Place Committee', provides resources to our members - please contact SACHA's office for further detail
- Continued to deliver quality education to our membership through the following workshops:
 - Board Governance and Management
 - The RESPECT Series (building community)
 - Capital Reserve Planning
 - Board Orientation
 - Member Orientation
 - Member Selection
 - Maintenance and Conflict Resolution
 - Policy and Bylaw Revision
 - Human Resource
 - Specialized Services – Legal – Mediation – Employment Services
- The 'RESPECT' workshop series continues to be a popular workshop with our members.
- Community Development Contracts - Helps co-ops work effectively together by assisting boards, staff and members to help them build strong communities
- Hosted the following annual events: Special General Meeting (SGM), Annual General Meeting (AGM), Education Event, Goldeye Conference and Trade Fair - visit our website for more information
- Cooperated with CHF Canada, The Agency and the Stabilization Fund on co-op housing matters
- Assisted members with policy and bylaws
- Provided Bylaw Review Services. Please contact SACHA for further details

Respectively submitted by:

Brenda Davies, Executive Director, Southern Alberta Housing Co-operative

SACHA Financial Report

For the year ending December 31, 2017

SACHA has carried out another successful financial business year. This report details the financial activity at SACHA during the year of 2017.

SACHA's reputation for providing quality services increases each year as our members' requests for services increase. We have noted that the demand for services is a direct correlation as the landscape changes within the housing co-op sector. There are multitudes of complex issues that our housing co-ops are facing as our buildings age. Many of you have faced or perhaps have already come to the end of your operating agreements. Co-ops are looking for reliable refinancing opportunities that will enable them to renovate and retrofit their ageing buildings. Meeting the needs of members that are aging in place is a major issue facing us as well. SACHA is evolving with the times and continuing to add valuable services to help you navigate this new landscape. Members continue to look to SACHA for our expertise and rely on us to search for and implement specialized services to help them carry out their plans. Each one of your housing co-operatives is an enterprise that must be well governed and managed to meet the future challenges and needs of your members. It is imperative that every effort be made to preserve co-operative housing for future generations. Specialized services are needed by our membership and SACHA is meeting these demands by expanding our services. We anticipate that these services will continue to be needed and SACHA will continue to do everything possible to fulfill these needs with your support.

The increase for all of our services especially in the areas of Education, Consulting and Property Management has necessitated the need for professional facilitators and consultants and other staff to work with our membership. We continue to look to the future by succession planning and being ready to assist the co-ops. With our increase in service demand in all areas we ended 2017 with a \$23,685.00 surplus overall. These funds were allocated to our reserves as voted on by our membership in December 2017, at our Special General Meeting. In order for SACHA to ensure and maintain our services, and keep current, this surplus is good news for our organization. Within any business, whether corporate or not for profit, it is imperative that a business have a reserve fund. This provides a sound foundation to provide and grow services for our members now and in the future.

Our educational programs, and operational services are available to our member co-ops and we continue to add and modify these programs in order to keep current, and relative to the needs of our membership. Our property management, administration and consulting services continues to be in high demand. Some of our members have experienced difficulties over the past year in the area of governance and management, and this continues to be an issue for many of our co-ops. SACHA is committed to the development and the delivery of the services that our

members require. We are developing other specialized workshops to assist with the management of your co-ops, and we have developed curriculum to help you build a cohesive community with your membership. Providing these services ensures that the value of sector support within our community grows as well. This facilitates the ability for all our members to meet their operational needs in a supportive and cooperative environment.

Our Bulk Purchasing Program is evaluated throughout the year. We rely on our membership to provide us with feedback on the products and services that are available through this program. The Bulk Purchasing Program was mandated by you, our members, to help you find quality products for a reasonable price and to ensure accountability by the service provider. Therefore, the more housing co-ops participate in the program the more our purchasing power increases, and we are able to keep the costs down for you. Once again it is important to remind our members that the more that you use the program, the greater our buying power will be. We expect that participation will continue to grow and that we will continue to add new partners in 2018. If any of our members have suggestions for services please do not hesitate to contact us with your ideas.

The SACHIP Program, through First Calgary continues to be an outstanding success for all of our members. We are pleased to report that each participating housing co-operative in this program collected 2.40% interest on their operating accounts in 2017. The amount of interest that each of your co-ops receive through this program is substantial. SACHA was able to negotiate a guaranteed interest rate sometime ago with First Calgary that guarantees that this interest rate will not fall below 2.40 % even in challenging economic times. In more affluent times the interest rate for co-ops could rise but the rates will never drop. This provides security for your investments and we can say with confidence that this rate surpasses what you can find in today's market with another competitor. Another example of how the co-operative sector supports one another. No other financial institution can offer this rate or guarantee to you, which is another benefit of your membership with SACHA.

In 2013 two of our member co-ops were hit hard by the flood. SACHA's fund raising effort resulted in us raising over \$77,000 to help these co-ops. At the end of the 2016, there was a balance of \$12,431 remaining. SACHA's Board of Directors released the funds to Sunnyhill Housing Co-op and Hi-Wood Meadows Housing Co-op in March 2018. The 2013 Flood Fund, orchestrated by SACHA is a testimony to show when we work together we can do more than we could do alone.

All revenue generated by our Bulk Program helps to offset the expenses of running SACHA and helps to ensure that member due increases are kept to a minimum. We are always interested to hear from our members and to answer any questions you may have. We welcome the opportunity to share more about SACHA's services with all of our members and the community at large. Thank you to everyone for your commitment to our organization.

Respectfully submitted by:

Brenda Davies – Executive Director and Della Brown – Bookkeeper - on behalf of the Finance Committee, for Ana Martinez –Treasurer

SACHA Board of Directors Report

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It is a privilege and an honour to write this report on behalf of the SACHA's Board of Directors. At this time of year it's important to reflect on what we have accomplished, and to consider what lies ahead of us. SACHA is committed to providing services that will ensure that your housing co-operatives remain strong and viable well into the future. With the announcement in 2017, of the National Housing Strategy, we can look forward to the possibility of the development of more co-op homes and the continuation of subsidies for our most vulnerable members. There are exciting opportunities coming our way in 2018 thanks to advancements that have transpired during 2017.

SACHA's Education and Operational services maintained steady growth in 2017. As the needs of our membership grow, we continue to provide quality services that will help you meet the challenges of doing business. It is our responsibility to evolve with the times and to embrace change. Recognizing that your needs are always changing, your federation is actively researching and implementing new ideas and programs as needed. SACHA represents you at all levels of government on important issues working alongside CHF Canada and other federations all across Canada. We collectively lobby government on important issues such as subsidies and future development of co-operative housing. We are proud to announce that our You Hold the Key Campaign efforts have been successful in securing subsidies for many of our co-ops. This is another example of how co-operation amongst co-operatives works. We can accomplish more together than we can apart. Principle Six is proving once again the power in the co-operative sector!

Requests for educational workshops and community development contracts have risen over the past year. Diverse needs of our members have been serviced and ongoing research into new workshops and training is ongoing. Member housing co-ops are dedicated to providing professional and ethical ways of doing business, and SACHA is committed to helping them every step of the way.

Property Management Services have expanded over 2017. For over 15 years our members had lobbied us to provide this service due to complexities and differences in the way housing co-ops are run. This enables housing co-ops to navigate the difficulties of the Governance and Management crossovers that cause many serious problems in our co-ops. The SACHA team, under the direction of our Executive Director, Brenda Davies, are extremely busy working with our members on these issues.

Brenda Davies remains involved in the local housing scene as more interested community groups are realizing that co-op housing is a viable and sustainable option in the affordable housing market. Brenda continues to meet with the City of Calgary; Affordable Housing

Department bringing the voice of Alberta's housing co-ops to more and more people. This can only mean favourable things for the future.

The Bulk Buying Program continues to grow as we add new partners to the program. We invite our membership to let us know if they would like us to add a specific vendor to our family and we also encourage you to provide feedback if you encounter difficulties with any of our partners. Our Executive Director has an exciting announcement today regarding a new service that will be introduced to you this spring.

At this time I want to thank our wonderful staff for all their hard work, Brenda Davies, Colleen Rollinson, the Property Management Team, and our team consultants. Thank you for your dedication and hard work. We are thankful for their ability to move forward and make SACHA the professional organization it is today. Our staff deal with delicate and challenging situations when working with our members. SACHA is committed to providing a safe and respectful environment by supporting a healthy work place free from harassment. The Board of Directors thanks you for your commitment and for all your hard work.

And lastly as always, I want to thank my fellow Board members for their dedication and commitment to this organization over the past year. It is my pleasure to work with each of you.

Respectfully submitted by:

Linda Bouchard – Board Chair on behalf of the Board of Directors

SACHA Education Program Report

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In 2017, the Education Program delivered quality workshops and related services to SACHA's members. The following lists represent both events and facilitated workshops.

Customized Board Courses

Annual City Wide Board Course – January 21

Public Information Session – February 15

SACHA's Annual General Meeting – April 22

City Wide Board Course - May 6th

Goldeye Conference – September 22 – 24

Fall Education Event – November 18

Special General Meeting – December 6

Mediation and Consultation Services

Mobile Workshops to Member Housing Co-ops

Customized Board Courses for Member Co-ops

Workshops Delivered at SACHA's Events in 2017

RESPECT Series – Part 2

Building a Strong Governance and Management Team

Bringing Order out of Chaos – How to have an effective meetings

Governance Management Board Course

Ageing-In-Place Panel Discussion

Attention Management - Time Management Skills

Effective Board Planning

Building the Governance and Management Team

Everything You Need to Know about your Co-op's Finances

Moving toward Smoke-Free Multi-Unit Co-op Housing

How to be a Successful Co-op and Co-op member

Diversity and Inclusion – How do we include everyone?

Team Building for a strong co-op Community

SACHA welcomes and encourages feedback on or requests for workshops. These services are assigned to and carefully vetted to ensure that, where possible, both the appropriate person and the quality of the material are provided.

Respectfully submitted by:

Colleen Rollinson – Member Services Assistant

SACHA Personnel Committee Report

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The Personnel Committee is a standing committee of SACHA. It ensures that the personnel policies and procedures, as they relate to SACHA's staff, are being followed. It also reviews these documents and make recommendations for changes and updates to the Board of Directors of SACHA.

The Personnel Committee works with the Executive Director to facilitate communications between the staff and the Board. This past year the Personnel Committee has consisted of the SACHA's Chair and Treasurer. As they may deal with sensitive and confidential issues, this committee is small by design.

The committee meets on an as-needed basis, either in person or by teleconference, generally a couple of times a year to discuss staffing issues and to make recommendations to the Board.

Respectfully submitted by:

Linda Bouchard – SACHA Chairperson

The Co-operative Principles

1. Voluntary and open membership
2. Democratic control
3. Member economic participation
4. Autonomy and independence
5. Education, training and information
6. Co-operation among co-operatives
7. Concern for community

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