

CORTES HOUSING SOCIETY POLICY MANUAL

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Board Approved, August 3rd, 2023

INTRODUCTION

The Cortes Community Housing Society (CHS), was founded on March 5, 2020. The CHS and all of its assets rest in the traditional and ancestral territories of the toq qaym ɿ xʷ (Klahoose), ɿ ə ʔam ən qaym ɿ xʷ (Tla'amin), ʔop qaym ɿ xʷ (Homalco) Nations.

Constitution: to relieve poverty by providing and operating affordable housing and incidental facilities for low to modest income households on Cortes Island, BC.

Cortes Community Housing Society (CHS)
PO Box 517, Mansons Landing,
Cortes Island, BC, V0P1K0

Society Incorporation	# S0072838
Charity	# 743355471 RR0001
GST	# 743355471 RT0001

Read more about the CHS <https://www.cortescommunityhousing.org>

HISTORY

The conception began in 2017 at the initial gathering of the Cortes Island [Community Foundation](#). It was realized there that the most urgent issue for the island was affordable housing. It quickly became a joint effort with the Cortes Island [Seniors Society](#) (CISS), to raise more than a million dollars to purchase property in downtown Mansons Landing. The CISS already had charitable status to issue tax-deductible receipts for donations, plus had experience in building affordable housing.

Under the CISS umbrella, it operated as the Housing Committee (HC) and purchased the Rainbow Ridge property in 2018. Together, the Housing Committee and the Seniors Society, also built 4 more cottages during 2020, totaling 10 cottages in the Seniors Village managed by CISS.

The Cortes Community Housing Society officially became a stand-alone society March 5, 2020, with its own board of directors and achieved charitable status on July 15, 2021.



The assets (land & cash) plus the related debt (loans) were passed directly to the CHS effective Oct 1, 2021.

The CHS is currently in the first phase of development for its housing project: Rainbow Ridge. With 51 acres of flat, residentially-zoned land, in central Mansons Landing, Rainbow Ridge is a 24-unit, 6-acre development on the northern edge of the parcel. The beneficiaries will include first nations, single persons, couples, and families of all ages ranging from children to seniors.

The larger community will also benefit socially and economically from having housing for essential service workers, staff for island businesses, and keeping family members nearby as they age through various stages of life. Island residents and visitors will enjoy the trail network that links parks to and from Mansons Landing Village through the Rainbow Ridge property for many years to come.

Mission

The mission of the CHS is to relieve poverty by providing and operating affordable housing and incidental facilities for low to modest income households on Cortes Island, BC.

The CHS board intends to establish vision and principal statements to support the broad range of activities that are being undertaken to fulfill our mission, as well as to explore if the mission needs to be broadened to fulfill housing needs on Cortes.

MANUAL GUIDE

This policy manual provides information for the staff and board of the Cortes Housing Society to conduct business in alignment with their purpose to relieve poverty by providing and operating affordable housing and incidental facilities for low to modest income households on Cortes Island, BC. These policies are approved and administered by the Executive Director and apply to all staff, volunteers and contractors of the Cortes Housing Society. This guide will be reviewed and updated regularly for Board approval on an annual basis. The ED and President (Board Chairperson) will be responsible for the implementation and monitoring of the Policy Guide.



CODE OF CONDUCT

The CHS is committed to providing a safe, healthy workplace that promotes a high level of job satisfaction and a respectful work environment. The CHS believes that it is a shared responsibility of all its stakeholders to work towards this environment.

In order to preserve the mission of the CHS plus secure a safe and healthy workplace, unacceptable actions, omissions, or conduct include, but are not limited to the following:

- Causing physical harm to another person;
- Threats or harassing behavior;
- Willful damage or destruction of society property or property of another staff or volunteer;
- Possession of a weapon while on society premises or while conducting business on behalf of the society;
- Disorderly or indecent conduct, which includes but is not limited to the use of profanity or aggressive communications;
- Acts of dishonesty, including embezzlement or theft;
- Being under the influence of drugs or alcohol that may alter the staff's or volunteer's ability to perform his or her duties;
- Conduct that is hazardous to staff or volunteer safety;
- A criminal offense under the Criminal Code; or
- Any other act, conduct, or omission that is materially detrimental to the business, reputation, or financial position of the society.

The Cortes Housing Society reserves the right to discipline and, in certain cases, terminate any staff, contractor or volunteer for any violation of this Code of Conduct, including any act, omission, or conduct listed above and in accordance with the BC Human Rights Code.

CONFIDENTIALITY

All employees, volunteers and contractors must sign the CHS Confidentiality Agreement during orientation.

General



Employees, volunteers, and contractors will treat information provided or gathered by the Society with discretion. Any information received through involvement with the Society will not be used for personal gain.

Personnel

Each staff or tenant, or applicant for employment has the right to have all information about themselves kept strictly confidential. No personnel file or any other staff report shall be disclosed without the written permission of the party involved.

Donors

Donor requests for confidentiality and anonymity will be strictly respected. Access to donor information will be restricted to only those who need it for the function of their duties. Computer records are protected using password standards. Donor information will not be shared with any other fundraising organizations.

Contracts/Grants

The Society as a necessity will contract with professional and business corporations and details of all such transactions will be treated with respect and discretion. Information relating to personnel, litigation and property contracts and resulting transactions will be kept confidential. Third party opinions with respect to contracts or grants applications will be kept confidential.

Meetings

One on one discussions and group meetings held by staff will be kept confidential by everyone in attendance, unless clearly stated otherwise.

CONFLICT RESOLUTION

The Society is committed to, wherever possible, attempting and facilitating a mutual resolution of a conflict with all involved parties, including staff and tenants. CHS encourages parties to resolve conflicts mutually in an expedient and fair manner.



Nothing in this policy is intended to replace or discourage housing parties from making an application for dispute resolution under the Residential Tenancy Act (the “Act”), at any time, in accordance with the Act.

The Society will ensure that relationships with the staff and tenants are respectful, and that grievances are dealt with in a fair and equitable manner.

The society encourages any person involved in a conflict to attempt to resolve the concerns personally with the parties involved with the following steps:

Step 1: the involved parties will meet within 2 days of the dispute or issue arising and attempt to verbally resolve the conflict or issue between them;

Step 2: if the dispute or issue is not satisfactorily resolved under Step 1, the parties will submit the dispute or issue, in writing, to the CHS Executive Director OR proceed directly to Step 3 if the complaint is about the Executive Director, within 2 days after completion of Step 1;

Step 3: if the dispute is not satisfactorily resolved under Step 2, the parties will submit the dispute or issue, in writing, to the Board of Directors of the CHS, within 2 days after completion of Step 2; and

Step 4: if the dispute is not satisfactorily resolved under Step 3, the parties are encouraged to consider utilizing the services of a professional mediation service (for example, those provided by Mediate BC: <https://www.mediatebc.com/contact-us>).

CONFLICT OF INTEREST

No staff or board member of the society shall hire, engage or contract with a related party (i.e., a family member or close personal or business associate) to supply labor, materials or services to the CHS, whether for a fee, remuneration or other consideration. If the staff or board director feels a related-party transaction is in the best interests of the society they shall immediately refer the matter to the ED or Board Chair for decision and shall take no further part in it.



No staff or board member shall be under any obligation to a third party that might interfere with the proper performance of his or her duties, and no staff or board member may receive gifts or benefits from people who wish to do business with the CHS.

Any situation that may give the appearance of a conflict of interest must be immediately declared and treated as if it were an actual conflict of interest.

An intentional failure to declare a real or apparent conflict of interest may be cause for discipline up to and including dismissal.

PRIVACY

The Cortes Housing Society is committed to protecting the privacy and security of personnel information. Personal information is any information about an identifiable individual (which means it can be associated with a specific person) that is recorded in any form, including a person's age, gender, race, ethnic origin, identification numbers, financial and credit information, personal health information, religious affiliations, donation history, educational qualifications, employment history, travel history, consumer preference information, personal habits, personal interests and personal history.

Personal information excludes information that cannot be associated with a specific person or business contact details, job title or work product information.

As an employer, the CHS collects, uses, and discloses staff personal information that is reasonably necessary to establish, manage, or terminate the employment relationship. The Society will always inform staff of the purpose for which this information is collected, including potential uses and disclosures of that information.

In addition to collecting staff personal information for administering employment, the society may collect additional personal information, but only with staff consent. staff will always be informed of the purpose for such collection.

The CHS expects all of its staff, contractors and volunteers to comply with the foregoing points for any personal information of other staff, volunteers, donors, stakeholders, tenants, directors that is used or accessed by staff.



SUSTAINABILITY

The Cortes Housing Society recognizes that our actions impact our local community and ecosystems. Guided by BC Housing's [Sustainability and Resilience Strategy Framework](#), the CHS strives to build and operate safe, healthy, affordable, low carbon, resilient housing. We must build resilience into the most catastrophic consequences of global warming, biodiversity loss and other strains on natural systems. The priority for sustainable and environmental practices for Rainbow Ridge are ongoing. Some are showcased in the [Article on Soil Report](#) and the [Hydrogeology Report](#).

EQUITY AND DIVERSITY

The CHS recognizes that under the Canadian Human Rights Act, it is against the law to discriminate on the basis of race, color, age, national or ethnic origin, religion, marital status, family status, disability, sexual orientation, sex, and economic status. The CHS ensures that our society and our housing projects are accessible to everyone and we will not practice or engage in unlawful discrimination on the basis of culture, spiritual beliefs, gender identity, social condition, physical ability and any prohibited ground of discrimination covered by the Canadian Human Rights Act.

BOARD OF DIRECTORS

The directors will always act in the best interests of the society and in performing their duties will exercise the care and skill of a reasonably prudent person.

The board will consist of no fewer than 5 and no more than 11 directors, who are elected annually to a 2-year term. There is an expectation that the CHS Board will represent diversity in background, age, experience and socio-economic status, as well as a variety of housing needs including home owners, renters, and those with unstable housing.

The CHS board of directors are responsible for the overall governance and direction of the CHS. To make policy consistent with the organization's mission, vision and values.



The board defines what the society intends to accomplish and sets limits on what methods the staff can use to achieve those accomplishments.

It carries out this responsibility by:

- Co-creating policies that guide staff in operational decision-making, tenant relations, and human resource management.
- Setting strategic goals and objectives and evaluating progress toward their achievement, and periodically reviewing and revising the society's mission, values, and vision.
- Monitoring the financial health of the organization, including a quarterly review of financial statements with the board and annual audit.
- Hiring, evaluating, advising the Executive Director.
- Organizing, running and recording its own general meetings.
- Recruiting new board members.
- Hosting a 4 month orientation and training for potential new directors.
- Representing the society in public, the media and sectoral organizations.
- Meeting as a board bi-monthly.

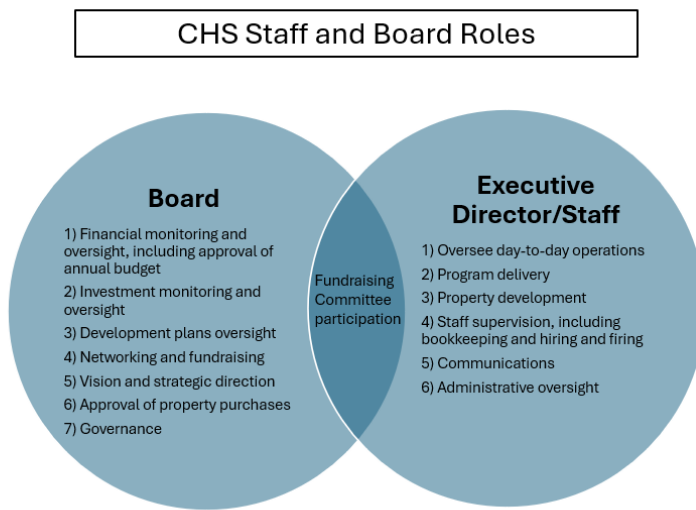
Individual Directors are expected to:

- Attend regular board meetings and special board meetings when called.
- Engage in a specific area of responsibility accountability.
- Actively participate in board discussions and strategic planning sessions.
- Stay well-informed on the affairs of the society in order to exercise good judgment in making board decisions.
- Air their opinions frankly but support board decisions once they are made.
- Always act in the best interests of the society as a whole rather than personal or factional interests.
- Maintain the confidentiality of board discussions.
- Not miss more than 2 consecutive monthly board meetings without prior permission (for example an approved leave of absence).
- Comply with CHS policies.

The Board and all its committees will act as a whole. Deliberations including the opinions of individual Board and committee members will be kept confidential by staff, volunteers and contractors. The following committees will be established: Executive, HR, Tenanting, Property Development.



See Appendix I. for specific Board Bylaws



STAFFING

Hiring

The Cortes Housing Society is committed to a hiring process that ensures equal opportunity for potential candidates and a fair selection process that is consistent with employment legislation and good practice and free from discriminatory practices. Candidate selection is based upon the assessment of education, training, experience, personal suitability, positive reference checks, and other factors considered relevant. At no time will the CHS discriminate against any applicant on the basis of race, ethnicity, ancestry, place of origin, political belief, religion, marital status, family status, physical or mental disability, gender, sexual orientation, age or economic status.

Types of Employment

Staff/Contractor: For the most part, CHS staff are Independent Contractors, they are not considered employees under [BC Employment Standards Act](#). They are held to



the terms and conditions as negotiated in their individual contracts. They work on limited time periods and are paid through invoicing.

Executive Director: The staff who has supervisory and leadership responsibilities that oversees the operations of the CHS and has direct reports. They work varying schedules and hours based on business needs.

Board Member: Elected volunteer Directors nominated to govern and support the CHS organization to fulfill its purposes. See Appendix I. Board Bylaws for more information on the Board of Directors.

Compensation Philosophy

The Cortes Housing Society's objective is to provide reasonable compensation consistent with the financial resources of the organization, to ensure equitable compensation, and to provide wages and benefits to staff that are based on local labor market conditions as well as the experience and qualifications of the staff.

CHS intends to provide fully or partially funded health benefits such as medical, dental, extended health, disability or life insurance as approved and periodically reviewed by the board of directors.

The Board of Directors must approve all adjustments and compensation for the Executive Director. The Executive Director must approve all adjustments and compensation for employed staff and contractors.

Performance Communications

Check-ins, feedback, and performance reviews are an important collaboration between Board Members, ED, staff and volunteers. The performance review process is ongoing and can be expressed as positive appreciations, constructive assessments and growth opportunities. In-the-moment feedback is encouraged for all stakeholders.

The CHS Executive Director receives an official performance evaluation annually. Given a satisfactory review, the ED is eligible for a salary increase at this time. The Board will also engage the ED to provide a performance feedback report to the Directors, using this opportunity to celebrate successes and share challenges.



Salaried Position Wages & Benefits

The Cortes Housing Society is committed to a standard of wage compensation which is internally competitive and equitable while also recognizing and encouraging individual performance. CHS intends to move away from contracting staff to providing salaried positions. As that transition takes place, the following section will guide our contracts.

Full-Time & Part-Time Employees: Salary, benefits and vacation will be confirmed at time of employment and reviewed annually.

ED: Currently, the ED is a contractor. In the future, the position will be a salaried position. Salary, benefits and vacation will be negotiated through an employment contract and reviewed annually.

Group Health Benefits: Employees who work 24 hours a week are eligible for extended Health Benefits through. There is a 3 month waiting period from the employment start date for coverage to begin.

Contractors do not receive health benefits, or pay for vacation, illness or leave of absences.

Vacation

Employees at the CHS will earn vacation pay on all wages earned from the first day of employment, in accordance with [BC Employment Standards](#). Employees are eligible for vacation after 3 months of work and receive up to 2 weeks paid vacation if full time for the first year, unless they have a higher allotment in their contract or by BC Employment Standards. One week of vacation will be taken over the Christmas/New Year period. All vacation must be taken within 12 months of being earned.

All vacation time must be pre-approved by the ED. If there isn't enough accumulated vacation pay the employee can take unpaid time off work or salaried staff have the option to propose working time in lieu.



Sick Days

Employees of the CHS are entitled to 5 paid sick days per calendar year, as per BC Employment Standards. These days do not need to be taken consecutively and do not carry over into the following year. The compensation is calculated as an average days pay = total wages ÷ number of days worked.

Statutory Holidays In BC

The CHS follows all statutory holidays guidelines set out in the BC Employment Standards Act.

BC Employment Standards defines the follow as STAT holidays for British Columbia:

- New Year's Day
- Family Day
- Good Friday
- Victoria Day
- Canada Day
- BC Day
- Labour Day
- National Truth and Reconciliation Day
- Thanksgiving Day
- Remembrance Day
- Christmas Day

To qualify for statutory holiday pay, employees must have been employed by the CHS for at least 30 days and have worked or earned wages for 15 of the 30 calendar days preceding the holiday. Contract staff are not eligible. The CHS is closed on all STAT days and employees do not work on STAT holidays. Pay, if eligible, will be calculated as defined by BC Employment Standards.

Pay Periods

Each pay period is 14 days and starts on a Saturday morning ending on the Friday night two weeks later. Paydays are on the following Friday a week from the last day of work that pay period.



Leave of Absence

Employee requests for leave are accepted for the following periods of unpaid leave:

Emergency Leave: An employee may receive up to ten days of leave to attend to family emergencies. This leave will be unpaid, but will not affect seniority, benefits or the employee's position. This leave will comply with the Employment Standards Act. The ten days do not have to be taken consecutively. The employee must inform their employer as soon as possible if they will need to take any of these days off. The employer has the right to ask for proof of the emergency.

Personal Leave: A personal leave may be granted on a limited basis depending on business needs. This leave will be unpaid. This leave complies with the Employment Standards Code. If an intermittent or reduced leave is requested on this basis, the Society may require the employee to temporarily transfer to an alternative position with equivalent pay and benefits which better accommodate the intermittent or leave schedule.

Medical/Disability Leave: An employee may be granted a medical leave because of a serious health condition or non-work-related injury due to an accident. This leave complies with the Employment Standards Code. As a condition of the employee returning from a leave because of the employee's own serious health condition, the Society may require medical certification from his/her health care provider that the employee is able to resume work. This leave may be paid or unpaid according to the short-term disability policy provisions for the Society.

Pregnancy/Parental Leave: As per the Employment Standards Code.

Parental Leave for Birth and Adopting Parents: As per the Employment Standards Code.

Family Responsibility Leave: As per the Employment Standards Code.

Bereavement Leave: As per the Employment Standards Code.

Compassionate Care Leave: As per the Employment Standards Code.

Bereavement Leave: As per the Employment Standards Code.

Jury Duty: As per the Employment Standards Code.

Reservists' Leave: As per the Employment Standards Code.

Resignation & Termination

All staff are requested to provide one month's written notice to the Executive Director of their intended resignation. All cases of employer termination shall comply with provincial/federal employment standards legislation.



HEALTH & SAFETY

To prevent the development of unsafe or unhealthy working conditions, staff and board are advised to review the list below with respect to their remote workspace.

The remote workspace should, to the extent possible, provide the same level of health, safety and security that a staff member or volunteer would receive at a regular, on-site workspace. Staff working in a remote workspace are responsible for assessing that worksite for existing or potential problems and for taking corrective steps.

The CHS office can be used by staff as per their discussions with the Executive Director. The office is equipped with a sit-stand desk that staff are encouraged to use.

ERGONOMIC SAFETY TIPS

- Desk chair is in good condition and adjustable and you know how to correctly adjust it; no loose wheels/casters or broken hardware/components.
- When keyboarding, forearms are close to parallel with the floor; wrists/hands are in a neutral position.
- Computer monitor is roughly arm's length from eyes, with top of viewable portion of the screen slightly below eye level, and free from noticeable glare during work times.
- Breaks are taken from looking at the monitor every 20 minutes for 20 seconds to avoid eye strain.
- When seated, feet reach the floor, or are fully supported by a footrest.
- Back is fully supported by chair or cushion and positioned in a neutral posture.
- The work area lighting is directed toward the side or behind line of vision, not in front or above.
- Hourly breaks are taken from the workstation to stretch and move about.

CYBERSECURITY SAFETY TIPS

- Use a VPN (Virtual Private Network):
A VPN, while useful for online privacy, can also protect your traffic from being intercepted by hackers. This virtual internet tunnel encrypts all of your internet traffic to ensure that any data shared with internal networks and technologies are safe from attackers.



- **Use Good Password Hygiene:**
Passwords should be complex, unique and change often. All it takes is one compromised password for a hacker to take over your accounts and gain access to critical systems for your organization.
- **Setup Two-factor Authentication:**
It provides an extra layer of protection to your accounts and validates your identity with little room for error. It will add another protection to prevent an unauthorized intrusion into your accounts and systems.
- **Use Strong Anti-virus Software:**
Remote staff and volunteers should be vigilant and install strong anti-virus software. They should also perform regular scans to identify any malware that could be lurking on their devices. They should also double check that the built-in firewall on their routers is activated to secure all potential entry points for hackers targeting remote workers.
- **Beware of Phishing Scams:**
To spot a phishing email, always check the sender's email address for spelling errors and look for poor grammar in the subject line and email body. Hover over links to see the URL and don't click on any links or attachments unless you trust the sender 100%. If in any doubt, contact the alleged sender using a phone number or email address that you can find on an official and trusted source.
- **Install Updates Regularly:**
Updates are often released to patch security vulnerabilities that have been uncovered since the last iteration of the software was released.
- **Secure Your Personal Network:**
Changing your router's password is an easy but important step to protect your personal network to prevent malicious intrusions into any connected devices, such as the computer used for remote working.

PURCHASING METHODS

The Cortes Housing Society's signing officers are the President (chairperson), Vice-president (vice-chairperson), Treasurer/Secretary and Executive Director.



Anyone authorized to spend money on the society's behalf may spend up to \$200 and receive reimbursement by e-transfer, credit card or cheque.

Extraordinary unbudgeted expenditures over \$500 require board approval. Expenditures in the board approved budget do not require board approval. Competitive procurement is the preferred method of purchasing goods and services and should be pursued when appropriate for goods and services over \$25,000. Recognizing that Cortes is a remote community, finding contractors prepared to work can be challenging, so competitive procurement may not be pursued in certain circumstances where there are limited choices to complete the work.

All cheques or e-transfers shall require two signers.

Each expenditure must provide a clear audit trail, with all cheques, e-transfer, and credit card payments cross-referenced to the appropriate invoice or purchase order.

FINANCIAL REPORTING

The Executive Director will present financial statements to the members of the society at the Annual General Meeting as well as quarterly at board meetings. The financial statements will be prepared in accordance with Canadian accounting standards.

The Bookkeeper/Accountant will provide financial reports to the ED monthly, together with explanations of any variances to budgeted amounts.

The ED will provide financial reports to the directors quarterly that include:

- a statement of revenue and expenses for the year to date and any variances from budgeted amounts
 - a list of vacant units and the length of time they have been vacant
 - a report on any rents in arrears
 - any repair/reno expenditures made or payable from the maintenance reserve fund(s)
 - list of any upcoming major expenditures or other financial risks
-



FUNDRAISING

The majority of Cortes Housing Society's operating budget comes from charitable giving & grants received. On-line donations made to CHS via CanadaHelps, are automatically and instantly issued a tax receipt. American donors via the Cortes Island Community Foundation (CICF) will be issued a tax receipt for their contribution the Cortes Community Housing Society Fund.

When donors send a cheque directly to CHS, then a manual tax-deductible receipt is issued by the CHS bookkeeper & signed by the Treasurer. When donors drop small amounts of cash in a donation bowl or send a simple e-transfer donation, then no tax-deductible receipts are issued, unless requested.

Donations are accepted as cash, cheque, or e-transfer and recorded by the bookkeeper. Grants are usually deposited directly into the CHS bank account and recorded by the bookkeeper.

Housing Owned and Operated by the CHS

Insurance

At a minimum, insurance coverage on the CHS properties must conform with the requirements of the mortgage lender, funders, and insurers.

The Board Directors and Executive Director are responsible for seeing that the society's buildings and other property are insured to their full replacement cost and that the society's liability policy will adequately cover foreseeable claims.

Insurance policies are reviewed annually and re-tendered every three years.

The CHS will encourage tenants to obtain a tenant's insurance policy.



Tenant Selection Criteria

The Cortes Housing Society strives to establish a fair, equitable, transparent, and consistent method of receiving and processing applications from prospective tenants and selecting tenants for the Rainbow Ridge townhomes on Cortes Island.

Applications from applicants requiring a subsidy are scored according to the applicant's degree of need for housing.

For BC Housing funded housing, all applicants must declare their income on their application, but verification is not required until they are interviewed.

For BC Housing funded housing all applications for housing will be accepted for review through the BC Housing Registry first and then the potential tenant list will be sent to the CHS for final selection process.

1. BC Housing Eligibility

Household Requirements

- Families – a minimum of two people, including one dependent child.
- Seniors age 55 and older.
- People with disabilities who can live independently and qualify for a disability pension or are eligible for the disability tax credit.
- Single people with low income who are at risk of homelessness.

Applicants must permanently live in British Columbia.

All adult members of the household must not be under private sponsorship and must be one of the following:

- Canadian citizens
- individuals lawfully admitted to Canada
- Refugees sponsored by the Government of Canada
- Individuals who have applied for refugee status

Eligibility: Income and Assets

- Applicants must have household incomes that fall below an amount based on their household size and location in the province. The current housing income limits are available online at bchousing.org
- Some housing providers offer market or low-end-of-market units. Applications can be accepted from households with incomes over the housing income limits for developments with market units.



- Some housing providers may also have an asset ceiling.

Other eligibility criteria apply:

- Tenants who have previously lived in subsidized housing may be eligible to reapply and may be subject to special provisions. Please visit bchousing.org

2. CHS Selection

The Cortes Housing Society will select tenants without unlawful discrimination on the basis of race, religion, culture, sexual orientation, gender identity, social condition, or level of physical ability and will make placement decisions to include the following “focus populations” where possible:

- Indigenous persons of the toq qaymıx^w (Klahoose), łəʔamɛn qaymıx^w (Tla'amin), and ʔop qaymıx^w (Homalco) lands.
- Residents of Cortes Island in current unstable, unsuitable or unaffordable housing.
- Essential and needed workers of Cortes Island.
- Persons aged 55 +

Tenants will meet the program criteria established by our operating agreement with the funding agency or agencies providing financial assistance to the development.

AND

Within those guidelines applicants will be selected according to their degree of need for housing, as measured by a scoring system established by staff and approved by the board.

Rent Collection

In collecting rent and rent arrears and giving related notices the CHS will conform to the relevant sections of the Residential Tenancy Act and use any standard forms required by the Act.

All written and oral communication with tenants must be documented.



Rents will be due in full on the first day of every month and will be considered overdue on the second day of the month. Rents are to be paid by automatic Funds Transfer (AFT) through a pre-authorized debit (PAD) agreement.

Managers may occasionally allow tenants to pay rent late, but only if the tenant has made arrangements in writing before the rent is due, and the manager and the tenant have agreed to a new due date. Such arrangements apply only to the current month's rent.

If a tenant has not paid by the due date, the manager will contact the tenant and request payment within 24 hours. If payment is not received, an eviction notice will be issued to take effect no earlier than 10 days after the date of the notice. 3 repeated late payments are grounds for eviction under the Residential Tenancy Act.

An eviction for non-payment of rent does not absolve the tenant of his responsibility to pay any back rent owing. The board should be informed of any eviction for non-payment of rent.

Arrears

There are five situations when a tenant may deduct money from the rent and a landlord may not issue an eviction notice for past due rent:

- The tenant has an arbitrator's decision allowing the deduction.
- The landlord illegally increases the rent.
- The landlord has overcharged for a security or pet damage deposit.
- The landlord refuses the tenant's written request for reimbursement of emergency repairs.
- The tenant has the landlord's written permission allowing a rent reduction.

A tenant may not withhold rent for any other reason.

Returned Cheques

Tenants will be charged all bank costs for any cheque that is returned.



If a cheque is returned for a reason other than insufficient funds (NSF), the administrative fee may be waived if the manager feels it is justified.

Appendix I.

BYLAWS

PART 1 – DEFINITIONS AND INTERPRETATION

Definitions

1) In these bylaws, unless the context otherwise requires:

- (a) “Board” means the directors of the Society;
- (b) “Act” means the Societies Act of the Province of British Columbia from time to time in force and all amendments to it;
- (c) “bylaws” means these Bylaws are altered from time to time.

Definitions in the Act Apply

2) The definitions in the Act apply to these Bylaws.

Conflict with Act or Regulations

3) If there is a conflict between these Bylaws and the Act or the regulations under the Act, the Act or the regulations, as the case may be, prevail.

PART 2 – MEMBERS

Application for Membership

4) A person may apply to the Board for membership in the Society and on acceptance by the Board is a member.

5) Every member of the Society is a director.

Duties of Members

6) Every member will at all times:

- (a) uphold the constitution and comply with these bylaws, the Regulations and the policies of the Society in effect from time to time;
- (b) abide by such codes of conduct and ethics adopted by the Society; and
- (c) further and not hinder the purposes, aims and objects of the Society.

Membership not Transferable

7) Membership is not transferable.

Amount of membership dues

8) The amount of the annual membership dues will be determined by the Board.

Termination of membership



9) A person ceases to be a member of the Society when:

- (a) The member's term of membership expires,
- (b) by delivering his or her resignation in writing to the secretary of the Society or by mailing or delivering it to the address of the Society;
- (c) on his or her death;
- (d) on being expelled.

Discipline and expulsion of member

10) A member may be expelled by a special resolution of the members passed at a general meeting:

- (a) A written notice of the reasons for the proposed expulsion must accompany the notice of a special resolution for expulsion and,
- (b) The person who is the subject of the proposed resolution for expulsion must be given an opportunity to be heard at the general meeting before the special resolution is put to a vote.

11) A member acting in their capacity as a director will be expelled for:

- (a) Failing to address a conflict of interest
- (b) No longer being qualified, as defined by the Act, to be a director
- (c) Failing to uphold the constitution and these bylaws
- (d) Being absent for three consecutive Board meetings without cause.

PART 3 – GENERAL MEETINGS OF MEMBERS

Time and place of general meeting

12) The Annual General Meeting of the Society shall be held at such time and place as the directors shall decide, provided that it must be held at least once in every calendar year and in accordance with the Act.

13) Meetings may be conducted in person, via email, teleconference or using web-based meeting platforms.

14) Every general meeting, other than an annual general meeting, is an extraordinary general meeting.

15) The directors may, when they deem fit, convene an extraordinary meeting. Notice of general meetings

16) Notice of the annual general meeting must be given fourteen (14) days in advance of the meeting and specify the place, day and hour of the meeting,

17) Notice of an extraordinary meeting must be given seven (7) days in advance of the meeting and specify the place, day and hour of the meeting

18) A notice of a general meeting must state the nature of any business, other than ordinary business, to be transacted at the meeting in sufficient detail to permit a member receiving the notice to form a reasoned judgment concerning that business.



19) The accidental omission to give notice of a meeting to, or the non-receipt of a notice by, any of the members entitled to receive notice does not invalidate proceedings at that meeting.

20) A notice may be given to a member, either personally or by mail (including electronic) to the member at the member's registered address.

21) A notice is deemed to have been given on the first business day following the day on which the notice is posted, and in proving that notice has been given, it is sufficient to prove the notice was properly addressed.

22) Notice of a general meeting must be given to:

(a) every member shown on the register of members on the day notice is given and,
(b) the auditor, when convening the annual general meeting.

23) No other person is entitled to receive notice of a general meeting.

Quorum required

24) Business, other than the election of a chair and the adjournment or termination of the meeting, must not be conducted at a general meeting at a time when a quorum is not present.

(a) If at any time during a general meeting there ceases to be a quorum present, business then in progress must be suspended until there is a quorum present or until the meeting is adjourned or terminated.

(b) The quorum for the transaction of business at a general meeting shall be a minimum of sixty percent (60%) of the members

25) If within thirty (30) minutes from the time appointed for a general meeting a quorum is not present, it must stand adjourned to the following day, at the same time and place, and if at the adjourned meeting, a quorum is not present within thirty (30) minutes from the time appointed for the meeting, the members present constitute a quorum.

Chair of general meeting

26) The chair of the Society, the vice-chair or, in the absence of both, one of the other directors present, must preside as chair of a general meeting.

Notice of continuation of adjourned general meeting

27) A general meeting may be adjourned from time to time and from place to place, but business must not be conducted at an adjourned meeting other than the business left unfinished at the meeting from which the adjournment took place.

(a) When a meeting is adjourned for 10 days or more, notice of the adjourned meeting must be given as in the case of the original meeting.

(b) Except as provided in this bylaw, it is not necessary to give notice of an adjournment or of the business to be conducted at an adjourned general meeting.

Order of business at general meeting

28) The order of business at a general meeting is as follows:



- (a) elect an individual to chair the meeting, if necessary;
- (b) determine that there is a quorum;
- (c) approve the agenda;
- (d) approve the minutes from the last general meeting;
- (e) deal with unfinished business from the last general meeting;
- (f) if the meeting is an annual general meeting:
- (i) receive the audited financial statements of the Society for the previous financial year
- (ii) receive any other reports of directors' activities and decisions since the previous annual general meeting,
- (iii) appoint directors, and
- (iv) appoint an auditor
- (g) deal with new business, including any matters about which notice has been given to the members in the notice of meeting;
- (h) Terminate the meeting.
- (i) A resolution proposed at a meeting need not be seconded, and the chair of a meeting may move or propose a resolution.

Voting

29) In the case of a tie vote, the chair does not have a casting or second vote in addition to the vote to which he or she may be entitled as a member, and the proposed resolution does not pass.

30) A member in good standing present at a meeting of members is entitled to one vote: At a general meeting, voting is by a show of hands, except that if, before or after such a vote, two (2) or more voting members request a secret ballot or a secret ballot is directed by the chair of the meeting, voting must be by a secret ballot.

31) Voting may also be done by email or other electronic forms.

32) Voting by proxy is not permitted.

Announcement of result

33) The chair of a general meeting must announce the outcome of each vote and that outcome must be recorded in the minutes of the meeting.

PART 4 – DIRECTORS

Number of directors on Board

34) There shall not be more than eleven (11) and not less than five (5) directors.

Appointment of directors

35) At each annual general meeting, the members entitled to vote for the appointment of directors must appoint the Board.

Term of appointment



36) Each director shall serve a two-year term and may be reappointed for a second two-year term. A further term up to two (2) years may be made at the request of the Board.

Directors may fill casual vacancy on Board

37) The Board may, at any time, appoint a member as a director to fill a vacancy that arises on the Board as a result of the resignation, death, incapacity or such other vacancy as may arise from time to time of a director during the director's term of office.

Term of appointment of director filling casual vacancy

38) A director appointed by the Board to fill a vacancy ceases to be a director at the end of the unexpired portion of the term of office of the individual whose departure from office created the vacancy.

39) The directors shall have all the powers given to directors under the provisions of Societies Act and in addition to the following:

(a) Manage the Society and any of its projects and for that purpose to employ such other persons as they may deem advisable and at such remuneration as they may decide; (b) To raise funds, procure grants, gifts and endowments for the carrying out of the purposes of the Society.

PART 5 – DIRECTORS' MEETINGS

Calling directors' meeting

40) A directors' meeting may be called by the Chair or by any (two) 2 other directors.

Notice of directors' meeting

41) At least two (2) days' notice of a directors' meeting must be given unless all the directors agree to a shorter notice period.

Proceedings valid despite omission to give notice

42) The accidental omission to give notice of a directors' meeting to a director, or the non-receipt of a notice by a director, does not invalidate proceedings at the meeting.

Conduct of directors' meetings

43) The directors may meet at the places they think fit to conduct business, adjourn and otherwise regulate their meetings and proceedings, as they see fit.

44) Meetings may be conducted in person, via email, teleconference or using web-based meeting platforms.

45) The quorum necessary to conduct business is a majority of the directors;

46) The Chair of the Board is the chair of all meetings of the directors, unless otherwise delegated to another director or staff, but if at a meeting the Chair is not present within 30 minutes after the time appointed for holding the meeting, the Vice-Chair must act as chair, but if neither is present the directors present may choose one of their number to be the chair of that meeting.



- 47) The directors may delegate any, but not all, of their powers to committees consisting of the director or directors as they think fit:
- (a) A committee so formed in the exercise of the powers so delegated must conform to any rules imposed on it by the directors, and must report every act or thing done in the exercise of these powers to the earliest meeting of the directors held after the act or thing has been done;
 - (b) A committee must elect a chair of its meetings;
 - (c) The members of a committee may meet and adjourn as they think proper.
- 48) Questions arising at a meeting of the directors and committee of directors must be decided by a majority of votes.
- 49) In the case of a tie vote, the chair does not have a second or casting vote.
- 50) A resolution proposed at a meeting of directors or committee of directors need not be seconded, and the chair of a meeting may move or propose a resolution.
- 51) A resolution in writing, signed by all the directors and placed within the minutes of the directors, is as valid and effective as if regularly passed at a meeting of directors.

PART 6 – BOARD POSITIONS

Election to Board positions

52) At the Directors meeting following the AGM, Directors must be elected to the following Board positions, and a director, other than the Chair and Past Chair, may hold more than one position:

- (a) Chair
- (b) Vice-Chair
- (c) Secretary
- (d) Treasurer
- (e) Past Chair

53) No director may be elected to office unless he/she has served at least six (6) months on the Board.

54) The directors must retire from office when their successors are elected. Directors at large

55) Directors who are appointed to positions on the Board in addition to the positions described in these Bylaws are appointed as directors at large.

Role of Chair

56) The Chair is responsible for supervising the other directors in the execution of their duties. Role of Vice-Chair

57) The Vice-Chair is responsible for carrying out the duties of the Chair if the Chair is unable to act. Role of Secretary



58) The secretary is responsible for doing, or making the necessary arrangements for, the following:

- (a) issuing notices of general meetings and directors meetings;
- (b) taking minutes of general meetings and directors meetings;
- (c) keeping the records of the Society in accordance with the Act;
- (d) conducting the correspondence of the Board;
- (e) filing the annual report of the Society and making any other filings with the registrar under the Act.

Absence of Secretary from meeting

59) In the absence of the secretary from a meeting, the Board must appoint another individual to act as secretary at the meeting.

Role of Treasurer

60) The treasurer is responsible for doing, or making the necessary arrangements for, the following:

- (a) receiving and banking monies collected from the members or other sources;
- (b) keeping accounting records in respect of the Society's financial transactions;
- (c) preparing the Society's financial statements;
- (d) making the Society's filings respecting taxes.

Past Chair

61) The Past Chair shall hold the position until replaced by the next outgoing Chair.

PART 7 – REMUNERATION OF DIRECTORS AND SIGNING AUTHORITY

62) Directors may not be remunerated in any capacity, however directors may be reimbursed for necessary and reasonable expenses while acting on behalf of the Society. The Society will not alter or delete this bylaw without first obtaining the written consent of the British Columbia Housing Management Commission.

63) No director or officer may become a staff of the Society during his or her term of office. Directors or officers who resign from the Society will not be eligible to become an employee of the Society for a period of six (6) months from the date of their resignation.

Signing authority

64) A contract or other record to be signed by the Society must be signed on behalf of the Society by the Executive Director, the Executive Director's delegate, or as otherwise delegated by the Board.

PART 8 – BORROWING

65) In order to carry out the purposes of the Society the directors may, on behalf of and in the name of the Society, raise or secure the payment or repayment of money



in the manner they decide and in particular but without limiting that power, by the issue of debentures.

66) A debenture must not be issued without the authorization of a special resolution.

PART 9 – AUDITOR

67) The Society shall have an auditor who is a chartered accountant.

68) At each Annual General Meeting, the Society shall appoint an auditor to hold office until the auditor is re-elected or a successor is elected at the next Annual General Meeting.

69) An auditor may be removed by ordinary resolution.

70) An auditor shall be promptly informed in writing of appointment or renewal. 71) A director or employee of the Society must not be its auditor.

72) The auditor may attend general meetings.

PART 10 – BYLAWS

73) On being admitted to membership, each member is entitled to, and the Society must give the member without charge, a copy of the constitution and bylaws of the Society.

74) No amendment shall be made to these Bylaws unless by a Special Resolution.

PART 11 – AFFORDABLE HOUSING PURPOSE AND OTHER PROVISIONS

75) The Society will not alter or delete the affordable housing purpose set out in its purposes and the Society will not alter or delete this bylaw without first obtaining the written consent of the British Columbia Housing Management Commission.

76) In the event of the dissolution or winding up of the society, all its remaining assets, after payment of liabilities, shall be distributed to one or more charitable organizations registered in Canada in accordance with the Income Tax Act Canada and having aims or purposes similar to those of the Society. The Society will not alter or delete the bylaw without first obtaining the written consent of the British Columbia Housing Management Commission.

Appendix II.

JOB DESCRIPTIONS

Executive Director



Provide contracted services that work to further the mission of the CHS. The Services provided are undertaken in consultation with the CHS Board, and its subcommittees. The ED is responsible for operational oversight of the organization, including: program delivery, property development, staff supervision, communications and administrative oversight, as well as fundraising and staffing board committees for all aspects of the organization, including housing projects, such as Rainbow Ridge, Community Land Trust as well as special projects such as aquifer health assessment and housing needs matching service.

Work with the CHS board to:

- o Determine and document community needs and aspirations;
- o Develop project plans;
- o Assist in the production and refinement of project and operational budgets;
- o Obtain grant funding;
- o Assist in obtaining project financing;
- o Oversee the Development Consultant in the monitoring of the construction process / budgets as necessary;
- o Pre-approval of project related invoices and forward to bookkeeper for payment, and Project Bookkeeper for accounting.
- o Develop operational policies; and
- o Assist in the development of operational strategy, plans and contracts.
- o Community Outreach related to public meetings, presentations, and consultations with neighbours, and others as appropriate.

Housing Administrator

Provide administrative services to support the housing society. The Services provided will be undertaken at the direction of the Executive Director.

Duties can include:

On behalf of the CHS Housing Society:

- Support board meetings, including preparation of bi-monthly agenda & drafting minutes for CHS Board meetings.
- Create & maintain Mail Chimp List re: donors, lenders, volunteers, workshop participants, etc.
- Keep current contact list of all contractors, staff, directors, website up-to-date.



- Mail Chimp PR email blasts to: donors, loaners, volunteers, workshop participants, waiting list.
- Survey Monkey re: maintain waiting list, add manual entries, analyze results.
- Thank you letters to new donors & updates to past donors via CanadaHelps
- Public Outreach, replies to inquiries on info@cortescommunityhousing.org, answer questions, etc.
- Publicity re: draft articles/stories for press releases, Website Updates & Facebook Social Media
- Support public engagement activities
- Support ED with scheduling meetings and calendar management
- Manage on-line filing systems
- Rack Card Reorders & Restocking Ferries/Shops/Etc and negotiate with Museum & Chamber of Commerce for rack space on Cortes/Quadra Ferry, etc.
- Rack Card Reorders & Restocking Ferries/Shops/Etc and negotiate with Museum & Chamber of Commerce for rack space on Cortes/Quadra Ferry, etc.
- Volunteer Coordination for firewood, trail maintenance, fundraisers etc.
- Event Coordination re: Friday Market, Fund-Raising Summer Event, etc.
- Contract Management re: collecting signatures, maintaining central on-line GOOGLE contract folders.
- Other administrative and support tasks as required by the CHS Housing Society

Project Manager

Oversee projects to further the work of CHS under the direction of the Executive Director. Projects include the development of housing projects, property acquisition support, capital project oversight, and special project oversight. Projects may include:

Development of Housing Projects such as Rainbow Ridge townhouses, Rainbow Ridge affordable home ownership projects and additional cabins and new homes at Cortes Community Land Trust projects. Contract management, design support and construction oversight as well as other tasks necessary for the support of the new developments are included. This work includes leading rezoning applications for CHS development projects.

Property acquisition support involves working with the Executive Director in exploring and evaluating new purchase opportunities.



Capital project oversight includes management and leadership of projects at CHS properties, such as installation of new septic systems, contract oversight for road building and other capital projects as needed.

Additional potential duties:

On behalf of the CHS Housing Society support:

- Special Initiatives such as the Cortes Trades Directory, aquifer health study, tenant matching project, rezoning bylaw,
- Cross Training with the Executive Director on all Housing Society business matters.

Accounts Manager

The CHS Account Manager is a contracted role that oversees the books for the CHS. Responsibilities include bookkeeping, oversight of the audit, establishment of benefits and salary program, oversight of CRA filing, invoicing and payment of invoices, preparation of quarterly financial reports, supporting the Executive Director with budget preparation and other matters related to bookkeeping as required.

Grants Manager

The CHS Grants Manager is a contracted role that oversees grant-writing and grant reporting. Responsibilities include researching grant opportunities, writing grants, engaging with potential contractors during the grant writing process, seeking letters of support, oversight of grant agreements and grant reporting.

