

Wednesday September 11th, 2024

MINUTES

Date: Wednesday, September 11th, 2024

Location: Castle Arms 3 Common Room

Time: 5:00 p.m.

Present: Chris Mayne, Chair
Sherry Culling
Allen Marquette
Mark King
Larry Fuld

Staff: Jamie Lowery- ED
Billy Brooks- CFO
Jillian Duchesne – Recording
Secretary/Health and Wellness
Jennifer Carriere- Operations

Regrets:

Guests:

	ITEM	ACTION
A.	CALL TO ORDER	
	<p>** Recorded Meeting** <i>“Moved by: Mark King and seconded by Sherry that the meeting be called to order at 5:02 p.m.</i> Res. #34-24 <u>Carried</u></p>	
	1. Approval of Agenda	
	<p><i>“Moved by Larry Fuld and seconded by Allen Marquette that the agenda for this meeting be Amended.”</i> Res. #35-24 <u>Carried</u></p>	
	2. Conflict of Interest	
	<p><i>“Moved by Sherry Culling and seconded by Larry Fuld that no member present has declared a conflict of interest.”</i> Res. #36-24 <u>Carried</u></p>	
	3. Approval of the Minutes	
	<p><i>“Moved by Allen Marquette and seconded by Mark King that the minutes of the Meeting held on June 13, 2024 be adopted as presented”</i> Res. #37-24 <u>Carried</u></p>	

	<p>4. Business Arising</p>	
	<p>4.1 Chris Mayne proposes we set a date of the 2nd last Thursday of every month for the Castle Arms Board of management due to multiple conflicts starting next month. Jillian Duchesne to prepare schedule for the board.</p> <p>4.2 Castle Arms Management Services Meeting is required as soon as possible to approve the 2024 budget. The proposed date is September 18th at 5:00pm</p>	
	<p>5. Castle Arms Operations</p>	
	<p>5.1 Health & Wellness Update*</p> <p>5.2 Finance Update Update*</p> <p>Billy highlights the \$50,000 deficit we currently have. One piece related to the CA2 water main break at \$35,000 and the rest related to the snow removal and Troy Fire safety costs expenses due to our aging buildings as well as having Orkin in to treat cases of bedbugs that have resolved.</p> <p>Higher general administrative fees due to audit fees and the security costs.</p> <p>Billy leaves the meeting</p> <p>“Moved by: Sherry Culling and seconded by Allen Marquette that the Finance update be approved as presented”</p> <p><u>Res. #38-24</u> <u>Carried</u></p> <p>5.3 Operations Update*</p> <p>September 25th there will be a meeting held by the DNSSAB. Jenifer will attend to explain how the placement of the low barrier shelter will affect not only Castle Arms but also the rest of the population in this area including students and seniors living in their home. The amount of migration has increased significantly and due to the unwanted activity in and around our buildings, our security costs have increased significantly.</p> <p>Mark King suggests Jennifer speaks with Sue Rinneard.</p> <p>Jen has to till Tuesday at 12 to submit her presentation to Mary Ann at the DNSSAB.</p> <p>Jen and Billy are working on a capital plan now that we know the conditions of our buildings. It will be over the next 5 years so we can see what we can address and what we can scale back on so the sooner we can get our budget back on track the better.</p> <p>Jen mentions for the first time ever we have no 2 months with no vacancies. People are aging in place and they are happy here. The only reason people leave Castle Arms is because they are going to hospital, long term care or they pass away.</p> <p>Jamie feels there appears to be a correlation between activation and the vacancy rate. People being more active, having things to do and being social- it has improved the overall health here at Castle Arms.</p> <p>*See attachment</p>	
	<p>6. New Business</p>	

6.1- Possible discussion with Cassellholme-North Wing
Chris reviews the last few meetings as far as going to D'Agostino's office to meet board on board with Yanick. There is only interest in meeting board on board if CEO's are present from both Castle Arms and Cassellhome.

Jamie is finding it difficult to go to a meeting where they have already put conditions on what they want to do. And now the person with the most history and knowledge about the property is precluded to be there as a resource.

Chris still feels both boards need to meet in order to clarify the issues and mistrust between the two organizations. What can we do to keep working constructively towards the North Wing redevelopment?

The board clarifies that Cassellholme gave Castle Arms the land for \$1.00.

Cassellholme had originally agreed to give us something and now they have changed their minds. They have added conditions that are completely untenable so now they have become an unreliable business partner.

Chris mentions that if we become adversarial, if it's Castle Arms vs Cassellhome, without the support of municipalities, they are going to make our life difficult. We have worked together for 40 years so we have to find away.

Larry says the question becomes why does Peter Chirico want to control this organization. Why is Cassellholme so worried about how Castle Arms is running? Why do more people want to sit on this board and what is the benefit to Castle Arms?

Castle Arms is not willing to give up our assets to other politicians.

Mark would like to know how we negotiate ourselves through this problem to make the North Wing work so it benefits the people it should benefit due to the housing problem we have. It's only going to get worse because we are not going anywhere with it, were stalled.

Jamie says it's unreasonable for Cassellholme to ask for so much power at Castle Arms. The number one thing that has changed is that Peter Chirico is on the Cassellholme Board.

Larry says that if Cassellholme says that you, Castle Arms, are an independent organization and we recognize from this moment forth and will never mention again that the City of North Bay has any claim to anything nor does Cassellholme, from that point we can then have a discussion. We are unable to negotiate until they agree that we own what we own.

The Castle Arms board agrees Castle Arms does not require a majority of municipal representatives on the board.

Chris feels the best thing to do for our residents is to look at moving to the north wing, what's our minimum positioning moving it forward, to quantify the costs, is it a viable project- if it is then in the next 5-6 years we are opening 34 new units.

Allen looks at the building every day and he dreams of the bottom floor not the top 2 floors which would be the campus care center.

Chris will let Yanick know that we are willing to meet board on board with the CEO's. The meeting will be held at D'Agostinos office. Chris will notify Jillian to send out meeting request. There will be expectations of decorum for the meeting

6.2- Letter to Cassellholme regarding North Wing

6.3- Low Barrier Shelter discussion

6.4- Executive Director to complete a skills matrix for Board Members

Larry would like a matrix done so we have a skills based board and have members that have a skill that's relevant to this organization

“Moved by: Larry Fuld and seconded by Allen Marquette that the Board of Directors of Castle Arms direct the Executive Director to complete a skills matrix for Board members, and to compile a list of potential new Board members within the next 90 days”

Res. #39-24

Carried

6.5- Approval of Rent Increases for 2025

“Moved by: Sherry Culling and seconded by Mark King that the Board approve the 2025 rent increase of 2.5% for all Castle Arms units”- **Conflict declared 7 noted- Allen Marquette**

Res. #40-24

Carried

6.6- Discussion regarding possible defamation in recent podcast

Jamie has been in touch with David Potts. The question to the board is are we willing to go down the road of spending money towards legal fees for the podcast defamation. Jamie will draft the letter and have John D'Agostino review it.

6.7 Proposed divestment of Mattawa

“Moved by: Allen Marquette and seconded by Sherry Culling that the Board of Castle Arms is no longer in favor of divesting its Mattawa property to NDHC”- **Conflict declared & noted- Mark King and Chris Mayne**

Res. #41-24

Carried

B. CORRESPONDENCE

None

C. REQUEST FOR FUTURE AGENDA ITEMS

D.	DATE OF NEXT MEETING	
	At the call of the Chair	
E.	ADJOURNMENT	
	<p><i>“Moved by Larry Fuld and seconded by Mark King that the meeting be adjourned at 7:15 p.m.”</i></p> <p>Res. #42-24 <u>Carried</u></p>	

 Secretary

Chairman

Board of Management Meeting – September 11, 2024

Jennifer Carriere –Operations Coordinator

Billy Brooks – Chief Financial Officer

Jillian Duchesne – Health & Wellness Coordinator

❖ OPERATIONS UPDATE (Jennifer Carriere, Operations Coordinator):

❖ Q2 budget review

Billy and I reviewed the budget for the first six months of 2024. Billy will provide further details I'm sure.

Regarding operations, I wanted to address why we are projected to be over budget this year. Unplanned events, such as the water main break behind CA2, cases of bedbugs in CA2 and the need for increased security due to the unhoused population, have impacted our budget.

We've implemented an improved process to reduce the risk of new tenants bringing in bedbugs. Each new tenant now receives an information sheet about bedbugs, including signs to watch for. We also inspect furniture before it is brought into the building, particularly if tenants are coming from high-risk areas. Unfortunately, none of the bedbug cases so far have originated from new tenants. We've also shared the same information with all tenants, and Alain is trained on how and where to inspect for bedbugs when a potential issue arises. Orkin inspects and treats units whenever a problem is identified. Since bedbugs can cause significant stress for tenants, we've found it helpful for Alain to be familiar with the process as well.

In terms of security, we've had to make the difficult decision to reduce the level of service, as we simply can't afford the number of patrols per night. We've had numerous discussions with the security company, consulted with the police department, and explored various options internally. Unfortunately, there doesn't seem to be an easy or affordable solution at this time.

❖ Discussion with DNSSAB housing re: warming center

After deciding to scale back security, I contacted DNSSAB to discuss our concerns. There will be an open house on September 12 from 11 a.m. to noon at Northern Pines for residents living within a small radius of the shelter. Before the open house and the opening of the warming center, I wanted to understand what measures are being put in place to ensure our tenants' safety. I believe they are still working on a long-term plan, but since the location is temporary, nothing has been finalized yet. I suggested that we may want to bring together local businesses, organizations, schools, and possibly homeowners to discuss collective safety measures. By pooling our resources, we might be able to find a creative, short-term solution.

❖ Capital planning

With the completion of our Building Condition Evaluations, we are now developing a capital plan. This plan will help us prioritize projects, budget accordingly, and assist in seeking funding for the capital improvements necessary to maintain our buildings. It's a valuable exercise that will also provide a clearer foundation for considering future development.

❖ We have no vacancies, for 2 months

In my experience as a landlord, I've never seen a time when a multi-residential landlord had no vacancies for an entire month. As of now, we have no vacancies for both September and October. This indicates that we are successfully achieving two of our primary goals: first, we are providing a living environment that residents enjoy, reducing dissatisfaction-related departures, and second, we are supporting people in "aging in place" comfortably. We held a staff meeting last week to thank and recognize everyone for their hard work.

FINANCE UPDATE

(William Brooks, Chief Financial Officer):

❖ HEALTH & WELLNESS (Jillian Duchesne):

- September newsletter (attached)
- Canada Day BBQ FREE for all Tenants- HUGE success for 100 Tenants and guests attended
- September 12th- Castle Arms is hosting a Pig Roast.
- Almost complete Grief and Bereavement training through Near North Palliative Care to start offering Grief groups here at Castle Arms
- Gearing up for Rent Reviews for all RGI Tenants. Once the Board approves the new rates- this process will begin for our 117 RGI Tenants
- Christmas Dinner for all tenants is booked for Dec 17th and 18th
- Lots of events planned for the upcoming months including a baby shower we are hosting in November. The tenants wanted to host a baby shower and play games and have snacks and bring gifts that will then be donated to the North Bay Pregnancy and Help Resource Center. They were beyond grateful that our tenants thought of them and are in need of many items to help families in our community.