



BC Housing



BRITISH
COLUMBIA

Group Home Guide

for Operators





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CHAPTER 1 INTRODUCTION

Group homes provide housing and services for clients who need supportive care, such as people with physical and mental challenges or mental illness. Our staff at BC Housing administer group homes owned by the Provincial Rental Housing Corporation (PRHC), while health authorities or various provincial government ministries fund support services.

This *Group Home Guide for Operators* explains how the PRHC group home model works, and outlines the responsibilities of PRHC group home operators who provide programs and services for residents and handle minor maintenance in the home.

WHAT'S IN THIS GUIDE?

In this first chapter, we list the most *Frequently Asked Questions* about PRHC group homes, with answers, for quick reference.

In chapter two, we outline the PRHC group home model and the role of each partner including the Provincial Rental Housing Corporation (PRHC), BC Housing, the group home operator, the sponsor, and Canada Mortgage and Housing Corporation (CMHC).

Chapter three explains the *PRHC Operator Agreement*, the legal contract governing the relationship between operators, BC Housing, and sponsors.

Chapter four describes the operator's responsibilities for maintaining the group home, the role of BC Housing's Property Portfolio Managers, and how to handle emergency maintenance.

Different types of group home inspections, including annual, move-in, move-out, and licensing inspections are discussed in chapter five.

In chapter six, we explain the records an operator needs to keep, and financial reporting requirements for the funding BC Housing provides.

Refer to the *Glossary* beginning on page 29 for a definition of any unfamiliar terms.

FREQUENTLY ASKED QUESTIONS

What are group homes?

A group home is a residence, generally a house, for people who share a need for supportive care, such as adults or children with physical or mental challenges, people with mental illness, and youth, infants, men or women in need of transitional housing.

Who selects group home clients?

Group home sponsors select residents who fit the special needs or disabilities of the client group living in a particular home.



Who are the partners?

The partners for PRHC group homes include the Provincial Rental Housing Corporation (PRHC), group home sponsors, group home operators, BC Housing, and Canada Mortgage and Housing Corporation (CMHC).

What is a group home sponsor?

Under the PRHC group home model, a sponsor is the provincial ministry or health authority that signs contracts with BC Housing and the group home operator to fund and run PRHC group homes. Provincial government sponsors include ministries responsible for social services and the health and welfare of individuals and families. Sponsors sign a contract with the operator to fund care and support services for group home clients.

What is the Provincial Rental Housing Corporation?

The Provincial Rental Housing Corporation (PRHC) was set up to own land and buildings for social housing on behalf of the provincial government. PRHC owns the property and group homes administered by BC Housing.

What is BC Housing?

BC Housing is the provincial government agency that develops, manages and administers a range of subsidized housing options across the province, in partnership with non-profit housing providers, the private sector, other levels of government, health authorities and community agencies.

BC Housing provides financial, administrative and property management services for group homes owned by PRHC. We act as the agent for PRHC, administering the acquisition and disposition of PRHC properties.

BC Housing provides housing subsidies for more than 56,300 low to moderate income families, seniors, and people with disabilities, and administers 33,400 units of social housing managed by non-profit societies and co-operatives.

Who is the Property Portfolio Manager?

BC Housing's Property Portfolio Managers (PPMs) are the operators' first point of contact with BC Housing, and are located in one of six offices around the province. PPMs provide group home operators with operations assistance, conduct building inspections, and use this information to plan for upgrading and maintenance.

PPMs inspect PRHC group homes at least annually, determine the yearly operating budget, and arrange for any major shelter repairs to be completed.



Who is the PRHC operator?

PRHC operators are non-profit societies or private entrepreneurs who provide programs and services for PRHC group home residents, under contract with a sponsor. Operators also handle day-to-day group home maintenance, under the *PRHC Operator Agreement* with BC Housing. Operators are sometimes also referred to as service providers or caregivers.

What is a *PRHC Operator Agreement*?

The *PRHC Operator Agreement* (POA) is the legal contract between BC Housing and the operator. The sponsor also has an agreement with the operator for client services, which forms part of the POA. The agreement with BC Housing assigns responsibility for regular group home maintenance to the operator.

What are the operator's responsibilities?

Under the POA with BC Housing, the operator is responsible for looking after minor maintenance and grounds upkeep at the group home. The POA contains a *Schedule B* which details these responsibilities (see page 41). In addition, the contract with the sponsor defines the operator's responsibility for delivering client programs, services and care.

How are group homes funded?

The group home sponsor, BC Housing and CMHC all contribute funding for PRHC group homes. Sponsors fund all program and care costs, and some or all shelter-related costs, depending on the housing program in place when the group home was developed. CMHC and BC Housing (on behalf of the provincial ministry responsible for housing) fund shelter-related costs.

What do shelter costs include?

Shelter includes shared or private residential space used for living, sleeping, eating, food preparation, sanitary facilities, and amenity space approved by BC Housing that may be shared with other occupants. Client care and program costs are not included as shelter expenses.

Who pays the utilities?

BC Housing pays for utilities including natural gas, oil or propane, electricity, water and sewer, and regular garbage pick up. The operator is responsible for cable and telephone costs at the group home.



CHAPTER 2 PRHC GROUP HOME PARTNERSHIP MODEL

With the PRHC group home model, BC Housing acts as the agent for the Provincial Rental Housing Corporation (PRHC), working with sponsors and operators to ensure well maintained group homes are available for special needs residents in British Columbia.

EACH PARTNER'S ROLE

Provincial Rental Housing Corporation

The Provincial Rental Housing Corporation (PRHC) was established as a holding company to acquire and dispose of land for social housing, including group homes, and is directed by a Board of BC Housing's senior managers. PRHC owns the group homes described in this guide, which are administered by our BC Housing staff.

BC Housing

BC Housing is the provincial government agency responsible for social housing programs in B.C. We develop, manage and administer a range of subsidized housing across the province.

BC Housing acts as the agent for PRHC, providing administration and property management services for PRHC group homes. We sign a contract, called the *PRHC Operator Agreement*, with group home operators (see page 9 for details). Under this contract, we give operators a monthly maintenance fee for routine group home maintenance and administration, called operator assistance. We also provide subsidies to cover shelter-related costs for group homes developed under federal and provincial housing programs.

BC Housing prepares an annual operating budget for each group home, which is submitted to the group home sponsor before fiscal year end. We then coordinate funding to cover shelter costs from the provincial ministry responsible for housing, Canada Mortgage and Housing Corporation (CMHC) and the sponsor, and make the payments for all shelter-related operating costs, including the mortgage, property taxes and utilities.

Sponsor

PRHC group home sponsors include health authorities and provincial government ministries responsible for social services and the health and welfare of individuals and families.

Sponsors sign a contract with BC Housing to use a group home for a particular group of clients, and with an operator to provide support services.



The sponsor contracts with the operator to provide care and programs for group home clients, and provides the funding for these services. The sponsor is also responsible for providing BC Housing with funding for a portion of shelter-related operating costs for each group home, as well as renovations and repairs that are not eligible for federal/provincial subsidy.

Operator

Operators are non-profit societies or private entrepreneurs who provide programs and services for residents of PRHC group homes, such as residential care, supervision, life skills development and rehabilitation.

Operators sign a contract with the sponsor to provide care for a variety of group home clients including infants, youth, people with developmental or physical disabilities or mental illness, and people in transition.

In addition, operators are responsible for handling routine building and grounds maintenance, under the terms of the *PRHC Operator Agreement*. Operators are sometimes called service providers or caregivers.

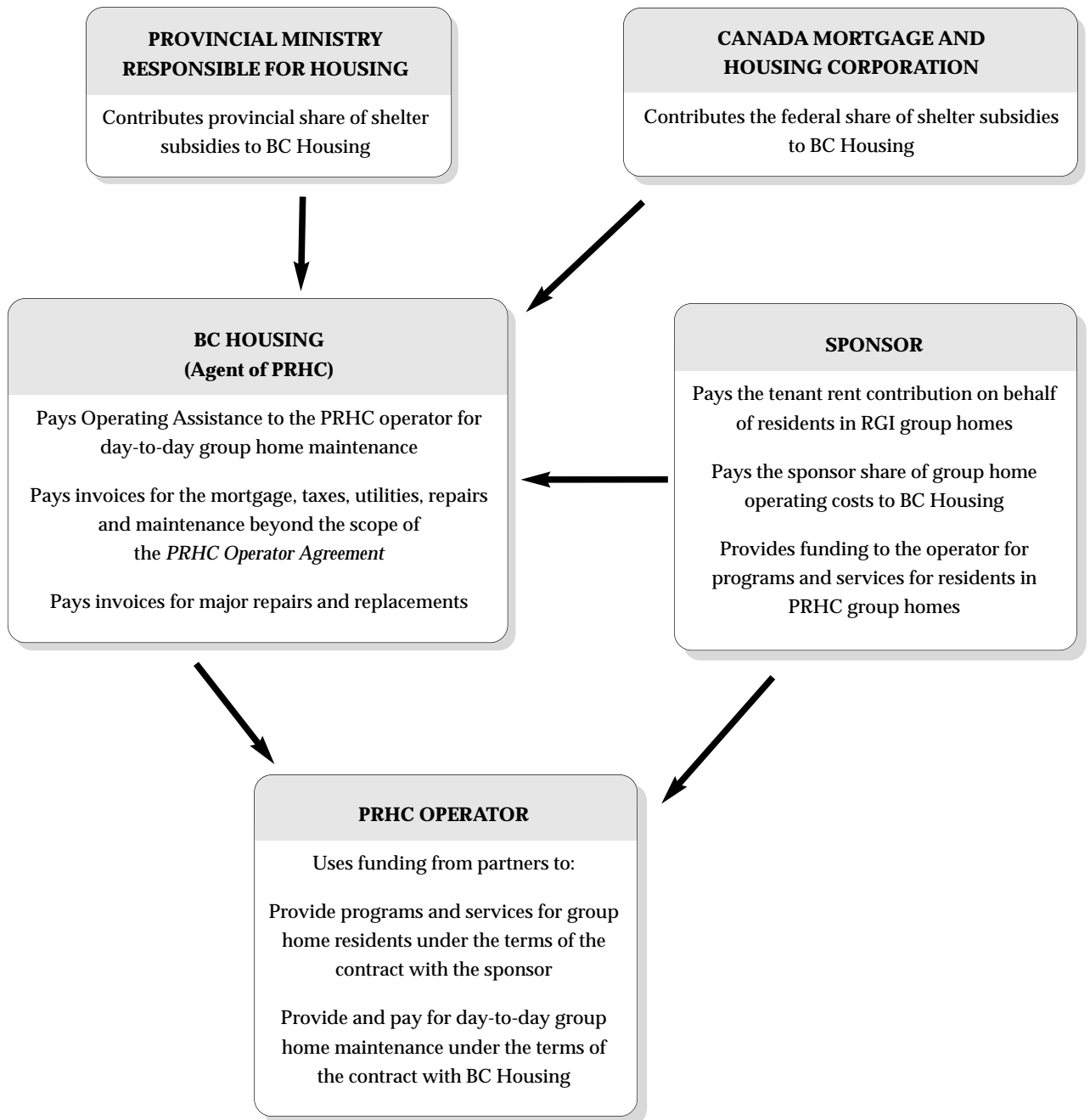
Canada Mortgage and Housing Corporation

CMHC is the federal government housing agency and provides subsidies for group homes and other housing developed under federal and federal/provincial housing programs.



PRHC PARTNERSHIP MODEL

The following diagram illustrates the relationships among group home partners.





CHAPTER 3

PRHC OPERATOR AGREEMENT

The *PRHC Operator Agreement* (POA) is the contract between BC Housing and the group home operator, and defines the roles and responsibilities of each party. Sponsors also sign a contract with group home operators, which becomes part of the POA.

The POA assigns responsibility for routine group home maintenance to the operator. BC Housing pays a monthly fee called operating assistance to cover the cost of maintenance, repairs and supplies.

The agreement does not create a landlord-tenant relationship between BC Housing and the operator. As a contractor, the operator has the use of the group home for the term of the agreement, but does not have rights of tenancy.

CREATING THE POA

Sponsors select an operator for each group home based on the operator's experience and track record with a particular client group. The evaluation process may involve a competitive *Request for Proposals*. (BC Housing is not involved in the selection process for group home operators.)

A *PRHC Operator Agreement* is created for each group home. First, the sponsor notifies BC Housing of a new group home operator, and signs a contract with the operator. The operator sends a copy of this contract with the sponsor to BC Housing's group home staff.

Then staff at BC Housing create a *PRHC Operator Agreement* for the group home, and send the agreement to the operator to sign. After signing the agreement, the operator returns the POA to BC Housing for signature. When BC Housing signatures are added, we start sending monthly payments to the operator.

The sponsor's contract with the operator becomes *Schedule A* of the POA. (See page 13 for more on *Schedule A*.)

POA PLAIN LANGUAGE SUMMARY

This section provides a plain language explanation of the *PRHC Operator Agreement*. A sample agreement is included in the appendix beginning on page 32. Please refer to the contract in the appendix for the specific wording and requirements.

The first page of the POA includes the:

- Effective date of the agreement
- Parties to the agreement (BC Housing and the operator)
- Address of the group home
- Size of the home



Section 1: Definitions

Terms used in the POA are defined in this section.

Section 2: Authority

This section says that any agreement or contract the operator enters into for the property must be in the operator's name, not on behalf of BC Housing or PRHC. For example, the operator can sign a contract for power washing or regular equipment servicing, but BC Housing or PRHC must not be named in the contract, which would create a fraudulent contractual obligation for BC Housing or PRHC.

Section 3: Limitations and restrictions

This section of the POA restricts the operator from:

- Placing a lien or other charge against the title to the property.
- Signing a lease, other than a tenancy agreement with clients selected by the sponsor, or subletting the home.
- Initiating any major construction or improvement projects to the property without BC Housing's approval.
- Signing a contract that gives the operator liability for a period longer than the term of the POA, such as a five-year maintenance contract, when the term of the POA is one year.

Section 4: Ownership of information and materials

Under the POA, operators are required to keep all information related to their involvement with BC Housing confidential. At the end of the agreement, operators turn over any records connected to the shelter operations, including drawings, plans, books, contracts, and agreements, to BC Housing.

Section 5: Rental

The group home can only be used to house people with special needs, and the number of clients cannot exceed the maximum capacity of the home, approved by the sponsor and BC Housing. Exceptions require written approval from BC Housing.

Section 6: Discrimination

Discrimination is prohibited by law, and operators must comply with federal and provincial law regarding human rights.

Let BC Housing know in writing if you want to place conditions or restrictions on occupancy, or have been instructed to do so by a sponsor.



Section 7: Tenancy agreements

Any written tenancy agreements with clients must meet the terms of the provincial *Residential Tenancy Act*.

Section 8: Management

This section defines management expectations for group home operators:

- Operators are expected to manage group homes in compliance with health and safety standards, and perform regular maintenance outlined in *Schedule B* of the POA and any other work mutually agreed to by BC Housing and the operator. For example, you may handle a major repair at the group home with BC Housing overseeing the project, approving the plans and budget, and inspecting the final work.
- Please notify BC Housing of any structural problems, but do not make any major repairs without our prior approval. In most cases, we administer contracts for large repair jobs. We are responsible for ensuring all renovations comply with municipal and regional zoning requirements and electrical, plumbing and safety codes. Consequently, we only permit operators with expertise in repair management to handle a major repair project. BC Housing approval is required for all phases, from design to final inspection.
- Obtain written bids and keep records for any contracts exceeding \$1,500 related to the shelter component of the project. Also keep records of quotations for repairs under \$1,500.
- Operators cannot sign a contract that relieves you of responsibility for administering the shelter component of the group home, without BC Housing approval. However, this section does not rule out individual service contracts such as landscaping.

Under the POA, BC Housing has the right to inspect the group home. If we find that a group home is not being maintained according to the terms of the POA, we will direct you to complete the maintenance work needed to bring the home to an acceptable standard, or we have the option to cancel the POA.

Section 9: Books, accounts, credit and statistics

You will need to provide BC Housing with an annual statement of income and expenditures for the group home's shelter operation. This statement does *not* have to be audited. Make all documents, books, records, and accounts related to the shelter maintenance available to BC Housing, if requested.



Section 10: Vacancies

Sponsors are responsible for placing clients in their group homes, in partnership with operators. BC Housing does not refer clients to group homes or track the move-in and move-out of individual clients. However, permanent increases or decreases in the number of clients must be reported to BC Housing, because they affect the sponsor's contribution to operating costs.

To report permanent changes in the number of PRHC group home clients, contact our Group Home Assistants at 604-433-1711.

Section 11: Insurance

PRHC group homes are self-insured by BC Housing, under provincial guidelines. This insurance covers fire, theft, earthquake and other damages to the property.

Insurance costs for liability and contents insurance are the operator's responsibility. Carry liability insurance protecting you, as operator, BC Housing and PRHC, and contents insurance for furniture and personal property.

Section 12: Payments to offices or directors of the operator

When the operator is a non-profit society, no payments can be made to a director, or a corporation or person directly associated with a director, without BC Housing's approval. However, you can pay reasonable expenses incurred by a director.

Section 13: Default

There are a number of instances where the operator may be in default and BC Housing can opt to terminate the agreement, such as failure to carry out any of the terms of the POA, operator bankruptcy, or termination of the operator's agreement with the sponsor.

Section 14: Liability

This section of the POA says the operator will not hold the provincial government, PRHC, or BC Housing responsible for any claims or judgements against the project due to the operator's management.

Section 15: Operating assistance

BC Housing pays a monthly fee to the operator for maintenance work, according to a fee schedule detailed in *Schedule C* of the POA (see page 43 in the appendix). We can change the fee when the POA is renewed annually, or by mutual agreement with the operator at any time.



Section 16: Mortgage, taxes, modernization and improvement

BC Housing pays directly for the mortgage, taxes and utilities. We also replace items such as the refrigerator, stove, washer, dryer, furnace, hot water tank, floor coverings, drapes, fencing and exterior paint, as necessary. And we coordinate modernization and improvement projects, which include replacing and repairing major structural components of a building. However, items that need to be replaced due to abuse by the operator or a tenant are the operator's responsibility.

Section 17: Retention of documents

Keep all business records pertaining to the POA and the shelter operations for seven years.

Section 18: Termination

The POA expires on March 31st of each calendar year and is automatically renewed for another year unless either party gives notice before March 1st.

Section 19: Parties to this agreement

The agreement applies to the parties that signed it and any of their successors or assignees.

Section 20: Severability

If one part of the agreement is not enforceable under the law, the rest of the agreement is still considered valid.

SCHEDULE A

Schedule A of the POA is the contract or letter of agreement between the sponsor and the operator. This contract sets out the services and programs the operator provides for group home clients, such as residential care, supervision, life skills development, rehabilitation therapy, and community programs. The contract should be signed by both parties and include the:

- Names of the parties
- Effective date of the contract
- Group home address
- Number of clients

A sample introduction from *Schedule A* is included on page 40 of the appendix.



SCHEDULE B

Schedule B is a detailed list of the operator's day-to-day maintenance responsibilities for:

- Exterior landscaping, grounds and home maintenance
- Interior cleaning, maintenance, fire and safety responsibilities and pest control

BC Housing's Property Portfolio Managers use this list during the annual group home inspection to assess the condition of the home. See chapter four for more information on operators' group home maintenance responsibilities.

A copy of *Schedule B* is included on page 41 in the appendix.

SCHEDULE C

Schedule C sets out the monthly fees we pay the operator for the building and grounds maintenance work listed in *Schedule B* and for administration costs.

A copy of *Schedule C* is included in the appendix on page 43.



CHAPTER 4 MAINTENANCE

With the PRHC group home model, operators are responsible for routine group home maintenance. BC Housing sends a monthly fee so the operator can handle this work independent of the Property Portfolio Manager (PPM).

OPERATOR RESPONSIBILITIES

Maintenance

Schedule B of the *PRHC Operator Agreement* is a guide to typical maintenance items, but you may have other items to look after at the home that are not listed. This schedule provides a basic description of the maintenance and repair work expected of the operator under the terms of the POA. The list is not all-inclusive and can include other work of a similar nature. The operator is responsible for providing all cleaning supplies, materials, tools and equipment needed to perform these responsibilities. *Schedule B* lists:

Exterior Maintenance

Landscape maintenance

- Keep yard and garden clean, neat and free of garbage, weeds and leaves.
- Cut grass regularly. (Grass should have an even appearance and not exceed two inches in length, and weeds and moss should be removed.)
- Trim and prune shrubs and trees at least annually.
- Remove all grass cuttings, trimmings, leaves, etc. from the property.
- Water all planted areas as needed.

Driveways and walkways

- Keep driveways and walkways clean and neat; repair minor potholes or sinks.
- Remove snow as required.

Home

- Keep gutters and down pipes free running and clean of leaves and other debris.
- Replace or repair down pipes as required.
- Make minor repairs to the exterior of house (siding, stucco, doors, etc.).
- Keep house exterior clean, wash windows regularly, do touch-up painting as required.
- Replace broken windows.



Interior Maintenance

- Keep interior of home clean and in good repair.

Walls/ceilings

- Repair and paint holes in gyproc/plaster, etc. as they occur.
- Paint individual rooms as needed to maintain neat, clean appearance.

Floors

- Shampoo the carpet at least annually.

Plumbing

- Remove blockages in toilets and drains.
- Change washers as necessary.
- Keep faucets in good repair.
- If there is a septic tank, ensure field is kept free running, maintain pump, and empty tank if necessary.

Furnace

- Change or clean filters regularly and oil motor, as needed or annually.
- Keep ventilation ducts clear.

Appliances

- Keep appliances clean and in good repair.
- Defrost refrigerators as required.

Fire and Safety

- Vacuum smoke detectors regularly and, if necessary, replace batteries.
- Keep fire extinguishers fully pressurized and replace as necessary.
- Keep sprinkler heads free of obstruction and replace as needed.
- Do not store items that could create a hazard within the home. For example, store flammable liquids such as paint thinner, solvents, or gasoline outside in a ventilated area, not in a basement or storage locker.
- Keep areas around the furnace and hot water tank clean and free of hazards.

Furnishings and Fixtures

- Keep all furnishings and fixtures supplied by BC Housing, such as drapes, blinds, chandeliers, etc., clean and in good repair.



Pest Control

- Perform basic interior and exterior pest control as required.

The monthly payment we send you should cover minor shelter-related maintenance and grounds costs that occur with normal wear and tear in a group home. You may decide to hire a contractor for tasks such as gutter cleaning, power washing, pruning, grass cutting, or snow removal. Your PPM can recommend contractors to perform repairs up to \$150. If you have major repairs or items that cost more than \$150, we recommend you contact your PPM for assistance.

Canada Mortgage and Housing Corporation (CMHC) has produced a *Homeowner's Manual*, which is available online at www.cmhc.ca, or by calling 1-800-668-2642. The manual contains a warranty reminder and maintenance calendar.

Security

Security and key maintenance are also the operator's responsibility. Ensure doors are kept locked. We recommend you keep one master key that opens everything in the home, and clearly label all keys. If possible, keep keys in a central location such as the electrical panel, so they do not get misplaced or stolen. These keys are returned to BC Housing when an operator vacates the group home.

Sponsor Costs

The cost of cleaning the home is considered care-related, and is funded by the sponsor, not through the monthly maintenance fee we provide.

BC Housing does not pay for client damage beyond normal wear and tear. If client behaviours cause excessive damage or maintenance needs, such as frequent carpet cleaning, damaged walls, broken windows or damage to fire detectors, you need to contact the sponsor for additional funding. In some cases, BC Housing will arrange the repairs and bill the sponsor.

Depending on the type of clients, some group homes may have originally been equipped with special bathing facilities such as a Dolphin Tub or lift devices. Since this type of equipment is care-related, the sponsor pays for maintaining and replacing the equipment, and the operator arranges servicing. This specialized equipment may need to be serviced more often than annually. Should the equipment need replacing, discuss the options with your sponsor. The sponsor may have expertise in this area, or may wish to review the clients' suitability for the equipment.



PROPERTY PORTFOLIO MANAGER RESPONSIBILITIES

BC Housing's Property Portfolio Managers provide property management services for group homes through six offices located throughout the province.

Inspections and Maintenance Planning

Please contact your PPM about any major repair or maintenance projects that are not covered in *Schedule B*. The Property Portfolio Manager is responsible for planning and overseeing major group home repairs and renovations such as upgrades, flooring, common area painting, modifications to increase the capacity of the home, and appliance replacement.

PRHC group homes have different funding arrangements, depending on the housing program. As a result, major repairs need to be planned in advance to ensure funding is in place when the repairs are needed. PPMs inspect group homes annually to develop a plan for prioritizing and funding major repairs.

During the yearly inspection, the PPM will assess the condition of the interior and exterior of the home and grounds to ensure the operator's maintenance responsibilities are being fulfilled. If necessary, the PPM will develop a preventative maintenance schedule with the operator that lists maintenance items, the frequency of maintenance work, the person responsible, and the completion date. (See page 44 of the appendix for a typical group home maintenance schedule.) Depending on the size of the yard and the operator's capability, the PPM may decide to arrange a contract for grounds maintenance. If necessary, the PPM will arrange additional garbage pick up.

Also contact your PPM if an appliance under warranty requires repair, as the item could be defective. An authorized contractor must perform the repair, because the warranty may be void if an unauthorized repair company does the work.

Fire and Safety Equipment

Once a year, the PPM arranges for all fire and safety equipment in the home to be inspected. Every three years, BC Housing staff put out a tender for fire equipment servicing in all PRHC group homes in the Lower Mainland to obtain a reasonable price for the annual inspections. If you have any questions about the tendering process, contact our Program Operations staff at 604-433-1711.

Heating/Ventilation

The PPM also arranges the annual inspection of all heating and ventilation systems because some systems are complex and costly to repair if not serviced properly.



The operator is responsible for ensuring the filters are cleaned and/or changed regularly during the year. If you encounter a problem with the heating/ventilation system, contact your PPM to arrange servicing. If a problem occurs outside of regular office hours, contact one of our approved heating/ventilation contractors directly. Your PPM can provide a list of approved contractors. Then report the situation to the PPM during office hours.

EMERGENCY MAINTENANCE

If an emergency occurs on the weekend or after hours, you can contact one of the contractors approved by your PPM. For example, if your furnace isn't working properly and you don't have any heat, you can call one of our approved contractors directly, or contact a local heating contractor who does quality work at a reasonable price. Then call the PPM on the next business day to report the problem. In the event of a flood or other serious maintenance emergency, call BC Housing's local emergency after-hours number for your area to get in touch with the PPM:

Lower Mainland East:	604-682-4852
Lower Mainland West:	604-667-9970
Victoria:	250-213-8798
Penticton:	250-493-0301
	1-800-834-7149
Prince George:	250-562-9251



CHAPTER 5 INSPECTIONS

Each year, PPMs inspect PRHC group homes to:

- Ensure the longevity and quality of the home.
- Uphold health and safety standards.
- Plan for future maintenance.
- Monitor the operator's performance of routine building and grounds maintenance.

The *Group Home Inspection Form* lists every interior, exterior and grounds item covered in this annual inspection, such as the client rooms, appliances, window coverings, furnace, fire alarm system, plumbing, landscaping, gutters, and roof, to name a few. A copy of the form is included in the appendix on page 45.

ANNUAL INSPECTIONS

Your PPM will contact you to arrange the annual group home inspection. The PPM, operator and house supervisor should all be present for the inspection. The PPM uses the annual inspection to evaluate the cleanliness, condition, appearance, health and safety, and standard of maintenance of the home and grounds.

The PPM will discuss any items needing repair with you, and will let you know whether you or BC Housing is responsible for the work.

The PPM uses the annual inspection to identify the need for major repairs and the costs of this work. This information is then used in the budget planning process. Some repair costs may be proposed in our annual budget to the sponsor, if the sponsor is responsible for funding this work. Or we may use our replacement reserve for the home, a fund set up to replace items such as flooring, hot water tanks, and appliances. Replacement reserves are established for each group home to replace major items over the life of the home. BC Housing funds the reserves through an annual provision in the operating budget.

During the inspection, the PPM will review your record of revenues and expenses for the operator assistance fees, your insurance, and your process for handling keys securely. See page 23 for information on financial and other records.



MOVE-IN INSPECTIONS

The Property Portfolio Manager conducts a move-in inspection when a new operator takes over a vacant group home. The sponsor advises us of the new operator, and the PPM, operator, and sometimes a sponsor representative are present for the inspection.

During the inspection, the PPM and operator discuss whether any repairs are necessary to bring the home up to appropriate standards, whether the operator or BC Housing will complete the work, as well as any maintenance issues particular to the home. For example, a roof replacement may be scheduled for the home in the next year, or the furnace in the home may require a specific heating/ventilation contractor.

The PPM will refer the operator to a Group Home Assistant at BC Housing, who will explain the process of generating a *PRHC Operator Agreement* and the monthly fee for maintenance and administration.

MOVE-OUT INSPECTIONS

An operator vacates a group home when the contract with the sponsor ends, or the operator and clients are moved to another home. At that time, the operator is responsible for leaving the group home as clean as it was at move-in, except for normal wear and tear.

Notify your PPM about one month prior to the anticipated move-out date to arrange a move-out inspection. Two weeks before the move-out occurs, the PPM will arrange to meet with you to tour the home and determine if any maintenance issues are pending.

The PPM and operator will discuss what work needs to be completed before move-out, and identify work the operator is responsible for. For example, the operator would be responsible for completing any carpet cleaning, yard work, or minor repairs.

Within 30 days of the vacancy date, you need to submit a schedule of revenue and expenses for the home, plus any remaining maintenance fees, to the Group Home Assistant at BC Housing. (See page 23 for information on preparing a schedule of revenues and expenses.)

On the day of move-out, the PPM will meet with you to assess the condition of the home and ensure the required repairs and cleaning have been completed. If the repairs are not finished, you will need to complete them right away, or BC Housing will arrange the work on your behalf and bill you for the costs.

Clearly label and return all keys to the home to the PPM at move-out.



HEALTH INSPECTIONS AND LICENSING

Some operators require a license to operate their group homes as community care facilities under the *Community Care Facility Act*, depending on the number and type of clients and type of care provided.

A licensing officer inspects licensed group homes annually. Licensing requirements vary from municipality to municipality, but generally the inspectors will review:

- Temperature regulators on hot water tanks to ensure the water cannot get too hot to burn someone.
- Safety levers on taps so people cannot scald themselves.
- Adequacy of lifts and stretchers.
- Storage of client medications.
- Temperature settings on dishwashers to ensure dishes are hygienic.
- Disposal safety for diapers and medical waste.
- Back-flow mechanism for tubs to safeguard against bacteria getting back into the tanks.
- Health and safety conditions for staff, such as storage of supplies, tripping hazards, ventilation, and hazardous products labeling, to help prevent injuries.



CHAPTER 6 RECORDS MANAGEMENT

To ensure people have access to reliable reference materials on the group home, keep complete and accurate information in your records. Records provide a history of the group home, which is useful in maintenance planning.

You will need to maintain financial, administrative and maintenance records.

FINANCIAL RECORDS

We send operator assistance fees in advance every month. Our role is to provide affordable housing, so the monthly fees we send you are intended to cover maintenance costs related to the property or shelter component of the group home. Shelter includes:

- Shared or private residential space used for living, sleeping, eating, food preparation and sanitary facilities.
- Amenity space approved by BC Housing that may be shared with other occupants.

Client care and program costs are not included as shelter expenses.

You need to track shelter revenues and expenses related to the maintenance fees separately from sponsor funding for client services. When the POA expires, any cumulative balance of the maintenance fees is returned to BC Housing, with a supporting statement of revenue and expenses, and/or a journal.

You can use a simple *Journal of Revenues and Expenses*, such as the sample journal on page 25, to track revenues and expenses in the categories listed below. We recommend you keep the journal in the group home. However, if you keep the journal at a different location such as a central office, make sure it is available onsite for the Property Portfolio Manager to review during the annual inspection.

Revenue and Expense Categories

Deposit Amount (Revenue)

Record the monthly operator assistance you receive from BC Housing for building and grounds maintenance and administration as revenue. You may also have other revenue such as shelter-related bank interest.

Administration

This part of the monthly fee will cover incidental expenses for administrative tasks connected to your maintenance responsibilities. *Schedule C* of your *PRHC Operator Agreement* details the amount allocated for administration.



Building Maintenance

The building maintenance category includes supplies and materials required for minor maintenance of the group home interior and exterior. For example, you may have to replace bulbs, rent a power-washing machine, or re-do the bathtub caulking.

Grounds Maintenance

Grounds maintenance includes regular and biannual yard maintenance, supplies, and snow removal costs, if applicable.



SAMPLE JOURNAL OF REVENUES AND EXPENSES

Name of Organization: _____ BC Housing File#: _____

Group Home Address: _____

Date	Payee/Payor	Description	Chq #	Chq. Amount	Deposit Amount	Bank Balance	Expense Allocation				Total	
							Admin	Building Maintenance	Grounds Maintenance			
February 15, 2004	Bank Balance Forward					100.00						
February 24, 2004	BC Housing	Operator Fee			230.00	330.00						
March 1, 2004	Orr's plumbing	Interior Maintenance - Plumbing repairs	101	85.06		244.94		85.06				85.06
March 5, 2004	Smith's Lock & Key	Interior Maintenance - Door lock repair	102	65.60		179.34		65.60				65.60
March 20, 2004	(Operator)	Administration	103	50.00		129.34	50.00					50.00
March 30, 2004	BC Housing	Operator Fee			230.00	359.34						0.00
April 2, 2004	Home Depot	Grounds - Plants, soil	104	24.57		334.77			24.57			24.57
April 10, 2004	Home Depot	Supplies and equipment - Bath caulking	105	10.24		324.53		10.24				10.24
April 15, 2004	Greenspace	Grounds - Pruning	106	100.00		224.53			100.00			100.00
April 20, 2004	(Operator)	Administration	107	50.00		174.53	50.00					50.00
April 30, 2004	BC Housing	Operator Fee			230.00	404.53						0.00
May 5, 2004	Home Depot	Interior Maintenance - Light Fixture	108	7.17		397.36		7.17				7.17
May 15, 2004	Greenspace	Grounds - Yard maintenance	109	100.00		297.36			100.00			100.00
May 17, 2004	Home Depot	Supplies and equipment - plumbing tape	110	35.04		262.32		35.04				35.04
May 20, 2004	(Operator)	Administration	111	50.00		212.32	50.00					50.00
May 30, 2004	BC Housing	Operator Fee			230.00	442.32						0.00
June 2, 2004	Jacob's home services	Exterior maintenance - Gutter cleaning	112	200.00		242.32		200.00				200.00
Totals				777.68	920.00		150.00	403.11	224.57			777.68



Bookkeeping Procedures

1) Begin by entering your bank balance as of the beginning of the fiscal year.

2) Record payments by cheque:

- Submit all invoices/receipts to the person responsible for monitoring fee payments, writing the cheque, and completing the corresponding cheque stub.
- Record every cheque in the *Journal of Revenues and Expenses*, including the date, the name the cheque is made out to, the cheque number and amount.
- Deduct the cheque amount from your bank balance.
- Record purchases under the appropriate category, which will show how much money you have spent in each category.
- Keep supporting documents, such as invoices and receipts, to back up each cheque, with the date, and amount of the item. When the cheque is written, mark the invoice paid, and record the cheque number and date on it.
- If applicable, give the cheque and supporting documentation to another signing officer for counter signature. Then send the cheque and keep the supporting documentation in a file until the cashed cheque is returned by the bank or credit union.
- When the cancelled cheque is returned, staple the supporting invoice/cash register receipt to the back of the cheque, and keep these receipts and cancelled cheques on file.
- Keep the cheques and receipts with the monthly bank statements.
- Reconcile bank statements monthly.
- Keep all cheques, bank statements, and supporting invoices on file for review by BC Housing. BC Housing may ask to see this documentation as back up to your journal.

3) Record operating assistance deposits:

- Record the deposit in the *Journal of Revenues and Expenses* with a description of the deposit. Enter the amount under the column DEPOSIT AMOUNT. Add the amount to your bank balance.
- When your monthly bank statement arrives, make sure your cheques match the entries in your journal. Reconcile deposits with your bank statement.



Annual Reporting

Under the terms of the POA, group home operators are required to provide an annual statement of revenue and expenses, which does not need to be audited. You can compile your journal into an annual statement of revenues and expenses. Since the maintenance fee accumulates year to year, include a beginning and ending balance in the statement.

Have your most recent statement available for the PPM to review during your annual inspection, based on your fiscal year end. Refer to page 48 in the appendix for a sample *Statement of Shelter Operations*.

ADMINISTRATIVE RECORDS

Keep all documents, records, books, and accounts you collect or generate for the shelter operations of the group home available for review for a minimum of seven years.

If an operator is a registered society, the following records must be maintained at the society's corporate address, according to the *Society Act*:

- A list of your current members.
- Minutes from your Annual General Meetings, board and committee meetings.
- Copies of your constitution, by-laws, legislation, and agreements governing your operation.

MAINTENANCE RECORDS

Keep copies of maintenance records such as warranties, the floor plan and fire escape plan in the group home or office.

Warranties

When items are under warranty, the manufacturer often specifies particular suppliers to carry out repairs. If an unauthorized company repairs equipment under warranty the warranty could be void. Consequently, operators need access to warranty information to ensure repairs are completed by an appropriate contractor and are not paid for unnecessarily. Maintain a list of warranty information including supplier names, contact people, and phone numbers.

If you do not have the warranty information available, please contact your Property Portfolio Manager.



Floor Plan

If you have been given a floor plan for the group home, keep it in the home or your office in case any major structural repairs are required at the home. Contractors will not have to take measurements, can use the floor plan to more accurately estimate repair costs, and may be able to start the work sooner. Major repairs are coordinated by the PPM.

Fire Escape Plan

Group home operators are required to develop and post *Fire Evacuation Placards*.

These placards consist of a simple drawing of the home's floor plan with the location of exits, the direction for evacuating, and general procedures to follow in case of fire. The placards must be posted on each level of the home, in an area easily viewed by staff, caregivers and clients.

For some larger group homes or facilities with fire alarm systems, a written *Fire Safety Plan* is also required. Requirements for these plans are outlined in the *BC Fire Code*. Contact your local fire department or a contractor who specializes in writing these plans for assistance.

In case of emergency, ensure the fire department is aware of the layout of the home, the number of clients, the type of clients and any special instructions.

Remember to update plans annually, review procedures with staff, caregivers and clients regularly, and perform fire drills annually or more frequently if required.



GLOSSARY

BC Housing: BC Housing is the provincial government agency that develops, manages and administers subsidized housing across the province, in partnership with non-profit housing providers, the private sector, other levels of government, health authorities and community agencies. BC Housing provides financial, administrative and property management services for group homes owned by PRHC.

Canada Mortgage and Housing Corporation (CMHC): CMHC is the federal government housing agency and provides subsidies for group homes and other housing developed under federal and federal/provincial housing programs.

Clients: People living in PRHC group homes selected by the sponsor. Clients can include adults and children with physical and/or mental challenges, people with mental illness, and youth, infants, men and women in transition.

Group Home: A residence, generally a house, for persons who share a need for supportive care. Residents are selected according to disability or special need.

Group Home Inspections: The Property Portfolio Manager inspects group homes annually to assess the home's condition, level of maintenance, and the operator's compliance with the terms of the *PRHC Operator Agreement*.

Licensing Requirements: Some operators require a license to operate their group homes as community care facilities under the *Community Care Facility Act*. BC Housing does not provide funds for licensing costs; these costs are paid by the sponsor.

Modernization and Improvement Projects (M&I): Modernization and improvement projects include replacing and repairing major structural components of a building due to:

- Premature failure
- Deficiencies in construction or design
- Cosmetic or functional upgrades
- Obsolescence of existing components
- Change in use or number of bedrooms

Operating Assistance: Monthly fee paid to PRHC operators to perform routine maintenance and administrative tasks set out in the *PRHC Operator Agreement*. The amount can be amended by BC Housing when the agreement is renewed annually, or by mutual agreement of both parties. The operating assistance is paid to the operator monthly in advance, and commences when the home is occupied.



Operator: A non-profit society or private entrepreneur who provides services for group home residents, under contract with a sponsor. Operators also maintain group homes, under the *PRHC Operator Agreement* with BC Housing and the sponsor. Operators are sometimes referred to as service providers or caregivers.

Provincial Rental Housing Corporation (PRHC): PRHC is a holding company for provincially owned social housing projects, including group homes. BC Housing acts as the operating agent for PRHC.

PRHC Operator Agreement (POA): The contract between PRHC and the group home operator, which outlines the operator's daily management responsibilities for the group home. The operator's agreement with the sponsor for client services also forms part of the POA.

Replacement Reserve: Replacement reserves are established for each group home to replace major items over the life of the home. BC Housing funds the reserves through an annual provision in the operating budget.

Shelter Costs: Shelter-related costs include maintenance costs for shared or private residential space used for living, sleeping, eating, food preparation, sanitary facilities, and amenity space approved by BC Housing that may be shared with other occupants. Client care and program costs are not included as shelter expenses.

Sponsor: A sponsor is a provincial ministry or health authority that signs contracts with BC Housing and the group home operator to fund and run PRHC group homes. Provincial government sponsors include ministries responsible for social services and the health and welfare of individuals and families.



APPENDIX

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SAMPLE PRHC OPERATOR AGREEMENT

File: 123456-02

Ministry: _____

THIS AGREEMENT dated for reference the 1st day of April 2004.

BETWEEN:

BRITISH COLUMBIA HOUSING MANAGEMENT COMMISSION
on behalf of Her Majesty the Queen in Right of the Province of British Columbia
#1701- 4555 Kingsway, Burnaby, British Columbia V5H 4V8
(hereinafter referred to as the "Commission")

OF THE FIRST PART

AND:

(hereinafter referred to as the "Operator")

OF THE SECOND PART

WHEREAS:

- A. The Commission is the agent for and is authorized to enter contracts on behalf of the Provincial Rental Housing Corporation (the "Corporation").
- B. The Corporation is the registered owner of a four-bed housing project located at _____ (the "Project").
- C. The Operator wishes to operate the Project for the benefit of Persons in Need pursuant to an agreement with the Ministry of _____ (the "Ministry") dated 1st day of April 2004, and attached hereto as Schedule "A" (the "Ministry Agreement");
- D. The Commission wishes to assign to the Operator the responsibility for day-to-day administration and maintenance of the Project on the terms and conditions herein.

NOW THEREFORE THIS AGREEMENT WITNESSETH that in consideration of the sum of ONE DOLLAR (\$1.00) (the receipt and sufficiency of which is hereby acknowledged) and other good and valuable consideration the parties agree as follows:

1. DEFINITIONS

- 1.1 "Interest Adjustment Date" shall mean the date upon which the principal amount of the Loan becomes payable in regular instalment with the interest thereon.



- 1.2 “Loan” shall mean a mortgage loan obtained by or on behalf of the Corporation to finance the capital cost of constructing or acquiring the Project.
- 1.3 “Major Repairs” shall mean repairs or maintenance to the property in excess of \$1,500.
- 1.4 “Operating Assistance” shall mean contributions made by the Commission to the Operator under the terms and conditions of this Agreement.
- 1.5 “Persons in Need” shall mean those persons as set out in the Ministry Agreement.
- 1.6 “Tenancy Agreement” means a tenancy agreement, lease, license or other right to occupy premises between the Operator and a Person in Need.
- 1.7 “Tenant” means an occupant by way of lease, license or other right to occupy.

2. AUTHORITY

- 2.1 The Operator shall have no right or authority, express or implied, to commit or otherwise obligate the Commission or the Corporation in any manner whatsoever.

3. LIMITATIONS AND RESTRICTIONS

- 3.1 Notwithstanding any provisions of this Agreement, the Operator shall not without first obtaining the approval of the Commission in writing:
 - 3.1.1 Allow or place any encumbrance, lien, judgement, or other charge against title to the lands upon which the Project is located or any assets of the Project;
 - 3.1.2 Execute any lease, license or other right to occupy the Project other than a Tenancy Agreement;
 - 3.1.3 Construct or make any improvements, capital improvements, Major Repairs, alterations, or changes in, to or of the Project;
 - 3.1.4 Enter into any contract pertaining to the Project where the Operator assumes any liability for a period longer than the term of this Agreement.

4. OWNERSHIP OF INFORMATION AND MATERIALS

- 4.1 The Operator shall, upon completion of its services or any earlier termination of this Agreement, deliver to the Commission all written data and information generated by or for the Operator in connection with the Project and all drawings, plans, books, records, contracts, agreements and all other documents and writings in its possession pertaining to its services for the Project. Such data and information and all such documents shall at all times be the property of the Commission. The Operator agrees, for itself and all persons retained or employed by it in performing its services, to hold in confidence and not to use or disclose to others any confidential or proprietary information of the Commission or the Corporation heretofore or hereafter disclosed to the Operator.



5. RENTAL

- 5.1 The Operator shall select Tenants that are Persons in Need.
- 5.2 Exceptions to 5.1 paragraph hereof shall be made only with the prior written approval of the Commission.

6. DISCRIMINATION

- 6.1 The Operator shall not discriminate against any person by reason of race, national or ethnic origin, colour, religion, sex, marital status, or any other cause prohibited by statute; and will comply with both Canadian and British Columbia law regarding human rights.
- 6.2 Any restrictions or conditions set forth by the Operator as a condition of occupancy must have the prior written consent of the Commission, unless the said restriction or condition has been placed on the Operator by the Ministry, in which case the Operator shall advise the Commission in writing of such restriction or condition.

7. TENANCY AGREEMENTS

- 7.1 All Tenancy Agreements entered into by prospective Tenants shall be in a form acceptable to the Commission subject to any applicable Provincial Act.

8. MANAGEMENT

- 8.1 The Operator shall provide efficient management of the Project, maintain the Project in a satisfactory state of repair and fit for habitation and will comply with health and safety standards including any standards required by law, and shall perform all maintenance and repair work described in Schedule B hereto, and any other work as mutually agreed to by the parties.
- 8.2 The Operator shall permit representatives of the Commission to inspect the Project at any reasonable time. If, in the opinion of the Commission, the Operator is not providing efficient management or maintaining the Project in a satisfactory state of repair pursuant to this Agreement, the Operator, under the direction of the Commission, shall rectify the deficiencies.
- 8.3 Should the Operator fail to comply with the Commission's directive within a reasonable period of time, the Commission may, without limiting any other rights, remedies or resources available to it, cancel this agreement immediately on written notice to the Operator.
- 8.4 The Operator shall ensure that all tenders or bids for work on the Project called for by the Operator, in the amount of \$1,500 or more are received in writing and records of all bids and tenders are kept in the Operator's files. Tenders and bids under \$1,500 may be called for verbally but written records of quotations should be kept in the Operator's files and shall be made available to the Commission upon request.



- 8.5 The Operator agrees that it will not, without the prior written consent of the Commission, assign the whole or any part of this Agreement, which would have the effect of transferring the responsibility for administration and maintenance of the Project.
- 8.6 The Operator shall advise the Commission immediately on discovery of any structural deficiency in the Project, or the need for any maintenance, repair or replacement item outside the Operator's area of accountability as defined in this Agreement or the Schedules hereto.
- 8.7 The Operator shall NOT perform a Major Repair without the prior written approval of the Commission.

9. BOOKS, ACCOUNTS, CREDIT AND STATISTICS

- 9.1 The Operator shall submit annually to the Commission, within three (3) months following the end of the Operator's fiscal year, a statement of the Operator's income and expenditures relating to the shelter component of the project. Categories within the statement relating to shelter costs must conform to categories and definitions approved by the Commission from time to time. Generally accepted accounting principles shall apply. Where applicable, the statements are to contain separate statements of revenue and expenditures for the designated residential, other residential and non-residential shelter components of each project.
- 9.2 The Operator shall make available to the Commission or its representatives upon request all documents, books, records and accounts pertaining to the cost of improvement and operation of the Project.

10. VACANCIES

- 10.1 The Operator shall promptly notify the Commission of any units vacant for longer than three consecutive months.

11. INSURANCE

- 11.1 The Operator shall effect, not later than the completion of the construction of the Project, and keep continuously in force:
 - 11.1.1 Insurance protecting the Operator and the Commission and Corporation (without any rights of cross-claim or subrogation against the Commission and the Corporation) against claims for personal injury, death, property damage or third party or public liability claims arising from any accident or occurrence upon the land and Project and other improvements from any cause to an amount not less than \$1,000,000; and
 - 11.1.2 Insurance upon the contents of the Project and all fixtures and improvements for damage, caused by:



- 11.1.2.1 Fire and such other perils as may from time to time be included in the standard fire insurance additional perils supplementary contract generally available in British Columbia; and
- 11.1.2.2 Risks normally insured against in British Columbia for rental units of construction, location and use similar to the Project.
- 11.1.3 If the Project is destroyed in whole or in part, this Agreement may be terminated at the discretion of the Commission.

12. PAYMENTS TO OFFICERS OR DIRECTORS OF THE OPERATOR

- 12.1 Where the Operator is a registered non-profit society (the “Society”), no part of the receipts of the Society, from rent revenue or Federal/Provincial grants or otherwise, shall be used directly or indirectly for the provision of any benefit or payment to any Society officer, director or member or other person directly associated with the Project without the express written approval of the Commission. Reasonable expenses, wages or salary paid to an employee of the Society are exempt from this section. An employee may be a member of the Society but may not sit on its board of directors.
- 12.2 The Society shall not, without the express written approval of the Commission, make payment of any account whatsoever to any member of the board of directors or to any persons or corporation directly or indirectly related to or associated with any member of the board of directors other than for a director’s reasonable expenses incurred by a director in the performance of his/her duties.

13. DEFAULT

- 13.1 Notwithstanding any other provisions of this Agreement, the Commission may cancel this Agreement and/or suspend Operating Assistance and/or recover Operating Assistance paid to the Operator in the following events:
 - 13.1.1 If the Operator fails to carry out any term of this Agreement;
 - 13.1.2 Bankruptcy or receivership of the Operator;
 - 13.1.3 Breach by the Operator of normal management standards; “normal management standards” shall mean those management standards normally practised by similar Operators in similar group homes in the community;
 - 13.1.4 Failure of the Operator to file annual reports and remain in good standing with the Registrar of Companies;
 - 13.1.5 Activities of the Operator outside those permitted in the incorporating documents of the Operator;
 - 13.1.6 Failure of the Operator to comply with laws, regulations, by-laws of applicable government authorities;
 - 13.1.7 Termination of the Ministry Agreement.



14. LIABILITY

- 14.1 Except to the extent caused by the negligence of the Commission or any other person for whose negligence the Commission is responsible in law, the Operator agrees to and hereby does indemnify and save harmless the Commission, the Corporation, Her Majesty the Queen in the Right of Canada and Her Majesty the Queen in Right of the Province of British Columbia, Canada Mortgage and Housing Corporation and their respective ministers, board members, officers, servants, agents and the personal representatives, successors and assigns of all of the foregoing against all loss, damage, costs and liabilities, which the Commission, the Corporation, Her Majesty the Queen in the Right of Canada and Her Majesty the Queen in Right of the Province of British Columbia, Canada Mortgage and Housing Corporation and their respective ministers, board members, officers, servants, agents and the personal representatives, successors and assigns of all of the foregoing shall or may be liable for or suffer by reason of the operation or management of the Project by the Operator.
- 14.2 Except to the extent such advice or direction is given negligently, the Operator hereby releases and forever discharges the Commission, the Corporation, Her Majesty the Queen in the Right of Canada and Her Majesty the Queen in Right of the Province of British Columbia, Canada Mortgage and Housing Corporation and their respective ministers, board members, officers, servants, agents and their personal representatives, successors and assigns from any and all claims, demands, damages, actions or causes of actions arising or which may arise by reason of advice or direction respecting the operation or management of the Project which has been given to the Operator by the Commission, the Corporation, Her Majesty the Queen in the Right of Canada and Her Majesty the Queen in Right of the Province of British Columbia, Canada Mortgage and Housing Corporation and their respective ministers, board members, officers, servants, agents and their personal representatives, successors and assigns.

15. OPERATING ASSISTANCE

- 15.1 The Commission will make Operating Assistance payments to the Operator in the amount set out in Schedule C, attached hereto. Schedule C may be amended:
- 15.1.1 At the sole discretion of the Commission at the time of annual renewal of this Agreement;
- 15.1.2 By mutual agreement of the parties.
- 15.2 The Operating Assistance will be paid to the Operator monthly in advance and shall commence on the Interest Adjustment Date, the effective date of this Agreement or when the units are first occupied, whichever comes later.

16. MORTGAGE, TAXES, MODERNIZATION AND IMPROVEMENT

- 16.1 The Commission shall pay directly all municipal land taxes, mortgage, land lease payments, gas, electric, water, sewer, and municipal garbage costs in respect of the Project.



16.2 The Commission shall supply, let contracts for and pay for directly any mutually agreed to Major Repairs, rehabilitation or modernization items, and at the end of their normal life the following items:

- 16.2.1 refrigerator;
- 16.2.2 range;
- 16.2.3 washer;
- 16.2.4 dryer;
- 16.2.5 furnace;
- 16.2.6 hot water tank;
- 16.2.7 floor coverings;
- 16.2.8 drapes;
- 16.2.9 fencing; and,
- 16.2.10 exterior paint;

provided such items were originally provided by the Commission for the Project.

Repairs or replacement of any of the said items made necessary because of any abuse or abnormal usage by the Operator or Tenant shall be the financial responsibility of the Operator.

17. RETENTION OF DOCUMENTS

17.1 All documents, vouchers, records and accounts that pertain to the Project shall remain in the possession of the Operator for not less than seven (7) years.

18. TERMINATION

18.1 This Agreement shall commence at the date first above written and terminate on March 31st, next following the date first above written, and shall be deemed to be renewed annually on April 1st of each calendar year without notice; each such deemed renewal to be for a further one-year period on the same terms and conditions contained herein unless either party gives the other written notice of intent not to renew on or before March 1st of that year.

19. PARTIES TO THIS AGREEMENT

19.1 This Agreement shall extend to be binding upon and enure to the benefit of the parties hereto and their respective successors and permitted assigns.

20. SEVERABILITY

20.1 In the event any provision hereof is found to be invalid or unenforceable, the said provision or any part thereof shall be severed from this agreement and the resultant remainder of this agreement shall remain in full force and effect.



IN WITNESS OF WHICH the duly authorized signatories of each of the Operator and the Commission have executed this agreement effective as of the reference date of this agreement.

THE OPERATOR

Per: Authorized Signatory - Title

Per: Authorized Signatory - Title

BRITISH COLUMBIA HOUSING MANAGEMENT COMMISSION

Per: Authorized Signatory - Title

Per: Authorized Signatory - Title



SAMPLE SCHEDULE A



**BRITISH
COLUMBIA**

CLIENT SERVICES AGREEMENT
(Fixed Term)

Ministry Contract No. _____

THIS AGREEMENT (the "Agreement") dated for reference the ___ day of _____, ____.

BETWEEN:

HER MAJESTY THE QUEEN IN RIGHT OF THE PROVINCE OF BRITISH
COLUMBIA, represented by the Sponsor

(the "Province")

AND:

(the "Contractor")

Please note: An individual Schedule A is produced for each operator



SAMPLE SCHEDULE B

Operator's Responsibilities – Maintenance and Repair

The following is a basic description of the maintenance and repair work the Operator is expected to carry out under the terms of this agreement. NOTE: The Operator shall provide normal cleaning of the property under its contract with the sponsor. The list is not all inclusive and shall include work of a similar nature.

The Operator shall be responsible to provide all cleaning supplies, paint, and other materials, tools and equipment necessary for the performance of its responsibilities.

EXTERIOR

Landscape maintenance

- Keep yard/garden clean, neat and free of garbage, weeds, leaves
- Cut grass on a regular basis (grass should have an even appearance and not exceed 2.0 inches in length and weeds/moss should be removed)
- Shrubs and trees trimmed and pruned at least annually
- All grass cutting, trimmings, leaves, etc. must be removed from the property
- All planted areas must be watered as needed

Driveways and walkways

- Must be kept clean and neat, minor potholes or sinks must be repaired
- Snow shall be removed as required

Home

- Gutters and downpipes must be kept free running and clean of leaves and other debris
- Replace/repair downpipes as required
- Make minor repairs to exterior of house (siding, stucco, doors, etc.)
- Keep exterior of house clean, wash windows regularly, do touch-up painting as required
- Replace broken windows

INTERIOR

- Interior of home should be kept clean and in good repair

Walls/ceilings

- Holes in gyproc/plaster, etc. shall be repaired and painted as they occur
- Individual rooms shall be painted as necessary to maintain clean and neat appearance



Floors

- Carpet shall be shampooed at least annually

Plumbing

- Blockages in toilets and drains shall be removed
- Washers shall be changed as necessary
- Faucets shall be kept in good repair
- If there is a septic tank, care shall be taken to ensure field is kept free running, pump shall be maintained, and tank emptied if necessary

Furnace

- Filters shall be changed or cleaned regularly and motor shall be oiled, as necessary, annually
- Ventilation ducts shall be kept clear

Appliances

- Shall be kept clean and in good repair
- Refrigerators shall be defrosted as required

Fire and Safety

- Smoke detectors shall be vacuumed regularly and, if necessary, batteries replaced
- Fire extinguishers shall be kept fully pressurized and replaced as necessary
- Sprinkler heads shall be kept free of obstruction and replaced as needed
- Items that could create a hazard shall not be stored within the home
- Areas around the furnace and hot water tank shall be kept clean and free of hazard

Furnishings and Fixtures

- All furnishings and fixtures (e.g drapes, blinds, chandeliers, etc.) supplied by the Commission shall be kept clean and in good repair

Pest Control

- Basic interior and exterior pest control shall be done as required



SAMPLE SCHEDULE C
Operating Assistance

ITEM		
Administration		\$600.00
Maintenance	<i>Building</i>	\$1,200.00
	<i>Grounds</i>	\$960.00
		\$2,760.00
	ANNUAL TOTAL	\$2,760.00
	MONTHLY TOTAL	\$230.00

NOTES	ANNUAL AMOUNT
Administration: \$50.00 x 12 months =	\$600.00
Maintenance: <i>Building:</i> \$25.00 x 4 beds x 12 months =	\$1,200.00
<i>Grounds:</i> \$80.00 x 12 months =	\$960.00




SAMPLE PREVENTATIVE MAINTENANCE SCHEDULE

2004

Frequency Per Year	Administrator	Summary of Work	Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov	Dec
2	Operator/PPM	Gutter and Downspout Cleaning												
1	PPM	Sump and Floor Drain Cleaning												
2	Operator	Yard Cleaning												
12	Operator	Smoke Alarm Tests												
1	PPM	Fire Alarm and Equipment Service												
1	Operator	Fire Alarm Test												
1	Operator	Inspect Chimneys												
1	Operator	Power Wash Walkways and Parking												
1	Operator	Snow Removal												
1	Operator	Winterize Hose Bibs, etc.												
2	Operator	Replace Furnace Filters												
1	PPM	Common Vent and HVAC Cleaning												
1	PPM	Furnace Service/Vent Cleaning												
1	Operator	Wash Exterior Windows												
1	Operator/PPM	Tree Pruning												
1	Operator	OHS Safety Inspection												
1	Operator/PPM	Inventory Tools and Materials												
2	Operator	Clear/Recharge Lawn Sprinklers												
2	Operator	Dryer Vent Cleaning												



SAMPLE GROUP HOME INSPECTION FORM

	GROUP HOME INSPECTION	PRHC Annual <input type="checkbox"/> PRHC Move-in <input type="checkbox"/> PRHC Move-out <input type="checkbox"/> PRHC (Other) <input type="checkbox"/>	
Date:	Estate No.: - 24	Block No.:	
Building Name:			
Building Address:			
Operator:		Phone Number:	
Home Supervisor:		Phone Number:	
Program:	Client Type: Children with Physical Handicaps	# of Eligible Beds:	
Estimated Age of Building: 0 - 10 years	# Clients:	Licensed: Yes <input type="checkbox"/> No <input type="checkbox"/>	
Lot Size: Corner Lot	Construction Type:		
SPONSORING MINISTRY: MCFD <input type="checkbox"/> MHR <input type="checkbox"/> MCAWS <input type="checkbox"/> OTHER: <input type="checkbox"/>			
ATTENDEES: BC Housing: <input type="checkbox"/> Other: <input type="checkbox"/>		Operator:	
Operator Assistance:		Insurance:	
Operator has provided the most current statement of revenue and expenses for operating assistance? Yes: <input type="checkbox"/> No: <input type="checkbox"/>		Operator has the required coverage as per the terms of the operating agreement:	
Balance in Maintenance Account as at: _____ \$		Contents Insurance: Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
BC Housing Manual: <input type="checkbox"/>		Minimum \$1,000,000 Liability Insurance: Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
Service Contractor List: <input type="checkbox"/>		BC Housing as additional insured: Yes: <input type="checkbox"/> No: <input type="checkbox"/>	
Security:			
Master Key: <input type="checkbox"/> Service Master Key: <input type="checkbox"/> Individual Door Keys: <input type="checkbox"/>			
Keys are kept in a secure area: <input type="checkbox"/>			
BUILDING SERVICES/MECHANICAL			
Description	Comments / Date Inspected	Responsibility	
		BC Housing	Operator
<input type="checkbox"/> Fire Alarm System		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fire Sprinkler		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Extinguishers		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Smoke Alarms Battery		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Generator		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Emergency Lights		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Backflow Preventer		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Anti-Scald Device on HWT (tempered)		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Seismic Restraints on Water Heater		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Intercom/Security Alarm		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Electrical		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Plumbing		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Heating Type: Boiler		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fuel Type: Oil		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> HVAC/Air Conditioning/HRV		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Fire/Emergency Plans		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Gas/Wood Fireplace		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Water Supply Hoses (Laundry & Equip.)		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Exterior Hose Bibs		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Irrigation Systems		<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Specialized Equipment (arjo, lifts, etc.)		<input type="checkbox"/>	<input type="checkbox"/>



SAMPLE GROUP HOME INSPECTION FORM – Continued

Block #:					
INVENTORY	MAKE	MODEL	SERIAL #	Comments	Condition
<input type="checkbox"/> Fridge					Good
<input type="checkbox"/> Stove					Good
<input type="checkbox"/> Dishwasher					Good
<input type="checkbox"/> Washer					Good
<input type="checkbox"/> Dryer					Good
<input type="checkbox"/> Window Coverings					Good
<input type="checkbox"/> Hot Water Tank: Gas					Good
<input type="checkbox"/> Built in Vacuum					Good
<input type="checkbox"/> Other					Good
<input type="checkbox"/> Other					Fair
BUILDING EXTERIOR					
Description	Comments	Responsibility			
		BC Housing	Operator		
<input type="checkbox"/> Roof		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Exterior Finish		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Windows/Doors		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Gutters		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Septic/Sewer		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Landscaping		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Fencing		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Walkways		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Driveways		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Drainage		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Stairs		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Porches		<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/> Decks		<input type="checkbox"/>	<input type="checkbox"/>		
BUILDING INTERIOR					
Room	Comments/	Responsibility			
		BC Housing	Operator		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
		<input type="checkbox"/>	<input type="checkbox"/>		
GENERAL COMMENTS/CONDITION/WORK IDENTIFIED TO BE DONE:					



SAMPLE STATEMENT OF SHELTER OPERATIONS

Frank and Donna Douglas Ltd.
Statement of Shelter Operations
For the Fiscal Period Ending March 31, 2005

Contact Person: Frank Douglas
Phone: 604-453-3694
Group Home Address: 1234 Lane Street, Vancouver, B.C.
Clients at fiscal year end: 4

Revenues:

Operator Fees	2,760.00
Other (interest)	5.00
Total Revenue	2,765.00

Expenses:

Administration	600.00
Maintenance	
Supplies and Equipment	100.00
Painting and Drywall Repairs	300.00
Heating and Ventilation	
Appliance Repairs	150.00
Interior Maintenance	150.00
Exterior Maintenance	500.00
Other (specify):	
Grounds	
Supplies and Equipment	350.00
Groundskeeping	500.00
Other (specify):	
Total Expenses	2,650.00

Net Gain/(Loss) **115.00**

Maintenance Fund:

Beginning Balance	230.00
Net Gain/Loss	<u>115.00</u>
Ending Balance	345.00



Contact your Property Portfolio Manager at your local BC Housing office:

Lower Mainland West Regional Office

1296 Station Street
Vancouver, B.C. V6A 2X3
604-609-7024
Email: lmwmail@bchousing.org

Lower Mainland East Regional Office

7337 Edmonds Street
Burnaby, B.C. V3N 1A7
604-525-3033
Email: lmemail@bchousing.org

Southern Interior Office

290 Nanaimo Avenue West
Penticton, B.C. V2A 1N5
250-493-0301
Email: penmail@bchousing.org

Northern Interior Office

1539-11 Avenue
Prince George, B.C. V2L 3S6
250-562-9251
Email: pgmail@bchousing.org

Coastal Regional Office

Suite 301-3440 Douglas Street
Victoria, B.C. V8Z 3L5
250-475-7550
Email: vicmail@bchousing.org

Coastal Region: North Coast Office

1400 Kootenay Avenue
Prince Rupert B.C. V8J 3X5
250-627-7501
Email: prmail@bchousing.org

Contact Group Home staff about the PRHC Operating Agreement or maintenance fees at:

BC Housing Home Office

Suite 1701-4555 Kingsway
Burnaby, B.C. V5H 4V8
604-433-1711

For more information on BC Housing visit www.bchousing.org