



Afternoon workshops  
1:45 pm to 4:45 pm

**7 Human rights in housing co-ops NEW**  
Moderator: David Lach  
Grant Haddock (co-op lawyer) and another lawyer

What would you do if this happened at your co-op?

- anti-gay or anti-lesbian graffiti is on the co-op bulletin board
- membership interview questions include "how old are you?"
- the co-ordinator complains about the president telling jokes about sex.

How should you respond to member requests—for change of membership status, internal moves, unit improvements? You may think your co-op policies are neutral, but you may find they discriminate against some or all members.

Increasing awareness of human rights means more members are filing complaints. What is the process for your co-op if complaints are made with the Human Rights Tribunal? Can individual directors be held liable?

Learn how to comply with provincial and federal human rights laws.

This workshop is a must for board or membership committee members.

**8 What's on your board agenda? What isn't? NEW**

Kerry Panter

Board business is done at board meetings. Your board agenda is like a road map. Use it to run a productive and enjoyable meeting. We'll talk about what belongs on the board agenda and what doesn't.

You'll learn to prepare an agenda that includes:

- the essential topics a board must deal with
- the order of items, and
- the amount of time you'll spend on each one.

Come to this workshop if you want to use your agenda to practice better governance and deal with the things that matter most to your co-op.

**9 Prudent investing for housing co-ops**  
Karey Irwin and Cam Holland  
Phillips, Hager & North Investment Management Ltd.

Your housing is a long-term asset. That means you need a long-term strategy for investing your replacement reserves and other capital funds.

Come to this workshop if you want to:

- increase your understanding of basic investment principles
- understand why a sound investment strategy is important to your co-op
- feel more comfortable evaluating investment options and making investment decisions
- learn more about the risks facing your co-op and how you can manage those risks effectively
- find out what CHF BC is doing to help.

CHF BC's Affordable Housing Investment Program (AHIP) is designed to help co-ops make good, long-term investment decisions. Join us and learn more about the principles of good investing.

**10 Membership terminations**  
Thom Armstrong and Geoffrey Dabbs  
(co-op lawyer)

Forcing a member to leave the co-op is a last resort, but sometimes it can't be avoided. Don't make it more stressful for everyone by ignoring the proper legal steps. We will review what the Co-op Act and your co-op Rules have to say about membership terminations. We'll also explain the difference between termination of membership and termination of an occupancy agreement.

Come to this workshop if you want to know:

- the legal steps involved in terminating membership and occupancy
- how to avoid the most common (and expensive) mistakes
- where to find resources to make the process easier and more reliable
- how to balance community and individual rights.

C O - O P E R A T I V E H O U S I N G F E D E R A T I O N O F B C

2005 Fall Co-op Housing Education Conference

Saturday, October 22, 2005  
Executive Hotel and  
Conference Centre Burnaby  
4201 Lougheed Hwy  
Burnaby

Promoting excellence in co-op management and governance



Wheelchair accessible. Easy access by SkyTrain, bus, bike or car. Free parking available.



Some groups are under-represented at co-op events. We'd like to change that. Encourage everyone in your co-op to come to the workshops — young people, new Canadians, seniors or new members. Make our co-op movement stronger by inviting everyone to participate.

Registration information

**Register early – workshops fill up quickly.**

Complete the registration form now and mail with cheque to:

CHF BC  
200-5550 Fraser Street  
Vancouver BC V5W 2Z4

Or you can fax your registration form to: 604.879.4611 or e-mail registrar@chf.bc.ca and mail your cheque. The quickest and easiest way to register is online using our website at www.chf.bc.ca.

**Discounts (for member co-ops only)**

**Early registration**

Register by October 3 and save \$10 off each full-day registration fee.

**\$50 discount**

**4th full-day registration:** If 3 people from your co-op have registered for a full day (full-day workshop or two half-day workshops), save \$50 on your fourth full-day registration.

**First-time co-ops.** If this is the first time your co-op has sent someone to our conference, save \$50 off one full-day registration.

**Island co-ops.** Each co-op will receive a \$50 travel discount.

**Free registration**

Co-ops in Thompson Okanagan, Northern BC and Kootenay regions are eligible for two free registrations if they are CHF BC members. Your participation is important to us!

**Other workshops**

Can't find the workshop you need? Can't make it on October 22? Ask us about our portable workshops. We can tailor a workshop to meet your needs and bring it right to your co-op. Up to 20 members can attend. What could be more convenient?

For information about portable workshops, see our website at [www.chf.bc.ca/pages/services.asp](http://www.chf.bc.ca/pages/services.asp). Call Maria dela Cruz at 604.879.5111 (toll free 1.866.879.5111), ext. 140 or email [mdelacruz@chf.bc.ca](mailto:mdelacruz@chf.bc.ca).

## Workshop registration

Mark 1 beside your first choice and 2 beside your second choice.

**Full Day** \_\_\_\_\_ **1** Organizing a co-op maintenance program **NEW**  
**9:30 am – 4:45 pm**  
 Mark your 1st and 2nd choices. \_\_\_\_\_ **2** Board basics

OR \_\_\_\_\_

**Morning** \_\_\_\_\_ **3** Let's talk about over- and under-housing **NEW**  
**9:30 am – 12:30 pm**  
 Mark your 1st and 2nd choices. \_\_\_\_\_ **4** Volunteers: challenging the way we think **NEW**  
 \_\_\_\_\_ **5** Replacement reserves and how to fund them

\_\_\_\_\_ **6** Financial statements – a puzzle no more **NEW**

**Afternoon** \_\_\_\_\_ **7** Human rights in housing co-ops **NEW**

**1:45 pm – 4:45 pm**  
 Mark your 1st and 2nd choices. \_\_\_\_\_ **8** What's on your board agenda?  
 What isn't? **NEW**

\_\_\_\_\_ **9** Prudent investing for housing co-ops

\_\_\_\_\_ **10** Membership terminations

## Participant information and fees

Workshop limit is 20 people. Workshops with fewer than 10 people registered will be cancelled.

Co-op \_\_\_\_\_

First name \_\_\_\_\_ Last name \_\_\_\_\_

Street address \_\_\_\_\_ City \_\_\_\_\_ Postal code \_\_\_\_\_

Phone: Home \_\_\_\_\_ Work \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

<b>Fees</b>			
Per person, includes lunch	Non-member	Member	
Full-day rates (two half-day workshops)	\$ 405	\$ 135	_____
Received by October 3		- 10	_____
4th full-day/first-time participant		- 50	_____
Half-day rates	255	85	_____
Island co-op travel discount		- 50	_____
	Subtotal		_____
	+ 7% GST		_____
<b>Total enclosed</b>			_____

**Good governance and good management go hand in hand. Our education program will help you achieve both. Whether you need help with policies, overall direction or taking care of daily business, there's something in our program for you.**

Thanks to COHO Management Services Society, Cana Management Associates Ltd. and Phillips, Hager and North for their contribution to CHF BC's education program.

## Full-day workshops 9:30 am to 4:45 pm

### **1** Organizing a co-op maintenance program **NEW** Rick Lubberts and Jeff McKeil

Is your co-op in good shape? Do you have a plan to make your homes last as long as possible? Does your co-op have good "curb appeal"? If you were looking for a place to live today, would you move into your housing co-op?

For co-ops with good maintenance programs, the answers are "yes". They know that putting off regular maintenance will create serious problems and expensive solutions down the road.

Come to this workshop if you want to learn how to organize your co-op maintenance program. We'll show you how to develop a program to:

- do annual unit and property inspections
- perform move-in/move-out inspections
- plan for routine and preventive maintenance
- plan for major replacements, and
- get needed repairs done, on time and on budget.

### **2** Board basics April English

The board is responsible for managing the business of the co-op. But what does that really mean? What must a board know and do to take care of business properly? How can co-op directors promote good governance and sound management? This workshop will cover the board's role in:

- leading a co-operative organization
- meeting the co-op's (and the board's) legal responsibilities
- managing the finances
- keeping the co-op in good repair
- finding and keeping good members
- getting and keeping good management
- fostering an open, healthy community.

Come to this workshop if you are a new director, or thinking about running for the board, or looking for a refresher course on being a good co-op director.

## Morning workshops 9:30 am to 12:30 pm

### **3** Let's talk about over- and under-housing **NEW** Kerry Panter

Is over-housing a hot topic in your co-op?

Most co-op operating agreements are silent about matching household size to unit size. Co-ops need good policies to fill the gap.

But what is good policy? And when should household size be an issue?

Join us for this long overdue discussion. We'll talk about what it takes to:

- manage our co-ops well
- avoid vacancy loss
- meet the changing needs of members
- make the best use of scarce, affordable housing
- treat members equitably.

*This workshop will not cover BC Housing occupancy guidelines.*

### **4** Volunteers: challenging the way we think **NEW** Moderator: Thom Armstrong Panel of co-op managers and volunteers

What role should volunteers play in co-op governance and management? What makes a housing co-op a co-op?

Some co-ops think that their members should do all the day-to-day work of managing the co-op. Others hire out management tasks and focus volunteer attention on good governance.

Finding the right role for volunteers can:

- add value to the operation of the co-op
- give volunteers a rich and rewarding experience
- build a strong co-op community.

Join us for a provocative discussion on the role of volunteers in housing co-ops. Our panel will get us started. We'll count on you to make this an exciting and interactive debate.

### **5** Replacement reserves and how to fund them Jamie Ritchie

Does your co-op have enough money set aside for the future? How can you be sure that you'll have enough money when you need it? As buildings age, it's more important than ever to make sure that replacement reserves are properly funded. It's all a matter of good planning and wise investing!

You will learn:

- what a replacement reserve plan is (and what it isn't)
- steps in the planning process
- tools for evaluating your building needs, and
- an understanding of the need to manage your cash flows by investing your money prudently.

Sound replacement plans and investment strategies are critical to a co-op's long-term health. Don't miss this opportunity to take the first steps.

### **6** Financial statements – a puzzle no more **NEW** Halina Kuras

Have you ever looked at your financial statements and wondered what you're approving? It's not enough to understand a financial statement. It's a critical management tool for your co-op, so you should know how to use it for that purpose.

First we'll review the statement of operations (income statement), the statement of financial position (balance sheet), and other necessary reports.

Then we'll talk about:

- what financial reports you should get every month and why you need them
- what the statements can tell you and why you need to know
- what to look for on the statements
- how to use them to make good financial decisions for your co-op.