



Afternoon workshops  
1:45 pm to 4:45 pm

**7 Investment 101: investing in your co-op's future**  
*Phillips, Hager & North Investment Management Ltd.*

**M** Housing is a long-term asset. So you need a long-term strategy for investing your replacement reserves and other capital funds. How can co-op directors fulfill their legal duties when most don't have any experience investing large sums of money?

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.

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.

**8 Policies that work**  
*Kerry Panter*

**G** Now that your co-op has updated its Rules and Occupancy Agreement, it's time to make sure that your policies are just as current. Good policies improve everyone's quality of life and play a big role in the smooth management of your co-op—from parking to painting to arrears collection. Bad policies make everyone miserable. Having no policies is a recipe for chaos.

This workshop will show you how to use CHF BC's Co-op Policy Manual to:

- make changes to your co-op's policies
- develop new policies that really work
- match your policies to your Rules and Occupancy Agreement
- encourage member support throughout this process.

This workshop will give you the tools and the direction—the rest is up to you.

**9 2020 Vision—securing our future (Advanced) NEW**  
*Thom Armstrong and Nicholas Gazzard*

**G L** CHF BC and CHF Canada are working together on an exciting new project: 2020 Vision. It's about mapping a successful future for housing co-ops beyond their partnerships with government and keeping the co-op housing movement healthy and strong.

Come and get a sneak preview of the tools we're developing for co-ops to make 2020 Vision a reality. Together we'll learn how to take the first steps in planning our future—deciding what values are most important to us and turning them into a mission statement to lead us forward.

By 2020 more than 1,200 co-ops across Canada will not have any relationship with government. Join us for a look at the key role co-op boards and members will play to get ready for the future.

**10 Successful co-op maintenance NEW**  
*John Waldo*

**M** Co-op members are responsible for managing a very valuable asset...their homes. Are you sure you have the right tools for the job? We'll look at the outcomes you should expect from good maintenance, and the policies and procedures you need to get there. Learn how to decide what maintenance approach is right for your co-op. Discover how a good maintenance program can extend the life of your homes, save money, minimize vacancy loss, and keep members happy.

**THE SUPPLY** Workshop sponsor

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

2006 Fall Co-op Housing Education Conference

Saturday, October 21, 2006  
Executive Hotel and  
Conference Centre Burnaby  
4201 Lougheed Hwy  
Burnaby

Promoting good management, sound governance and principled leadership



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



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 toll free 1.877.879.4611 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 September 25 and save \$10 off each full-day registration fee.

**Discounts**

**Fourth full-day registration:** If three 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 Vancouver Island co-op will receive a \$65 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 21? 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. Call Maria dela Cruz at 604.879.5111 (toll free 1.866.879.5111), ext. 140 or email mdelacruz@chf.bc.ca.

## Workshop registration

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

**Full Day** 9:30 am – 4:45 pm  
 Mark your 1st and 2nd choices.

\_\_\_\_\_ 1 Board basics

\_\_\_\_\_ 2 Challenging behaviour: just deal with it!

OR

**Morning** 9:30 am – 12:30 pm  
 Mark your 1st and 2nd choices.

\_\_\_\_\_ 3 Membership and marketing—the new reality **NEW**

\_\_\_\_\_ 4 Replacement reserve planning

\_\_\_\_\_ 5 Member participation: facts and myths **NEW**

\_\_\_\_\_ 6 Provincial Housing Program operating agreements

**Afternoon** 1:45 pm – 4:45 pm  
 Mark your 1st and 2nd choices.

\_\_\_\_\_ 7 Investment 101: investing in your co-op's future

\_\_\_\_\_ 8 Policies that work

\_\_\_\_\_ 9 2020 Vision—securing our future (Advanced) **NEW**

\_\_\_\_\_ 10 Successful co-op maintenance **NEW**

## 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 \_\_\_\_\_

### Fees

Per person, includes lunch	Non-member	Member	
Full-day rates (two half-day workshops)	\$ 405	\$ 135	_____
Received by September 25		- 10	_____
4th full-day/first-time participant		- 50	_____
Half-day rates	255	85	_____
Island co-op travel discount		- 65	_____
		Subtotal	_____
		+ 6% GST	_____

**Total enclosed** \_\_\_\_\_

**G** Governance    **M** Management    **L** Leadership

**Good management goes hand in hand with sound governance and principled leadership. Whether you need help with policies, overall direction or taking care of daily co-op business, there's something in our program for you.**

### Getting Governance Right

Attend the conference and receive a free copy of CHF Canada's latest book: *Getting Governance Right: good governance and principled leadership for housing co-ops*. It's a 2020 Vision publication.

Thanks to BC Housing, CHF Canada, and Phillips, Hager and North for their contribution to the Federation's education program.

*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.*

**Full-day workshops**  
 9:30 am to 12:30 pm and  
 1:45 pm to 4:45 pm

### 1 Board basics

*Wes Hosler*

**G M L** The board is responsible for managing the business of the co-op. It says so right in the Co-op Act. But what does that really mean? What must a board know and do to take care of business properly? Get the most up-to-date information on the board's role in:

- meeting the co-op's (and directors') legal responsibilities
- managing the finances
- keeping the co-op in good repair
- finding and keeping good members
- providing for good management and sound governance
- leading a healthy, democratic community.

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

### 2 Challenging behaviour: just deal with it!

*April English*

**G L** This workshop is back by popular demand! Making a co-op work is challenging enough without having to handle "problem" behaviour. How can you build a community where people want to get involved instead of running home to escape? Come to this workshop if you want to:

- understand what makes people with challenging behaviour tick
- improve your communication skills
- learn how to handle your emotions when your buttons are pushed
- identify the best strategies for dealing with problem behaviour.

You'll go home with lots of good ideas for making your co-op a happier, more respectful community.

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

### 3 Membership and marketing—the new reality **NEW**

*Kerry Panter*

**G M** Has your co-op updated its membership process lately? Or are you still doing things the way you always have? Low interest rates and shrinking subsidy pools are forcing many co-ops to market themselves more effectively. Others are streamlining the member selection process to avoid vacancy loss and reduce demands on busy volunteers. What's the best way to attract new members who'll be a perfect fit for your community? Find out what's working for other co-ops and share what's working for you.

### 4 Replacement reserve planning

*Jamie Ritchie*

**G M** CMHC-funded housing co-ops have a lot of control over how to spend their capital reserves—provided they have an approved replacement reserve plan. Co-ops without a plan have to ask CMHC (or soon the new Agency for Co-operative Housing) for approval to do most capital work. Worse, without a plan they often don't know if they have enough money set aside for the future, when they need it.

As buildings age, sound replacement plans and investment strategies are critical to your co-op's long-term health. Don't miss this chance to find out how your co-op can get its replacement reserve plan done. We'll show you how, step by step.

### 5 Member participation: facts and myths **NEW**

*Thom Armstrong and Nicholas Gazzard*

**G** Do you spend more time worrying about members who aren't involved in the co-op than appreciating those who are? Maybe it's time to explode a few myths about how much member involvement co-ops need to be successful.

How often have you heard:

- if more members got involved, we wouldn't have to hire staff
- member participation keeps our costs down
- it's not a real co-op unless everyone participates
- things will improve if we just adopt a tough participation policy and enforce it

Facts or myths? You decide. Join us for a lively discussion and a fresh look at the challenge of good management and sound governance in housing co-ops.

### 6 Provincial Housing Program operating agreements

*BC Housing staff*

**M** Was your co-op developed under the Provincial Housing Program (formerly Homes BC) between 1994 and 2002? This workshop will cover everything you need to know about the program and how it affects the management of your co-op.

Staff from BC Housing will review:

- your obligations under the *operating agreement*
- budget planning and approval, including housing charge increases
- the impact of market appraisals on housing charges
- how operating surpluses and deficits are treated
- BC Housing's operational reviews
- when and how the co-op has to repay the subsidy it gets from BC Housing
- what BC Housing's Modernization and Improvement Fund will pay for and what should be charged to your co-op's replacement reserve fund.

Bring a copy of your operating agreement and your questions.

(OVER ►)