

Education Conference

For co-op housing Fall 2008

Saturday, October 18, 2008
Executive Hotel and Conference Centre Burnaby
4201 Lougheed Hwy
Burnaby



Promoting sound management, good governance and principled leadership

**8 brand new
workshops**
10 workshops in all to choose from.

www.chf.bc.ca

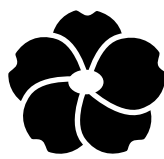


Thanks to CHF Canada, Vancity and the Crime Free Multi-Housing program for their contribution to the Federation's education program.

Sound management goes hand in hand with good governance and principled leadership. Whatever your needs, there's something in our program for you.



Governance



Leadership



Management

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



Getting financial management right

TJ Roberts and Ulryke Weissgerber

REVISED

There's a lot to getting management right: handling the finances, keeping the co-op full and in good repair, meeting your legal requirements, and supporting it all on a foundation of good governance. The key is good financial management—without it you won't accomplish anything. And the key to good financial management is understanding the results you should be looking for and knowing how to get them.

The board's job is to make sure the finances are well managed by qualified people. We'll show you, step by step, how to:

- adopt a workable budget each year
- collect housing charges—all of them—on time, every time
- protect your assets with good financial controls and insurance
- make sure your bills are paid in full, on time
- ensure that your books and financial records are kept up to date
- understand and use your financial statements to make good decisions and get good results
- put sound capital and investment plans in place
- support everything with good policies and procedures.



Leadership from the inside out

Larry Birkhead

NEW

There is an old swing tune that goes: "It's as plain as can be, it's so easy to see, that the trouble with me... is you."

Sometimes we may feel that way about our neighbours, and we may be right as they seem to be causing our stress. But we have to be careful when we say the problem is "out there"—among our neighbours, the membership, or among "those people on the X committee". Saying that means we are helpless, and what good does **that** do any of us in building positive communities?

So the place to start may just be with the person in the mirror. If we can do a good job of managing our own attitudes and feelings while minimizing our tendency to react with a knee-jerk to others, we will be happier, less stressed, and better co-op leaders. This workshop includes many opportunities to discuss, share successful strategies, and even play a fun and thought-provoking game called "Win as Much as You Can".

Other people will continue to be who they are—positive and negative—but we don't have to carry the burden. This workshop will give you tools for letting go to find a more positive attitude with less stress. What results is a stronger leader for your co-operative.

Morning workshops
9:30 am to 12:30 pm



Maintenance-savvy members

John Waldo

NEW

Your property and buildings are the co-op's most important asset. Is your co-op doing what's needed to maintain that asset, keep it looking good and make sure you won't have serious repair problems in the future? Sure, you need skilled professionals to get great maintenance results. But that doesn't mean there's not a role for members in keeping your co-op in good repair.

We'll focus on areas of maintenance where members can play an important role to:

- detect items that need repair before problems get serious and more costly
- identify preventive and routine repair needs
- educate members on how to recognize and report problems
- make sure the move-out and move-in process runs smoothly and successfully.

We'll provide a model for unit turnover, from the time a member gives notice until a new member has moved into an attractive unit in good repair. This includes unit inspection and assessment of the departing member's responsibility, maintenance follow-up, and sample forms and procedures—all designed to make sure your co-op has a unit ready in good shape and on time, without any vacancy loss.

With photos and examples, and a CD with samples to take home, you'll leave this workshop ready to make your members much savvier about maintenance.



Governance and 2020 Vision

Nicholas Gazzard and Thom Armstrong

NEW

Co-op directors are responsible for creating a foundation of good governance and principled leadership in their co-op communities. But what exactly does that mean? Where do you start and how do you know when you've succeeded?

CHF Canada has produced a new 14-minute video on co-op governance called *Getting governance right—the video!* that tries to answer these questions.

We'll watch the video together as it's launched for the first time in British Columbia. Then we'll take those lessons and apply them to the challenge of good governance in our own co-ops.

Do you often wonder what directors and members can do to build community and make their co-ops better places to live? Join us for this lively, interactive session on governance and find out.

5 The art of effective meetings

April English and Chris Whyte

In a well-run co-op, meetings run smoothly. They're a place where things get done instead of done to you. Good meetings produce sound decisions and are a positive experience for members. Bad meetings don't get the work done and undermine morale. We'll talk about how to prepare for and run meetings that meet your co-op's needs by focusing on the results you should expect.

It's every member's job to make meetings as good as they can be. Whether it's a meeting of the board, committee or members, we'll learn about the keys to productive meetings:

- preparing and organizing the agenda
- chairing capably
- taking minutes correctly
- managing difficult situations
- making meaningful decisions.

Before you know it, you'll have people leaving your meetings on time, feeling good and wanting to come back for more!

6 2020 co-ops and long-term financial planning

Halina Kuras

NEW How much does your co-op know about its financial future? Do you know how changes in your operating costs, the housing market and capital repairs will affect your co-op? And what are your options for future refinancing? To become a 2020 co-op, you'll need to have a long-term plan for your co-op's finances that projects reserves and operating results, cash flows and financing requirements. This workshop will introduce CHF Canada's new long-term financial planning tool.

Lunch 12:30 pm to 1:45 pm

Afternoon workshops 1:45 pm to 4:45 pm

7 Initiation to the board of directors

Kerry Panter

NEW Are you new to the board or considering running for election? You'll learn what makes a good board and a good director. And you'll be among the first to try out our newest board training material. We'll cover:

- what the board is responsible for achieving and how individual directors can contribute to those outcomes
- members and directors: who's responsible for what
- making the board/manager and the board/committee relationships work
- what every good director needs to know about basic legal concepts like fiduciary duty, confidentiality and conflict of interest
- what it takes for a board to achieve sound management, good governance and principled leadership.

We'll also have fun testing our knowledge in different scenarios to see how good directors and good boards achieve their goals.

8 Keeping our communities safe

Crime Free Multi-Housing representatives and Terra Macdonald

NEW How can we prevent crime and unwanted disturbances in our co-op? Learn how the Crime Free Multi-Housing Program has helped improve peace, safety and security in various properties. We will talk about how to:

- prevent crime through environmental design
- recruit members who will contribute to a healthy community and screen out undesirable residents
- work effectively with the police
- document suspicious activity that can later be used as evidence in court
- involve the co-op community in positive change.

You will learn about specific changes you can make to your property and operations. And we'll share ideas about what the entire community can do to make your co-op a safer and healthier place to live.

9 Making sustainability part of your co-op plan

Maureen Cureton, Vancity and Scott Jackson

NEW Do you want your co-op to become more environmentally sustainable? Going green is good for you and can even save you money, but you might be wondering where to start or how to sell sustainability to your fellow co-op members.

This updated workshop will explore several areas of opportunity including energy, water, waste, carbon emissions, landscaping and more. We'll share ideas and strategies, and learn about inspiring projects in other housing communities. You'll go home with tips and tools to communicate and plan for a sustainable community.

10 2020 Vision—a guide to becoming a 2020 certified co-op

Nicholas Gazzard and Thom Armstrong

NEW CHF Canada's web-based guide to all eight standards for a 2020 co-op is ready to use, and we'll unveil it for the first time in this workshop.

We'll log on to the 2020 Vision website together and find out:

- what the eight standards for a 2020 co-op are
- what you will need to do to achieve them, and
- how CHF Canada will know that you're ready to be certified as a 2020 co-op.

While we're at it, we'll explore how you can tackle the challenges that lie ahead for housing co-ops after the end of your government operating agreements and what the key ingredients for success will be in 2020 and beyond.

You'll leave with a guide to the 2020 standards and a clearer idea of what you'll need to do to meet them.

Workshop registration

Registration information

Register early - workshops fill up quickly. Don't send a cheque, we will invoice your co-op.

Register by:

www.chf.bc.ca
registrar@chf.bc.ca
fax: 604.879.4611 or
toll-free 1.877.879.4611

CHF BC, 200-5550 Fraser St.,
Vancouver BC V5W 2Z4

More information – Alison Eagles:
registrar@chf.bc.ca or 604.879.5111
(toll-free 1.866.879.5111), ext. 140.

Discounts for member co-ops only

Early registration

Register by September 19 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 discount: 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!

Portable workshops

Can't find the workshop you need? Can't make it on October 18? 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? More information:

www.chf.bc.ca
Grace Bauer at 604.879.5111
(toll-free 1.866.879.5111), ext. 135
gbauer@chf.bc.ca.

Participant information and fees

Workshop limit is 20 people. Workshops with fewer than 10 people registered will be cancelled. Cancellation deadline: 12 noon on October 14.

Co-op

First name

Last name

Street address

City

Postal code

Phone: Home

Work

Fax

Email

Signing authority (please print)

SIGNATURE – MUST BE SIGNED BY A SIGNING AUTHORITY OF THE CO-OP TO REGISTER

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

Full day _____ 1. Getting financial management right **REVISED**
9:30 am - 4:45 pm _____ 2. Leadership from the inside out **NEW**

OR

Morning _____ 3. Maintenance-savvy members **NEW**
9:30 am - 12:30 pm _____ 4. Governance and 2020 Vision **NEW**

AND

Afternoon _____ 5. The art of effective meetings
1:45 pm - 4:45 pm _____ 6. 2020 co-ops and long-term financial planning **NEW**
_____ 7. Initiation to the board of directors **NEW**
_____ 8. Keeping our communities safe **NEW**
_____ 9. Making sustainability part of your co-op plan **NEW**
_____ 10. 2020 Vision – a guide to becoming a
2020 certified co-op **NEW**

Fees per person, includes lunch

	Non-member	Member	Fees
Full-day rates (two half-day workshops)	\$435	\$145	
Registered by September 19		- \$10	
4th full-day/first-time participant		- \$50	
Half-day rates	\$270	\$90	
Island co-op travel discount		- \$65	
		Subtotal	
		+ 5% GST	
		TOTAL (CHF BC WILL INVOICE YOUR CO-OP)	