

CHF BC paper policy

Participants will be able to access material from all the conference workshops on our website after the conference. You will receive your website passport at the conference.

Fees per person, includes lunch

Full-day rates (two half-day workshops)

Member	\$ 155
Non-member	620
Received by Mar 3	- 10

Half-day rates (includes one or two mini-workshops)

Member	\$ 100
Non-member	400

Island co-op travel discount - 65

GST will be added.

CHF BC will bill your co-op after the conference. When you register online, you will be asked to confirm that your co-op has authorized your registration.

Thanks to CHF Canada and RONA for their contribution to the Federation's education program.

Register online

We are doing our part to reduce paper with our online registration system. It's fast and easy, and you can find it at www.chf.bc.ca.

Register at www.chf.bc.ca:

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

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

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

Discounts for member co-ops only

Early	Register by March 3 and save \$10 off each full-day registration fee.
Island	Each Vancouver Island co-op will receive a \$65 travel discount.
Free	Co-ops in Thompson Okanagan, Northern BC and Kootenay regions are eligible for two free registrations and one free hotel accommodation if they are CHF BC members.

Cancellation

Cancel by 12 noon on Tuesday, March 23—if not we will invoice your co-op. Workshops with fewer than 10 people registered may be cancelled. Workshop limit is 20 people.

Portable workshops and consultations

Can't find the workshop you need? Can't make it on March 27? We can bring a workshop right to your co-op. Up to 20 members can attend. Check our website for the list of workshops. If you need help in areas not covered in the workshops, we can provide a consultant to help with specific topics or to chair difficult meetings. What could be more convenient?

www.chf.bc.ca
604.879.5111 (toll-free 1.866.879.5111), ext. 135
info@chf.bc.ca



Education Conference

for co-op housing Spring 2010

Saturday, March 27, 2010
Executive Hotel and Conference Centre Burnaby
4201 Lougheed Hwy
Burnaby



6 brand new
workshops
11 workshops in all to choose from.

Promoting sound management, good governance and principled leadership

www.chf.bc.ca



Sound management goes hand in hand with good governance and principled leadership. Whatever your co-op needs, there's something here for you.

Legend

M Management

G Governance

L Leadership

Conference at a glance

9:00 am - 9:25 am
coffee, tea and registration

9:30 am - 12:30 pm
workshops

12:30 pm - 1:45 pm
lunch and registration

1:45 pm - 4:45 pm
workshops

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

1 Dealing with conflict in co-ops **G** **NEW**

April English

Conflict will always be part of living in a community. But it doesn't always have to be negative. To build strong communities in our co-ops, we need to understand conflict and how to deal with it positively.

This hands-on workshop will include presentations, exercises, role-playing and group discussion.

We'll talk about:

- why and how different types of conflict occur
- what kind of conflict the co-op needs to deal with
- how to depersonalize conflict
- the board's role in handling conflict
- how to prevent conflict.

Morning workshops
9:30 am to 12:30 pm

2 RONA Managing capital projects **M** **NEW**

David Spackman, John Waldo

Do you have roof replacement, new windows, siding, flooring or other major renovations in your future? Funds for capital repairs are limited and when we spend those dollars we want the work done right, on time, and on budget.

In this workshop we'll talk about:

- identifying the scope of work
- preparing documents and specifications
- hiring consultants
- the bidding and award process
- contract administration.

Let us help you get the most value from your capital budget.

3 What makes a good board? **M** **G** **L**

Jeff McKeil, TJ Roberts

The board is responsible for managing the business of the co-op. It sounds simple, but we know what a big role the board plays in a co-op's success or failure as a business and as a community.

A good board understands:

- what it needs to achieve to be successful
- its legal obligations
- its role, and the role of members, in the co-op's governance and management
- the most common mistakes and how to avoid them
- what it will take to become a 2020 Co-op with a sustainable future.

If you need a map for the Road to 2020, this workshop is for you.

4 2020 co-ops and long-term financial planning **G**

Halina Kuras

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 financial plan that forecasts reserves and operating results, cash flows and financing requirements. This workshop will review CHF Canada's new long-term financial planning tools: one for federal Section 95 co-ops and another for ILM co-ops.

This is for co-ops whose federal operating agreements will end more than five years from now.



5 Leadership renewal **G** **L** **NEW**

Wes Hosler, Yaana Dancer, Catherine Porter

Effective leaders have a clear vision. Most importantly they inspire others to share a common purpose and realize their vision together.

But how do you find new leaders? And what can individual co-ops and the co-op housing movement do to help new leaders develop their full leadership potential?

Organizations that invest in leadership renewal will survive and prosper. Join us for a discussion about how we can make our co-ops more successful by developing more successful leaders.

6 Policies that work **G**

Dawn-Leah McDonald

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
- build member support and buy-in throughout this process.

This workshop will give you the tools to improve your governance and management with good policies.

Afternoon workshops
1:45 pm to 4:45 pm

7 What makes a good director? **G** **L**

Doreen Aquino, Jeff McKeil

Good directors are the cornerstone of good governance. Let's explore:

- why good directors are first good members
- how you can contribute to the results your board needs
- working together as directors
- what you need to get the job done right
- legal duties of directors
- how to be a principled leader.

8 Asset management - It's as easy as 1,2,3! **M** **G** **NEW**

David Spackman

We hear a lot about asset management these days, but what does it really mean? Join us for a discussion about:

- how to develop maintenance strategies that will make certain all the parts of your co-op homes last as long as they should
- how to get a Building Condition Assessment and make a Capital Plan to replace items when they wear out
- how a Capital Reserve Fund forecast and financial plan can help you figure out how to pay for it all.

9 Show me the money! Keeping arrears down to zero **M**

Terra Macdonald, Glen Porter

Full payment, on time, every time isn't a dream. Let us show you how to make it your co-op's reality.

We'll talk about:

- the policies and procedures you need to create a culture of timely payment
- quick follow-up when a member has not paid in full
- use of payment agreements
- the board's role in dealing effectively with arrears, and
- when termination of occupancy is a necessary last resort.

10 Take the good governance test **G** **NEW**

Thom Armstrong, Nicholas Gazzard

It's time for your good governance check-up, and the doctors are in. But at this clinic, you do the diagnosis.

Take our brand new good governance test and find out:

- where your co-op is in great shape
- where you could use a tune-up, and
- where something might be broken and need fixing.

In the process, you'll share your ideas and experience with others on:

- how members, directors and managers can practise and support good governance in housing co-ops
- the most common mistakes that weaken good governance
- best practices that promote good governance.

We'll show you how to take the test home with you and use it to strengthen governance in your own co-op.

11 Sustainable gardening and landscaping **M** **NEW**

Fiona Jackson, moderator

This interactive panel discussion will take your sustainability goals outdoors and show you how to get your hands dirty, grow your own food, and make the most of your co-op's gardening potential.

Meet speakers like Andrea Bellamy, author of the soon-to-be-published *Urban Edibles: How to grow organic vegetables, fruit, herbs, and grains in small spaces*, and David Tracey, an ecological landscape designer with a passion for tree care, community gardens and increasing access to healthy, affordable food. You'll find out how to grow a garden anywhere, create garden plans, and find ways to get the whole co-op community involved. There will be plenty of time for your questions and discussion following the presentations.