

## CHF BC paper policy

Participants will have easy access to material from all conference workshops on our website after the conference.

## Fees per person, includes lunch

### Full-day rates

(two half-day workshops)

<b>Member</b>	<b>\$ 155</b>
Received by September 26	- 10
Non-member	620

### Half-day rates

<b>Member</b>	<b>\$ 100</b>
Non-member	400

Island co-op travel discount - 65

HST 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, Canadian Barrier Free Design and Terra Housing Consultants for their contribution to the Federation's education program.**

## Register online

We are doing our part to reduce paper use with our online registration system. It's fast and easy.

### Register at [www.chf.bc.ca](http://www.chf.bc.ca)

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

For more information contact:  
[registrar@CHF.bc.ca](mailto: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 September 26 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.

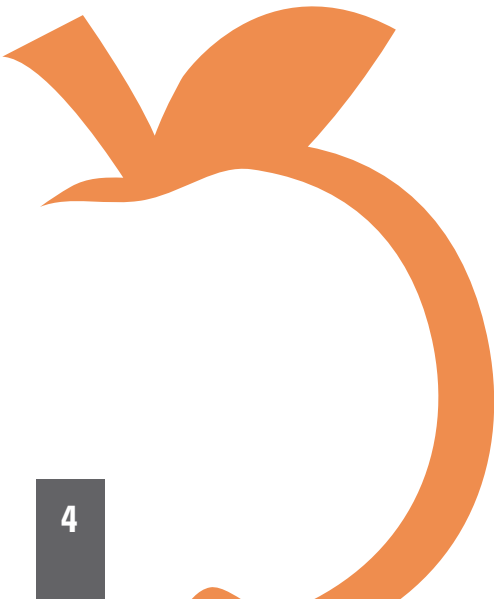
### Cancellation

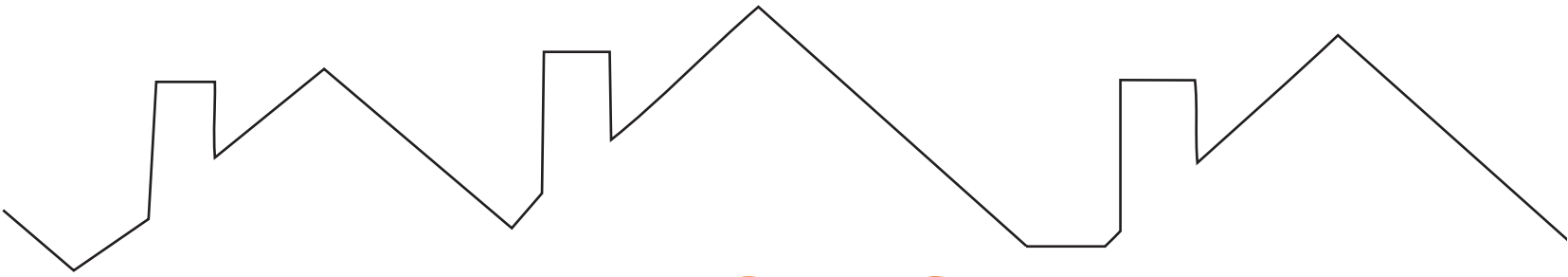
Cancel by 12 noon on Tuesday, October 18—if not we will invoice your co-op. Workshops with fewer than 10 people registered may be cancelled. Workshop limit is 20 people.

### Portable workshops and consultations

Can't find the workshop you need? Can't make it on October 22? 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](http://www.chf.bc.ca)  
Debbie Van Kuyk at [dvankuyk@CHF.bc.ca](mailto:dvankuyk@CHF.bc.ca)  
604.879.5111, ext. 135  
(toll-free 1.866.879.5111)





# Education Conference

for co-op housing  
Fall 2011

Saturday, October 22, 2011  
Executive Hotel and Conference Centre Burnaby  
4201 Lougheed Hwy  
Burnaby



2011 - The year of getting governance right.

**4 brand new  
workshops!**  
10 workshops in all to choose from!

[www.chf.bc.ca](http://www.chf.bc.ca)



Join us in this Year of Getting Governance Right. Governance is how the directors, and the members who elect them, set and control the overall direction of the co-op to ensure its success as a viable business and a co-operative community. We've tailored many workshops to help you think ahead and plan strategically as you face a challenging future.



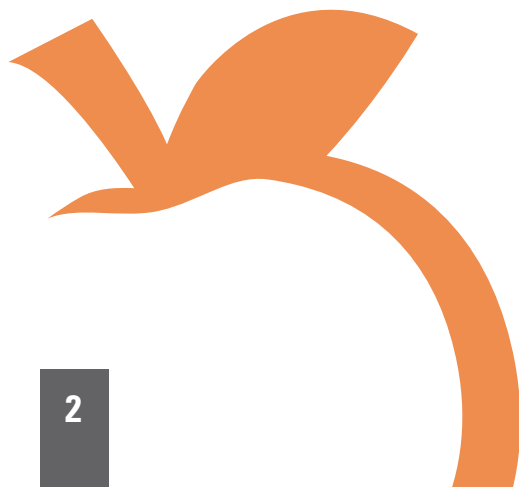
## Conference at a glance

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 Getting financial management right

*Dawn-Leah McDonald, TJ Roberts*

There's a lot to getting management right: handling the finances, keeping the co-op full and in good repair, meeting your legal obligations, 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 lies in knowing the results you should be looking for and how to get them.

We'll show you 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 sound decisions and get good results
- put sound capital and investment plans in place, and
- support everything with qualified people, good policies and effective procedures.

## 2 Dealing with conflict in co-ops

*April English*

Conflict will always be part of living in a community. But it doesn't have to be a negative experience. 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

## 3 2020 Co-ops and long-term financial planning

*Halina Kuraś*

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 repair needs will affect your co-op? How will the lack of subsidy affect your budget and your low-income members? And what are your options for future refinancing?

A 2020 Co-op looks beyond day-to-day operations and plans for the longer term. You'll need a long-term financial plan that forecasts reserves and operating results, cash flows and financing requirements. This workshop will highlight CHF Canada's long-term financial planning tools and show you how to use them to build a viable financial scenario for your co-op's future.

This workshop is for Section 95 and ILM co-ops that do not have a workout agreement with CMHC.

## 4 Aging in our co-op communities NEW

*Diana Devlin, Dianne Brubaker*

Co-op members are getting older. Aging in place is a process that enables older members to remain in their homes for as long as possible. It can have substantial benefits for older members, their families and the co-op community.

We'll talk about:

- the findings of CHF Canada's recent survey of co-op members aged 60 and over
- the challenges and benefits of aging in place in our co-op homes
- the role the co-op community and management can play in helping members age in place
- available resources and funding opportunities.

## 5 Lessons in law: recent cases your co-op should know about

*Geoffrey Dabbs, Grant Haddock, David Lach*

Your co-op lawyers were busy in BC's Supreme Court and Court of Appeal last year. Recent decisions have shed new light on some old questions.

Join us if you want to know the answers:

- can a co-op refuse to transfer shares to an associate member when a principal member vacates the unit?
- can a membership be terminated when someone won't down-size when over-housed?
- will the Court award costs to a co-op if it wins a decision to terminate someone's membership?
- how quickly will the Court give a co-op vacant possession of a unit?
- when is it appropriate to terminate an occupancy agreement instead of a membership?
- what's happening to co-ops lately at the Human Rights Tribunal?

Two experienced co-op lawyers will summarize the latest cases and the lessons to be learned.

This workshop is back by popular demand!

Bring your other legal questions—we'll have some time at the end to answer them too.

## 6 Policies that work

*Kerry Panter*

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 to improve your governance and management with good policies.

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## Lunch 12:30 pm to 1:45 pm



## Afternoon workshops 1:45 pm to 4:45 pm

### 7 Capital financing for housing co-ops **NEW**

*Darren Kitchen, Stuart Thomas*

Most housing co-ops in BC are 20 to 40 years old. Some buildings are even older. Does your co-op need to finance major capital replacements or upgrades? Do you even know where to begin? This will be a major challenge for co-ops before and after the end of their CMHC operating agreements.

To face this challenge with confidence, co-ops will need to know:

- how to get and analyse technical studies and determine what needs to be done, and when
- how to tell when they need to borrow, what potential lenders will want to know, and the major steps in the borrowing process, and
- how to carry out a major capital project from start to finish.

CHF BC's new partnership with Vancity and Terra Housing is designed to help co-ops through every step of this process. Let us show you what it will take to renew your co-op for another generation of members.

### 8 What's in your future? Are you a 2020 Co-op?

*Diana Devlin, Sue Moorhead*

2020 Vision has only one purpose: to help your co-op map a bright and sustainable future. It's about having a well-run, well-led co-op that offers safe, secure homes and a great community for members. For some co-ops that means getting ready for "life after government" when their operating agreements end.

We'll use the revamped 2020 Vision website to:

- review the standards for a 2020 Co-op
- explain what you can do to achieve them
- assess where your co-op is in relation to the standards
- explain how CHF Canada will know that you're ready to be certified as a 2020 Co-op, and
- show you the newest tools and resources available to help you get there.

### 9 Sustainability for people through universal design **NEW**

*Brad McCannell, Patrick Simpson*

Did you know that a staggering 90% of all personal accidents, such as trips and falls, take place in the home? Housing co-ops need to be ready to provide safe homes for an aging membership. This practical workshop will de-mystify the principles of universal design and provide guidelines for repairs and upgrades to make your co-op more safe and accessible for all.

"True sustainability requires a built environment that sustains people too", says Brad McCannell of Canadian Barrier Free Design. "It's more than just energy conservation."

Brad McCannell and Patrick Simpson are entertaining speakers and sought-after consultants. Let them introduce you to the world of universal design.

### 10 Housing subsidies in a post-operating agreement world **NEW**

*Nicholas Gazzard, Thom Armstrong*

By the year 2020, more than 55,000 co-op households in Canada will no longer be covered by a CMHC operating agreement. Many of those members depend on the financial assistance they get from government to make their housing affordable. But when the agreements end, so do the subsidies.

Join us for a lively discussion as we tackle these questions:

- Should co-ops try to replace government subsidies for low-income members with their own internal subsidy arrangements?
- How would a co-op funded subsidy program work, and how will co-ops know if they can afford to consider the idea?
- Can governments be persuaded to continue subsidies after operating agreements end?
- How will this affect the make-up of your co-op's membership over time?

The number of co-op operating agreements coming to an end will spike sharply in 2016. The time to settle on a strategy to replace subsidies for low-income members is right now.