

BRIEFING NOTE

Prepared for: CRH Board of Directors

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Reviewed by: Greg Dewling, Chief Executive Officer

Date: March 13, 2020

For: Information

Subject: CRH response to COVID-19

Issue:

Capital Region Housing (CRH) is being proactive in responding to COVID-19 with considerations for the health and safety of our staff as well as to the people we serve.

Background:

The spread of COVID-19 has resulted in numerous recommendations for actions to be taken by organizations in Alberta by the Chief Medical Officer. Earlier this week, CRH had determined staff would not participate in large events (such as the ROOPH awards) or its own all staff meeting event. Business travel out of the province was also restricted.

CRH leadership has been working to balance regular operations with the health and safety of staff. As there are increasing recommendations to engage in social distancing, and with the interest in helping minimize impact on the health system, the decision was made on March 13, 2020 to suspend all in person customer engagement.

Our systems provide seamless customer service from any location.

Customer Service and Daily Operations:

Effective Monday, March 16, 2020:

- Customers will be asked to contact CRH through phone or email and will not be able to meet with CRH staff in person at our 112 Street location;
- Non-essential interactions between staff and tenants onsite will be limited;
- Additional personal protective equipment will be made available to staff who are required to enter into a tenant's home;
- Any staff who are able to conduct their day to day work electronically will be assigned a laptop (if they do not have one already) and are asked to work remotely from home;

- The phone system is flexible and can be accessed through a Versature application, allowing staff to connect into their extensions and be able to take calls made to CRH's main number;
- The entire file system for tenants and operations is cloud-based;
- Tenant move ins and outs will continue to occur and staff will be asked to work from the office to ensure that payments to rent supplement recipients continue to be made on time;
- Business areas are determining what non-essential tasks can be postponed avoiding unnecessary contact;
- Emergency work for tenants will continue as needed.

Board Business:

- Effective immediately, all board related business be conducted virtually;
- Regularly scheduled committee meetings will continue;
- Printed packages will be available if needed.

Risk:

One of the anticipated risks to CRH will be late payment of rent due to tenants not being able to come into the office to pay, and therefore have a decrease in expected revenue. Approximately 5% (\$100,000) of rent is paid in-person. While this is a low revenue risk, customers may be concerned with eviction.

To mitigate this risk:

- Staff will encourage tenants to pay online or through telephone banking;
- No evictions will result from this limitation;
- Financial services will closely monitor cashflow needs;
- All payroll and accounts payable can be prepared remotely. Payroll is fully electronic;
- Many vendors are on electronic funds transfers;
- All invoice approvals and payments are done virtually;
- Accounts payable will have access for cheque runs as needed;
- Our revenue stream is stable given our line of business.