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message from the chair

Gerald Rougeau, BC Kinsmen Housing Network

It's been awhile since we had the chance to issue this newsletter and I would like to apologize for the delay. Like all of you, we have been busy and had to prioritize our goals.

We have recently held our elections (for results, see the following story). I would like to thank the outgoing council members for their valuable contributions as well as welcome new members. I am confident that the new council will bring many fresh ideas to the table. We also welcome your important input.

I hope that you will be able to attend our annual general meeting on November 19 from 5 to 6 p.m. at the Best Western Richmond Hotel and Conference Centre as part of the BC Non-Profit Housing Association's conference. We are also offering two workshops at the conference which we hope you will find useful.

The Housing Registry council's priorities include the formulation of a membership plan with members taking a lead in marketing The Housing Registry. Our goal is to have all housing providers in B.C. taking an active role in using the registry as well as tools such as the rent calculation module.

Another important objective for the council is to maintain a healthy working relationship with BC Housing. Our partnership continues to prosper, with the ultimate goal of serving our clients best. We are working to ensure a clearly defined process for involving the



council in matters that affect The Housing Registry so that we can be more involved in the development of options and changes.

The Housing Registry is only as good as its users make it. I encourage all housing providers to take advantage of its benefits. Registry software, for instance, offers significant financial savings. Be part of the solution and remember that it's our clients who should come first.

If you have any comments, kudos, complaints or questions about The Housing Registry and/or *Registry Insite*, please don't hesitate to contact me.

Sincerely,

Gerald
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articles

2007 council elections

The following organizations were recently elected to The Housing Registry's council effective January 2008:

Name	Member organization	Member category
Kate Joy	Capital Region Housing Corporation	Large Housing Provider
Gerald Rougeau	Fraser Valley Kinsmen Housing Society	Small Housing Provider
Ken MacDonald	WINGS Housing Society	Community Agency
Jag Klair	Greater Vancouver Housing Corporation	Large Housing Provider

The following organizations will be serving the second year of a two-year term:

Bill Richardson	Affordable Housing Society	Large Housing Provider
Soraya Van Buskirk	Newton Advocacy Group Society	Community Agency
Ann Todd	Beulah Garden Homes Society	Small Housing Provider
Doug Creba	Nanaimo Affordable Housing Society	Small Housing Provider

Standing appointments to council:

Erin Smandych	BC Housing	Appointment
TBD	BC Non-Profit Housing Association	Appointment
Darren Kitchen	CHF-BC	Appointment

A note of thanks to outgoing council members Karyn French from Pacific Housing Society (Small Housing Provider) and Jody Puff, BC Housing (Large Housing Provider).

Annual general meeting

The Housing Registry's annual general meeting will be held Monday, November 19, 2007 at the Best Western Richmond Hotel & Convention Centre. If you are attending

the BCNPHA conference or if you are located in the Lower Mainland, please join us from 5 to 6 p.m.

Workshops at BCNPHA conference

Get more out of your Housing Registry membership by attending one or both of the following workshops offered Tuesday, November 20 at the BC Non-Profit Housing Association annual conference.

Rent Calculation (9 – 10:30 a.m.)

Why calculate rent? Rent calculations ensure that everyone who receives a rent subsidy pays an equal portion of their income towards rent. Housing providers are responsible for verifying income and calculating tenant rent contributions. These calculations are also used to determine the amount of subsidy required for each unit. The workshop will provide a brief overview of the process of calculating rent contributions, and a discussion of some of the challenges faced by housing providers when verifying income.

The workshop will also provide a demonstration of the on-line Rent Calculation module which is available to members of The Housing Registry.

Housing Registry tips and tricks (11 a.m. to 12:30 p.m.)

So you made the leap and joined The Housing Registry, now what? The Housing Registry simplifies the application process and reduces duplication between housing providers.

However, as we know, a computerized database is only as good as the information entered. The workshop will discuss the challenges of a shared database with many users and will provide participants with “tips and tricks” to get the most out of your Housing Registry membership.

There will be an overview of enhancements planned for The Housing Registry database and an opportunity for members to share their experiences with The Housing Registry. Not a Housing Registry member yet? Join us and see The Housing Registry database in action and have an opportunity to meet other providers who have made the switch.

Member profile: Nanaimo Affordable Housing Society

Since 1991, the Nanaimo Affordable Housing Society has been serving low-income mid-island residents. Today the society has a small family housing complex and two larger units for single adults with permanent disabilities. The society has been a long-time member of

The Housing Registry, finding it an effective tool for tenant applications for its family units.

“We’re a small society and we don’t have a large turnover,” explained Doug Creba, Tenant Support Worker and Property Manager. “It’s easy to look on the registry to find potential tenants. We retain control over who we offer units to based on our own criteria.”

Doug notes that the society could easily establish its own waiting list, but believes the amount of files and paperwork would be unreasonable. “The registry provides us with quick, 24-hour access to names that can be sorted on a variety of criteria,” he said. “The scoring system to indicate which family has a greater need is also critical for us.”

As with any new computer program, Doug found there was a bit of a learning curve to using Housing Connections. “In retrospect, things like how to make rent adjustments are understandable, but it didn’t come easily at first,” he said. “But that investment of time to learn the program more than pays off when you realize you don’t have to maintain applicant files.”



Executive Director Jim Spinelli (left) and Doug Creba outside the society’s family housing complex in Nanaimo.

statistics

Statistic 1

51,952 calls to the Housing Registry from January 1, 2007 to September 30, 2007.

Statistic 2

Callers to The Housing Registry have an average hold time of less than 30 seconds and over 80 per cent of calls are answered in 90 seconds or less.

Statistic 3

8,595 new Housing Registry applications received from January 1 to September 30, 2007.

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Feedback? Questions? Story ideas?
Contact the editor.

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40 YEARS