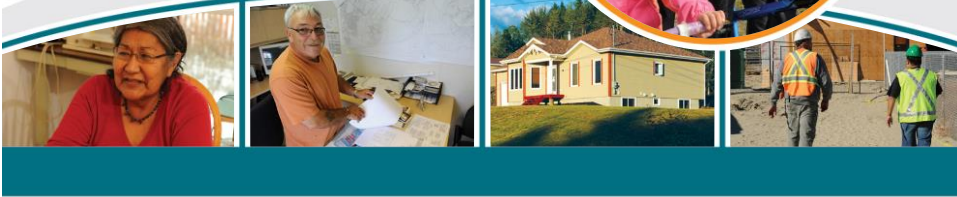




SAIT Housing Manager Training Program

Nicole Church, Sr. Consultant
First Nation Housing, CMHC

TSAG Conference
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Working together for housing solutions



CMHC Skills Development in Housing

- What we do:

Provide support to First Nations housing institutions and individual housing providers to acquire the skills and knowledge to design, build, inspect and manage housing on reserve



CMHC Skills Development in Housing

- Why we do it:

Support First Nation self-sufficiency in housing by facilitating the acquisition of housing management tools and knowledge

Canada



CMHC Skills Development in Housing

- Housing Management – workshops on Property Management, Planning, Financial Management, Housing Policy Development, Housing Governance, Client Communication.
- Housing Construction – Better Builders, Basic Home Maintenance for Occupants, Air Quality, Private Sewage Disposal Systems, Heat Recovery Ventilation, Building and Renovating to Avoid Mold
- Technical Expertise - Access to inspector training for First Nations individuals through provincial building official associations and community colleges

Canada





Feedback from our Clients

- More comprehensive training needs
- See the “big picture” in housing
- Better understanding of how housing programs work – and how to make them work better in my First Nation
- Get to know other Housing Managers

Canada

SAIT Housing Manager Certificate Program

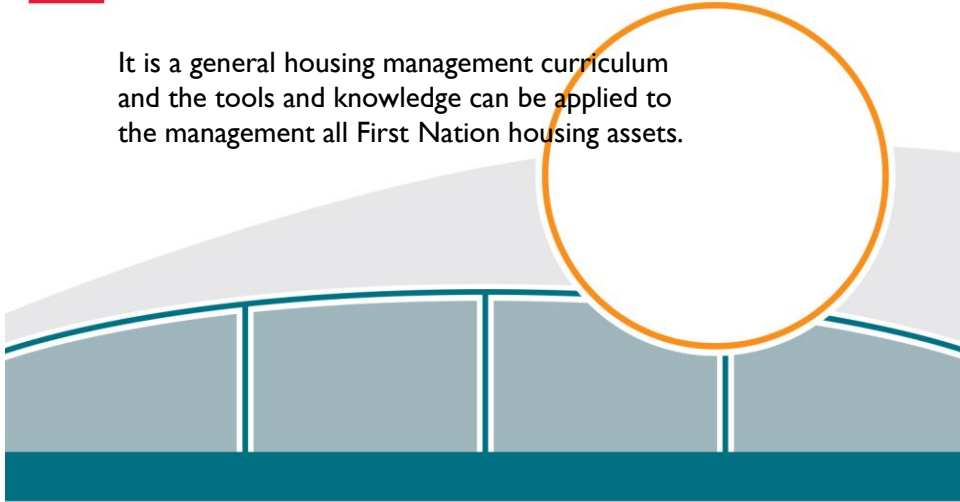
The Housing Manager Training Program has been developed for those aspiring to work in a housing management role in their community.

Canada



SAIT Housing Manager Certificate Program

It is a general housing management curriculum and the tools and knowledge can be applied to the management all First Nation housing assets.



SAIT Housing Manager Certificate Program

First class of the First Nations Housing Management Certificate of Achievement graduated in November 2014.



SAIT Housing Manager Certificate Program

- Highly focused, culturally relevant curriculum
- Designed to provide the tools Housing Managers need to manage the increasing responsibility for First Nation Housing Programs
- Provides classroom and hands-on training to build skills and experience
- Module based curriculum
- Takes approximately two years to complete (one week every two months)
- To earn SAIT Certificate, 100% attendance is required.

Canada



Module I: Property Management

- First Nation Housing Governance Model
- The Role of the Housing Manager
- Protecting Community Property and Investments
- Understanding Insurance
- Asset Inventories
- Record Keeping
- Leases and Occupancy Agreements

Module 2: Developing Effective Housing Policies

- Step-by-step approach for developing and implementing housing policy
- Identifying housing needs
- Housing governance
- Criteria for housing eligibility and admission
- Dealing with housing abandonment or default
- Obtaining leadership support

Module 3: Client and Workplace Relations

- Client communication techniques
- How to deal effectively with client housing concerns
- The basics of dispute resolution
- Worksafe practices/Occupational Health and Safety systems

Module 4: Charging and Collecting for Housing Services

- Reviews the true costs of housing programs and services
- Implementing a step-by-step approach to charging for housing services
- Community solutions to address payment challenges
- Creating a payment policy and enforcement process
- Managing arrears

Module 5: Property and Home Maintenance Management

- Understanding the importance and benefits of property and home maintenance
- Assessing the urgency of repairs
- Maximizing resources – doing more with less
- Occupant responsibilities
- Developing five-year property and home maintenance management plans
- Capital repair planning

Module 6: Introduction to Financial Management for Housing

- Financial management roles and responsibilities for housing managers
- Using financial tools
- Financial policies for housing
- Basic accounting theory and concepts
- Classifying housing accounts and coding
- Recording transactions
- Developing a reporting relationship with Council and Band Management

Module 7: Working with Budgets and Audits for Housing

- Different types of budgets and their purpose
- Developing and implementing budgets
- Estimates and projections
- Monitoring and evaluating budgets
- Purpose and value of audits
- Conducting internal audits
- Working with external auditors
- Types and purpose of financial statements

Module 8: Developing Housing Proposals

- Key steps in developing, planning and organizing a housing project proposal
- Goal Setting for Housing Projects
- Identifying Funding Sources
- CMHC Funding & Applications
- INAC Funding & Proposals

Module 9: Tendering and Contract Management

- Housing manager responsibilities for administration and management of contracts and tenders
- The tendering process
- Typical housing contracts
- Contractor selection
- Consequences of not having a proper contract
- Potential problems in tendering and contract administration
- Benefits of having plans to deal with contractor problems

Module 10: Construction Project Management

- Different types of housing projects – maintenance management to new construction
- Responsibility of a project manager
- Typical project management duties
- Types of problems project managers might experience
- Benefits of good project planning
- How project schedules relate to budgets and cash flow.

Module 11: GIS for Housing

- Introduction to mobile data collection techniques
- Understanding basic spatial data analysis related to planning and housing map creation
- Reviewing and exporting data
- Using mapping in site selection

Module 12: Site Planning for Housing

- Pre-planning and preparation
- The language of site planning
- Site planning step-by-step
- Site selection and design
- Infrastructure 101

Summary

- Comprehensive program - the A to Z of what housing managers need to know
- Is based upon a First Nation, on-Reserve context
- Builds foundational knowledge and then expands subject areas
- 12 modules – 3 days per module
- Delivered classroom style in Edmonton
- First Nations can apply for support for tuition and travel

The Ideal Candidate

- Currently in a housing role or aspiring to work in First Nation housing
- Motivated, mature learner with some work experience
- Wants to specialize in housing management
- Wants to develop business and management skills in a practical and focused program
- Creative problem solver with strong analytical skills

Next steps

- CMHC and TSAG will set the schedule for the next HMCP cohort – expecting to begin in Spring 2017
- Housing Managers who are interested in the program should contact their CMHC Consultant or Amy Cairns at TSAG.
- We will forward applications to interested participants with application requirements and deadlines.
- Applicants must submit a complete application form, a letter of support from Chief and Council and references.
- Applicants are interviewed once a complete application is received.

Program Contacts

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