

CEO Report – April 2023

1. Client
 - a. Overall, residents are satisfied and active!
 - b. Please see incident reports and summary on the portal/Teams.
 - c. We are dealing with bed bugs in the West Wing, linked to one particular resident. We are hoping to have the situation resolved and the resident moved to another building, as she is not cooperating with us.
 - d. There is one resident who is refusing to comply with rules around using varnish and other strong products in his suite. Neighbors have been complaining about how powerful the odor is. We are going to try to threaten fines if he continues to ignore our warnings, in order to avoid having to threaten eviction. Stay tuned.
2. Mastery
 - a. We have received the official notice of passing the Accreditation Primer!
3. Financial
 - a. Finance committee meeting was held on April 12.
 - b. March rent revenue was about 10k below budget, but April was less than \$1,000 below budget. That's a very positive indicator for our YTD progress. Continued focus on expenses should help us officially turn the corner.
4. Partnerships
 - a. Insurance discussion continues around the exterior finishes of our building (and the Lighthouse). Our broker is working hard to get to the bottom of the issues and help us decide how to proceed.
 - b. Golf tournament is set for June 24th!
 - c. I toured our partners from the CCU & Servus around the Lighthouse on April 19th.
 - d. We will be exploring APHAA (Alberta Public Housing Administrator's Association) as a potential association for ELSS to join, as they appear to have a great education and training focus.
 - e. I attended the 3-day ASCHA annual AGM & conference in early April.
5. Culture & Structure
 - a. We will announce the CEO transition plan to staff and residents on Tuesday, April 25.
 - b. We will also include an update in the Spring ECHO later next week.