



**GOVERNMENT'S LETTER OF EXPECTATIONS**

**BETWEEN**

**THE MINISTER RESPONSIBLE FOR HOUSING  
(AS REPRESENTATIVE OF THE GOVERNMENT OF BRITISH COLUMBIA)**

**AND**

**THE CHAIR OF THE BRITISH COLUMBIA HOUSING MANAGEMENT COMMISSION  
(AS REPRESENTATIVE OF THE CORPORATION)**

**FOR 2013/14**

**PURPOSE**

This Letter of Expectations (the Letter) provides Government's annual direction to the British Columbia Housing Management Commission ("the Commission") and is an agreement on the parties' respective accountabilities, roles, and responsibilities. The Letter confirms the Commission's mandate and priority actions, articulates the key performance expectations as documented in the Government's Expectations Manual for British Columbia Crown Agencies<sup>1</sup>, and forms the basis for the development of the Commission's Service Plan and Annual Service Plan Report. The Letter does not create any legal or binding obligations on the parties and is intended to promote a co-operative working relationship.

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<sup>1</sup> The Province of British Columbia's Crown Agency Accountability System (<http://www.gov.bc.ca/caro/publications/index.html>) establishes guiding principles for the governance of Crown corporations. The Government's Expectations Manual identifies roles and responsibilities for the Government and Crown corporations, and provides for a Government's Letter of Expectations (Letter) to be developed.

## **COMMISSION ACCOUNTABILITIES**

Government has provided the following mandate direction to the British Columbia Housing Management Commission under the *Ministry of Lands, Parks and Housing Act* and the British Columbia Housing Management Commission Regulation:

- To undertake programs and actions relating to the provision of housing in British Columbia under the *Ministry of Lands, Parks and Housing Act* and the British Columbia Housing Management Commission Regulation.
- To implement the provincial housing strategy, *Housing Matters BC*, introduced in October 2006, which affirms the Government's commitment to securing safe and affordable housing, and support services for British Columbians.
- To administer the *Homeowner Protection Act* and Regulations and serve as an agency of the government to:
  - strengthen consumer protection for buyers of new homes;
  - improve the quality of residential construction; and
  - support research and education for the benefit of the residential construction sector and consumers of new homes.
- To provide construction capital project management expertise on behalf of Government when requested to do so.

## **SPECIFIC COMMISSION ACCOUNTABILITIES**

To achieve this mandate, the Commission is directed to take the following specific actions:

- Work with staff in the Office of Housing Construction Standards (OHCS) to address critical gaps through a variety of partnerships that integrate new housing options and improve access to housing and support services;
- Support strong non-profit sector by taking steps to strengthen relationships and build capacity;
- Work with industry to protect consumers and professionalize the residential construction industry by taking further steps towards the introduction of education and training qualifications for licensed residential builders; and
- Promote strategic partnerships and alliances that work to further the availability of affordable market housing.

## **GENERAL CORPORATION ACCOUNTABILITIES**

Over the past decades, British Columbians have come to expect high quality products and services delivered by their Crown corporations. The Province is well served by our Crown corporations and it

is up to the Boards and Senior Management teams of these organizations to manage in the best interests of the Province and our citizens.

As a Crown corporation, it is critical that the operations of the entity be done as efficiently as possible, in order to ensure families are provided with services at the lowest cost possible. In addition, it is expected that Crown corporations, to the greatest extent possible, participate in the Government's open data and public engagement opportunities.

British Columbians rightly expect openness and transparency from both their Government and Crown corporations and it is incumbent upon both parties to be as open and transparent as possible with citizens.

Government sets broad policy direction to ensure the Corporation's operation and performance is consistent with government's strategic priorities and Fiscal Plan, and as such, the Corporation will:

- Ensure that the Corporation's priorities reflect Government's goals of putting families first; creating jobs and building a strong economy; and open government and public engagement;
- Ensure that prior to commencing collective bargaining or initiating changes to non-union compensation on or after January 1, 2012, coordination with Government occurs to develop detailed plans for funding proposed compensation changes or other incentives under the Province's Cooperative Gains Mandate and to ensure clarity on the applicability of the freeze on executive and management compensation announced on September 14, 2012. Savings plans must be based on real savings that are measurable and incremental to existing business plans that are included in the Province's budgets and three-year fiscal plan. They must not include proposals for:
  - increased funding from Government,
  - reductions in service, or
  - transferring the costs of existing services to the public.

However, plans may also include new revenue generation opportunities that are voluntary in nature to consumers and taxpayers.

In any year, incremental realized savings/revenues must fully offset incremental costs of compensation increases.

Savings and bargaining plans must be reviewed and approved by Government before any proposed changes to union or non-union compensation are made. Any changes to an approved plan also require approval by Government.

Commencing the effective date of any changes to the collective agreement and/or non-union compensation plans, the Corporation must report to Government on the implementation of a

plan, including information on progress in meeting savings targets. The frequency and metrics used in that reporting will be defined by Government in consultation with the Corporation;

- Government is undertaking reviews of all Crown corporations. The Corporation is expected to participate in the review as requested, and to implement the recommendations of the review;
- A review of executive compensation in Crown corporations and related recommendations were provided to government by a working group of Crown corporation board chairs in July, 2012. Government has responded to those recommendations by changing elements of its executive compensation policies for Crown corporations. These policies are found at [http://www.fin.gov.bc.ca/psec/disclosuredocs/crown\\_corporation\\_executive\\_compensation\\_july\\_2012.pdf](http://www.fin.gov.bc.ca/psec/disclosuredocs/crown_corporation_executive_compensation_july_2012.pdf) and include the requirement to incorporate the performance priorities articulated in this letter in any performance-related compensation the board establishes for executives. Boards should be familiar with this policy and contact the Public Sector Employers' Council Secretariat for assistance in applying it;
- Conduct its affairs with the principles of integrity, efficiency, effectiveness, and customer service;
- Display annual *Financial Information Act* – Statement of Financial Information and Executive Compensation Disclosure Schedules, a Remuneration for Appointees to Crown Agency Boards Schedule and Corporate Governance Disclosure in an easily accessible website location;
- Inform Government immediately if the Corporation is unable to meet the performance and financial targets identified in its Service Plan;
- Ensure that any planned deficit spending or use of the retained earnings is approved in advance by Treasury Board;
- Comply with Government's requirements to be carbon neutral under the *Greenhouse Gas Reduction Targets Act*, including: accurately defining, measuring, reporting on and verifying the greenhouse gas emissions from the Corporation's operations; implementing aggressive measures to reduce those emissions and reporting on these reduction measures and reduction plans; and offsetting any remaining emissions through investments in the Pacific Carbon Trust, which will invest in greenhouse gas reduction projects outside of the Corporation's scope of operations;
- Ensure Government is advised in advance of the release of any information requests by the Corporation under the *Freedom of Information and Protection of Privacy Act*;
- Ensure any debit/credit card payment services provided to the public are in compliance with the international Payment Card Industry Data Security Standards;
- For Corporations subject to the *Public Sector Employers Act*, ensure the Corporation's membership in the Crown Corporation Employers' Association is in good standing;

- Annually assess the Board appointment process to ensure that succession results in a balance of renewal and continuity of Board membership, and provide the results of this assessment to the Shareholder for consideration;
- Ensure that Board appointments to Crown corporation subsidiaries comply with Board Resourcing and Development Office's Best Practice Guidelines and are approved by Cabinet; and
- Comply with Government's requirement that lobbyists not be engaged to act on behalf of the Corporation in its dealings with Government.

## **GOVERNMENT'S RESPONSIBILITIES**

### **SPECIFIC GOVERNMENT RESPONSIBILITIES**

Specific to the Commission, Government will:

- On a quarterly basis, meet with the Commission to review progress on the specific corporation accountabilities and provide direction to the Commission as required;
- Provide the Commission with specific direction on any changes or modifications to housing programs or services in support of Government's goals of putting families first and addressing market housing affordability;
- Work with Commission staff to address critical gaps through a variety of partnerships that integrate new housing options and improve access to housing and support services; and
- Work with Commission staff to ensure good governance and that processes are in place for the successful planning and procurement of capital projects.

### **GENERAL GOVERNMENT RESPONSIBILITIES**

Government is responsible for the legislative, regulatory, and public policy frameworks in which Crown corporations operate. In order to meet these responsibilities and support achievement of government's performance expectations, Government will:

- Issue performance management guidelines, including annual guidelines for Service Plans and Annual Service Plan Reports (<http://www.gov.bc.ca/caro/publications/index.html>);
- Review and provide feedback and final approval of the Corporation's Service Plans and Annual Service Plan Reports; and
- On a quarterly basis, meet with the Corporation to review the achievement of the goals, objectives, performance and financial targets and risk assessments identified in the Corporation's Service Plan, and provide direction to the Corporation as required.

Government has developed the following policies and resources to support the Ministries and Corporations with their regulatory and public policy requirements:

- Shareholder's (Government's) Expectations Manual for British Columbia's Crown Agencies
- Best Practice Guidelines – BC Governance and Disclosure Guidelines for Governing Boards of Public Sector Organizations
- Remuneration Guidelines for Appointees to Crown Agency Boards
- Capital Asset Management Framework

## AREAS OF SHARED ACCOUNTABILITY REPORTING

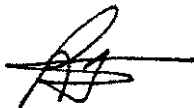
Government and the Commission are committed to transparency and accountability to the public and have reporting and disclosure requirements in the *Budget Transparency and Accountability Act*, the *Financial Administration Act*, and/or the *Financial Information Act*. Government provides an Information Requirements and Events Calendar (<http://www.gov.bc.ca/caro/publications/index.html>) to the ministries responsible and the Corporations that set out the dates the Crown corporations must submit their financial information, service plans, annual service plan reports, and other information to government in order to meet the statutory reporting dates and other government requirements.

The parties agree that each will advise the other in a timely manner of any issues that may materially affect the business of the Corporation and/or the interests of Government, including information on any risks to achieving financial forecasts and performance targets.

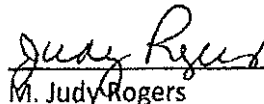
The Corporation will post the most recent signed copy of the Government's Letter of Expectations on its website and the Crown Agencies Resource Office will post a signed copy of the Letter on its website.

## REVIEW AND REVISION OF THIS LETTER

The Minister Responsible for Housing is accountable for undertaking reviews of this Letter and monitoring its implementation. Government and the Commission may agree to amend this Letter on a more frequent than annual basis.



Honourable Rich Coleman  
Minister Responsible for Housing  
and Deputy Premier



M. Judy Rogers  
Chair, British Columbia Housing  
Management Commission

JAN 15 2013

Date

December 5, 2012

Date

cc. **Honourable Christy Clark**  
**Premier**

**John Dyble**  
**Deputy Minister to the Premier and Cabinet Secretary**

**Peter Milburn**  
**Deputy Minister and Secretary to Treasury Board**  
**Ministry of Finance**

**Sheila Taylor**  
**Associate Deputy Minister**  
**Ministry of Finance**

**Steve Carr**  
**Deputy Minister**  
**Ministry of Energy, Mines and Natural Gas and Responsible for Housing**

**Shayne Ramsay**  
**Chief Executive Officer**  
**British Columbia Housing Management Commission**

