

Ministry of
Municipal Affairs
and Housing

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June 27, 2019

Mr. Fern Dominelli, CAO
Manitoulin-Sudbury DSB
210 Mead Boulevard
Esplanada, ON
P5E 1R9

Dear Mr. Dominelli:

Re: Service Level Standard Obligations for Service Managers

Thank you for submitting your 2018 Service Manager Annual Information Return (SMAIR) earlier this year. As you know, the SMAIR is a tool utilized by the Ministry to monitor how Service Managers are fulfilling their obligations under the *Housing Services Act, 2011* as well as to meet reporting obligations under the Social Housing Agreement with Canada Mortgage and Housing Corporation.

Ministry staff undertake a detailed analysis of the completed SMAIR to ensure that, among other things, Service Level Standards are being met by Service Managers, as prescribed by the *Housing Services Act, 2011*.

Based on your 2018 SMAIR, it is evident that you are, or are very close to, meeting your Service Level Standard. I want to thank you for your efforts in assisting lower income families and individuals in your community to access the housing assistance they need.

You will recall in September 2017, legislative and regulatory amendments were made to the *Housing Services Act, 2011* to allow Service Managers to use municipally-funded Portable Housing Benefits as a way to meet their Service Level Standard. We strongly encourage you to consider this option as it may provide Service Managers with the opportunity to create more vibrant mixed-income communities as a household's housing supply options are broadened.

Additionally, under the new Canada-Ontario Community Housing Initiative (COCHI), households paying a rent-geared-to-income rent consistent with the *Housing Services Act, 2011*, who are supported through the use of COCHI operating funding, will be eligible to meet a Service Manager's Service Level Standard.

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We appreciate the commitment and partnership you have clearly demonstrated to address the housing needs of families and individuals in your community and we encourage you to keep up your good work.

Please do not hesitate to contact Keith Extance, by email at Keith.Extance@ontario.ca or by phone, at (416) 585-7524, with any follow-up questions.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Laurie LeBlanc". The signature is fluid and cursive, with the first name "Laurie" written in a larger, more prominent script than the last name "LeBlanc".

Laurie LeBlanc
Deputy Minister

Cc. Janet Hope, Assistant Deputy Minister