

Professionalizing On-Reserve Housing Management First Nation Housing Manager Program

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The Field of On-Reserve Housing Management

Background:

- Bands began managing government programs in the 1960s when government downloaded programs—including housing—from the Indian Department and Indian agents and became the responsibility of FNs
 - The challenge was that they had responsibility for the programs but no real authority to make the important decisions
 - Created a relationship of conflict

The Field of On-Reserve Housing Management

In the late 70s CMHC social housing projects expanded to First Nations

- The programs were transferred onto reserves without the governance structure required in the mainstream
- Chiefs and councils were given the responsibility but without formal structure
- The programs required managers

The Field of On-Reserve Housing Management

New financial pressures

- Social housing programs had massive mortgages to repay
- The programs turned homeowners into renters
- A new idea on reserves
- Failure to manage the mortgages and collect rents resulted in a new debt load FNs had never experienced
 - Often resulting in co management or 3rd party management

On-reserve Housing Portfolios

Housing managers (departments) took on huge portfolios with a wide array of responsibilities including managing:

- INAC subsidies and the old homes
- CMHC social housing programs with large mortgages
- New home construction
- Renovations and maintenance
- Proposal driven housing income
- The budgets of individual houses--dealing with the heating and housing concerns of SA clients

On-reserve Housing Portfolios

Rent collection

The biggest challenge for housing managers was to change the housing culture of the reserves from home ownership to First Nations owned rentals

- Rent collection presented huge issues
- What to do with non-payers?
- Who wants to rent forever?
- Who owns the houses after the mortgages are paid?
- Who is responsible for maintenance? During the mortgage period? After?

On-reserve Housing Portfolios

The new homeownership

Rental regimes didn't work

- Since the early 2000s many housing managers' new job has been to reintroduce home ownership
- Develop a new relationship with banks
- The real challenge is that this has all been done without a legitimate accessible stream of income to pay housing managers

Challenges of housing management

- The system of on reserve housing has been one of unfairness—a battle for limited resources between FNs and within each FN between individuals
- Housing managers are required to navigate the system between a disgruntled population, unhappy leadership who have had to deal with the discontent and the programs that do not fit with the social economic and cultural reality on reserves.
- One of the most challenging aspects of the HMs job is to create a system that is fair when faced with expectations from people that cannot be filled

Challenges of housing management

- Community members are often annoyed because they hear conflicting things about housing from other members, leadership, the housing department, family—they become intimidating and sometimes even hostile
- It's been a case of giving priority to one person over the others
- It's challenging given that there is such limited resources every decisions is examined by the whole community

Challenges of housing management

Bringing back fairness

- Since the 1990s there has been a huge effort in FNs to create a fair system
- Most First Nations have created Housing Policies.

Challenges of housing management

Fairness

- A simple idea
 - –IF PEOPLE PERCEIVE THAT THEY WILL BE TREATED WITH DIGNITY AND RESPECT THEY WILL COMPLY WITH THE POLICIES
- If you improve the experience you will improve their performance
- When people see housing as legitimate authority they will follow the policies. They will be satisfied with the system if they perceived that they were treated fairly.

Challenges of housing management

Fairness needs understanding

- Everyone must understand how the system works
- The trouble with our system is that it hasn't been seen as a system
- It's not only the tenant who don't know the system it's the people running it—both in the FNs and in government

Development of a field of professional housing management

The key person is the housing manager

The key department is the housing department—bringing the community, the leadership, the financial authorities, the government programs together

Development of a field of professional housing management

Creation of the First Nations National Housing Management Association (FNNHMA) in the early 2000s

- Housing Managers from across the country made a first attempt at forming an association
- Mandate was to develop a certifiable housing management curriculum
- Aim was to educate and to raise the profile of housing managers
- Standardize the material so it could be shared across the country

Development of a field of professional housing management

- FNNHMA began working with CMHC and Vancouver Island University
- Using all the workshops and courses that were available at the time—created a new course
- The new program was first piloted in 2008/9
- It was developed into a full on-line certificate granting program in 2014

VIU First Nation Housing Manager (FNHM) Certificate Program

The FNHM Certificate program is made up of six online credit courses that may be taken as a complete training program or may be taken individually.

Courses:

1. Introduction to Housing Management
2. Housing Administration Level I
3. Housing Administration Level II
4. Financial Management for First Nations Housing Managers
5. Introduction to Construction and Renovations
6. Interpersonal Communications for Housing Managers



FNHM Certificate courses

Introduction To Housing Management (FNHM 100T)

An introduction to the role of housing manager and overview of key elements of the job: property management, tenant relationships, maintenance management, financial management, supervision, and contract management.

Introduction To Construction And Renovations (FNHM 150T)

An introduction to the basic elements of construction and renovations in relation to the responsibilities of the housing manager. Topics include: roles and responsibilities, building houses and building community, selecting house plans and materials, new home construction, site management, contracting, green building principles, best practices in renovations.

Housing Administration Level I (FNHM 110T)

An overview of the basic administrative responsibilities expected of a housing manager, including managing meetings, organizational performance, governing documents, and tenant and homeowner relations.

Housing Administration Level II (FNHM 120T)

An overview of the basic elements of administration, continuing from Housing Administration Level I. Topics include: personnel and performance management, information management, proposal development, project management, risk management, and maintenance management.

Financial Management For First Nations Housing Managers (FNMH 130T)

An introduction to financial management for the housing manager. Topics include: basics components of financial management for the housing manager, financial responsibilities of First Nation governments, budgets and cash flows, audits, and financial records and reports.

Interpersonal Communications For Housing Managers (FNHM 140T)

An introduction to interpersonal communications, interpersonal relationships, and development of interpersonal communication skills required in the role of housing manager.

FNHM Online Course

D2L Look and Feel



FNHM 100T: INTRO TO HOUSING MANAGEMENT - I16W70

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VIULearn Orientation Module

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Navigating VIULearn Courses

The first step to success in an online learning system is to figure out how to navigate and find things in the system, and in your individual courses.

First we will review how to navigate your My Home page (the first page you see when you log into VIULearn) and then we will review how to navigate your Course Home page.

To get started, click directly on "**My Home: Info & Activity**" below to open that page!

Module 2: Completing Course Activities and Assignments 6

Completing Course Activities and Assignments

There can be a lot of activities in your VIULearn (D2L) course. These activities can include whole class or group discussions, assignment submission folders, or quizzes and surveys.

Discussions

Discussions can be whole class or in small conversation groups. You can post, read and reply to threads on different topics, share thoughts about course materials, ask questions, share files, or work with your peers on assignments and homework.

Assignments

Assignments allow you to submit files to your instructor electronically, eliminating the need to mail, fax, or email your work to instructors.

Quizzes

Quizzes allow you to take a quiz, review your quiz results, and see class statistics for a quiz.

FNHM Online Course



CENTRE FOR INNOVATION AND EXCELLENCE IN LEARNING

Student Help Resources

Home / Learning Technologies + Innovation / Student Help Resources

General

- I can't log into VIULearn, VIUTube or VIUBlogs.

VIULearn

- I need some help getting started with VIULearn.
- I can't see all of my courses in VIULearn.
- I can't find my course content or assignments.
- I can't review my quiz or dropbox results.
- I'm getting too many emails from VIULearn.

VIUTube

- I'm supposed to upload a video to VIUTube for an assignment. How do I do that?

VIUOnline Rooms

- I can't log on to an online room.

VIUBlogs

- How do I create a blog / website using VIUBlogs?
- How do I customize my blog / website?

Can't Find Your Question?

If you can't find your question on this list, please feel free to contact us. We are available Monday to Friday, 9:00 am to 4:00 pm PST.

- E-mail us directly at learnsupport@viu.ca
- Call 250.740.6179

Our New Course Energy Efficiency

- This course isn't just "Talk" and hypothetical, we'll conduct hands-on exercises with templates of work plans
- Participants begin work on their own EE work plans
- Explore funding opportunities

Energy Efficiency Activities & Resources

- Participants draft their own community Awareness initiative and share /amend and learn from others
- The course will provide useful resources that students can download and take away
- The interactive nature of the course makes it interesting and engaging.

Energy Management for First Nations Housing Managers

1. Energy and Its Management
2. Energy Efficiency in Existing Homes
3. Energy Efficient Heating Systems
4. Energy Efficiency in New Homes
5. Planning and Policy Development for Efficiency
6. Developing Housing Proposals and Funding Applications
7. Stakeholder, Partnerships and Community Engagement

Energy Efficiency Success Video - Skidegate

The screenshot shows a web browser window with the following elements:

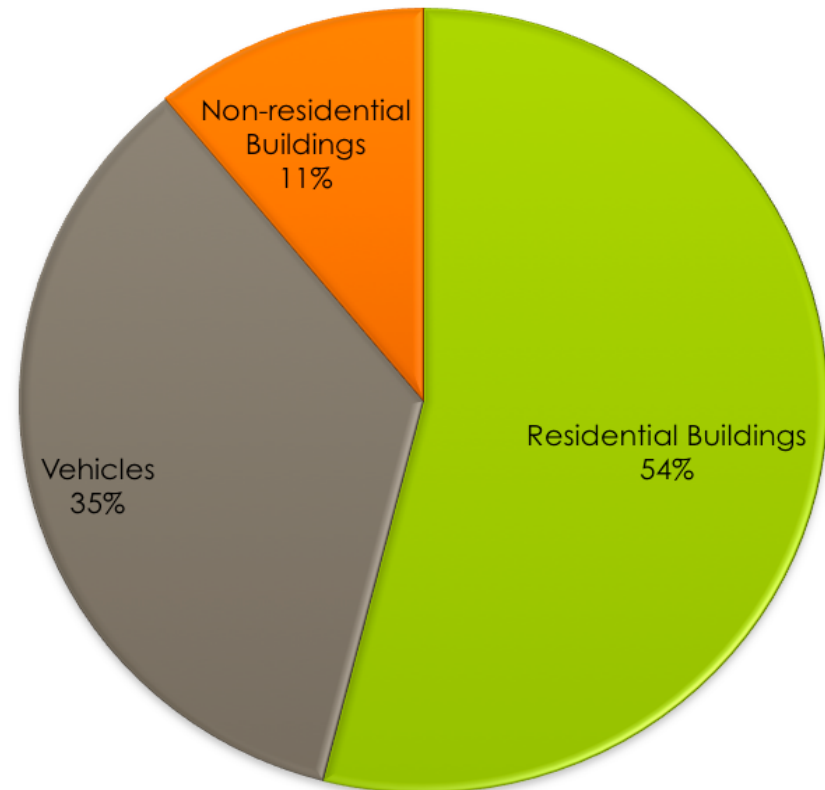
- Browser Address Bar:** <https://d2l.viu.ca/d2l/le/content/88214/viewContent/890485/View>
- Course Navigation:** My Home > Energy Efficiency for... | NANCY HAMILTON
- Course Title:** Energy Efficiency for FN Housing Managers
- Navigation Menu:** Course Home | Content | Assessment & Evaluation | Communication | Course Materials | Instructor Tools | Help
- Breadcrumbs:** Table of Contents > AWARENESS > Success Video #1
- Section Header:** Success Video #1
- Text:**

WATCH

Watch the following video on how a First Nations Community in Skidegate, B.C. improved their energy consumption by inserting new heat pumps into homes.
- Video Player:**
 - Title:** Skidegate Band Council Heat Pump Video
 - Thumbnail:** A woman with curly hair, identified as Babs Stevens, SBC Chief Administrative Officer.

Sample content--Energy Use

While this course focuses on energy use in housing, it is important to note that communities use energy in a variety of ways. Some communities develop a Community Energy Plan to help them understand how much of each type of energy is used in the community, where the energy is being used, and to set out goals, policies and actions to reduce energy use.



Housing Management Program so far

- VIU has graduated 13 students
- Close to 100 students have completed one course or more
- Ten students at least are closing in on graduation
- Nine students have graduated from the course in Quebec
- Students come from coast to coast

Lessons Learned

- Face 2 face to online
- Strengths / weaknesses
- Instructor as a facilitator
- Student interaction: peer-peer/Instructor-student and student-content
- Curriculum design
- Working on adding a face-to-face component
 - ❖ *this is a living course development process*

National focus

- Alberta has its own program offered at Southern Alberta Institute of Technology (SAIT)
- Quebec has bought the rights to the Vancouver Island University course and has translated it into French
- Interest from across the country to offer the Energy Efficiency course
- Increased collaboration between institutions to establish a professional field

Future Goals

- Develop a professional designation for housing managers
- Establish a Housing Management Association to manage its own licencing, education and training requirements

National professional designation

VIU has proposed to CMHC that all the housing educators across the country get together to:

- Fully understand what is available
- Begin to set national standards
- Look at forming a professional designation and association

How to register

- **FNHM Certificate program - Admission Requirements**
- Grade 12, or equivalent, [or mature student](#)
- *Recommendations for Admission:* It is advised that students have sufficient essential skills (reading, writing, and numeracy, computer use) to be successful in the program

Contact Information

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Program link VIU Cowichan Campus: [http://
www.cc.viu.ca/ce/fnhm.htm](http://www.cc.viu.ca/ce/fnhm.htm)

