



Landlord's Self-Help Centre
Annual General Meeting of the Membership
Thursday, October 14, 2021
Zoom Meeting

Minutes

Present:

Adriana Ieraci
Al Dharsee
Alayne Kleser
Ana Silva
Andrew Irani
Ange Kerr
Angela Valente
Anthony Iafrate
Armand Desousa
Caren Crawford
Charlene Clucas
Charlene Payerl
Cornelius Sawatzky
Cristina Enrietti-Zoppo
Daniel Pazer
Darlene Monkman
Dean Wong
Devinder Anand
Domenica Perruzza
Elizabeth Peters-Mitchell
Emad Toukan
Eric Martin
Erran Ree
Eunice Petrelli
George Werniuk
Gil Komet
Jagdip Jaz Sidhu
Jeff Harada
John Botros
Jurgen Hansen
Lana June

Leila Ghadimi
Leslie Battrick
Leszek Dzbik
Linda Obadia
Lordy Numekevor
Louis Klein
Louise Jacques
Macy Tatari
Marcia Toste
margaret Copeland
Margaret Damiano
Mark Orlando
Mei Sim Chung
Mona
NADA Premus
Natalie Lamadeleine
Nir Lefler
Patricia Mazzone
Paul Zhang
Premsukh Prashad
Rebekka Young
Rhonda Fromstein
rob light
Rohan Walters
RONG WEI YU
Rosaline Popowycz
Shiraz Merchant
Terr Clarke
Tobby Lam
Tracy Coyne
Victoria Rayos
Wayne Webster

Weiting Bollu
William Hawley
Xiu Chum Zhang
Yeeseng Lee
Yongdong He

LSHC Board:

Jason McGuire
Raj Bharati
Tory Sullivan
Raymond D'souza
Giovanni Cerisano
Samantha Glass
Petar Guzina
John Lam
Valerie Lewis
Vijay Shah

Guests:

Mira Gamsa
Lynn Dicaire
Rachel Gibbons
Elaine Page

LSHC Staff:

Silvana Agostino
Alda Pereira
Carolina Rego
Susan Wankiewicz

1. Call to Order

Jason McGuire called the Annual General Meeting to order.

2. President's Report

Jason welcomed the members to the 2021 Annual General Meeting and delivered his report as president of the Board of Directors:

On behalf of the Board of Directors for the Landlord Self-help Centre I am pleased to welcome you to this year's Annual General meeting. Before we begin this year's general meeting I would like to thank Susan our Executive Director and her remarkable staff for tackling the challenges presented in the last year and continually overcoming every obstacle

in their way. This last year has affected everyone in so many different ways from how we conduct our business to our working environment, even how you our members operate as landlords and the clinic and everyone involved has never ceased to amaze me with the dedication they present and ability to get it done.

2020 was an exciting year where we made several key decisions which required time consuming commitment from all board members. I would like everyone to thank our volunteer board of directors for the time and efforts spent ensuring the ongoing operation and performance of the clinic. I will be introducing them shortly.

I am happy to report that the Board has performed well over the last year, our recruitment efforts have maintained a good mix of experienced members, subject matter experts and fresh eyes on many topics of interest. We have continued to refine our onboarding methods and orientation for new members to assist in getting up to speed on the many different factors involved in this commitment.

As always, the board has maintained the clinic's policies, ensuring they are regularly reviewed and updated to reflect the current environment.

The board is happy to report about the success in the membership program over the last year. Not only has this allowed us to maintain our staffing levels, it has provided an opportunity to allow for future growth in new directions as we develop policies and procedures for the benefit of our members.

Last year has also not been without its bumps in the road. The uncertainty of our funding and what the future holds caused many difficult conversations to take place and I am happy to report that the clinic has done a wonderful job navigating through all of these challenges.

To summarize, it has been a very eventful year that I know you will hear more about shortly and I could not be happier to have all of these wonderful people around us that allow everything you experience here to happen. Thank you.

3. **Minutes:** Jason sought approval from the members present of the minutes that were recorded at the last Annual General Meeting on October 22, 2020.

The members were polled electronically for their approval of the minutes:

▪ **RESULTS: 100% participation in favour** **- Carried -**

5. **Board of Directors**

- a) **2021 Board of Directors:** Jason introduced the members of the 2021 Board of Directors. The deck included individual slides for each director together with their brief bio and headshot.

Jason also acknowledged the service of Stephanie Chipman who had served on the board for nearly 3 years prior to her resignation effective September 22, 2021.

- b) **Slate of Board Approved Nominees:** Jason presented the Board approved Slate of Nominees for election / re-election for 2022:

- Giovanni Cerisano
- Samantha Glass
- Petar Guzina
- John Lam
- Valerie Lewis
- Vijay Shah

The audience was polled for their approval of the Slate of Nominees:

▪ **RESULTS: 100% in favour**

- Carried -

4. **Appointment of Auditors 2020-21:** Jason proposed that LSHC appoint Truster Zweig LLP as auditors for the 2021-22 fiscal year.

Jason noted that Hilborn LLP has provided audit services for LSHC for many years. This year we went to market and found Truster Zweig. The firm is used by many other legal clinics and by the Specialty Clinic Co-operative and the fees for their service is very competitive.

The audience was polled on the appointment of Truster Zweig LLP for 2021-22

▪ **RESULTS: 100% in favour**

- Carried -

6. **Report Clinic Activities**

Susan Wankiewicz, Clinic Director, reported on clinic activities and her remarks included an overview of clinic law services and how each is delivered at LSHC including statistical data where available. She also discussed the website, improvements and expanded content to better serve the community. She reported on recently proclaimed provisions under Bill 184, many of which LSHC had lobbied for over a period of years. She discussed forthcoming changes pursuant to the *Legal Aid Services Act 2020* and explained the history behind the need to modernize and what the process has involved over the last year.

In her closing, Susan thanked the membership for their continued support and reflected on the paralegal student program and the value the program provided for both staff and client community. She also spoke about getting back into the office to deliver services in person.

7. **Treasurer's Report** - Raymond D'souza, Treasurer, presented LSHC's Financial Statements for the fiscal year ended March 31, 2021 and noted that we another year of a clean audit with nothing identified by the auditors and there was not risk identified by the auditors during the audit r ending March 31, 2021

- On the Balance Sheet cash on hand at the end of March was in the amount of \$208,000. \$200,000 was from Other Source Funds that we receive from the membership program, \$43,000 was in short term deposits.

Under Legal Aid Ontario funds, we had a balance of \$7,000 at end of March. That's the drivers on the assets on the balance sheet. On the current liabilities, the main driver was accounts payable of \$41,000 at the end of March, due mainly to accrued vacation and comp time, and the payment due to the Receiver General.

- Raymond presented the Income Statement in the Legal Aid Ontario General Fund, we had expenses over revenue by \$49,000. In the Other Source Funds, from the membership program, we had revenue over expenses in the amount of \$118,000. When we consolidate both funds, we had a net income of \$66,000 on March 31, 2021. So we used the Other Source Funds to fund the shortfall of the Legal Aid Ontario funds during the year 2020-21.
- Cash Flow - The cash flow at the beginning of the year was \$110,000 and the cash flow at the end of the year was \$165,000. The major change in the cash flow was due to the contribution from the membership program which we used to fulfill shortfall in the Legal Aid fund.

The audience was polled on Landlord's Self-Help Centre's Financial Statements dated of March 31, 2021

▪ **Results: 100% in favour of accepting the Financial Statements**

- CARRIED -

7. **Adjournment** - The business meeting concluded and was adjourned.

The business meeting adjourned and the Landlord Learning Forum resumed with an educational program that included:

- **UPDATE: Landlord and Tenant Board**

Presented by Mira Gamsa, Director of Operations, Tribunals Ontario; and Lynn Dicaire, Registrar, Landlord and Tenant Board.

- **Bill 184: What's New - Panel Discussion**

Moderated by Samantha Glass and featuring a panel of experts that included:

Rachel Gibbon, Paralegal, Horlick, Levitt, DiLella

Elaine Page, Paralegal, Page Paralegal

Petar Guzina, Lawyer, Guzina Law