

June, 2002

Service Manager Update For the month of June, 2002

Message from the Assistant Deputy Minister

With the successful completion of the social housing business transfer last month, the Social Housing Business Division has been shifting its focus, reorganizing itself, and developing new approaches to the work we do and our relationship with Service Managers.

While the social housing business transfer is complete, the ministry remains very involved in follow-up activities, including transferring stabilized projects excluded from the initial transfers, communicating final benchmarks for the new funding model, preparing for the upcoming consultation on regulations, and conducting the post-transfer reviews. We will also maintain key policy development and monitoring/reporting functions.

I believe that one of the keys to the success of the business transfer was the strong, two-way communications between the ministry and Service Managers. We remain committed to communicating with you in a timely and consistent manner, consulting with you on key social housing issues, and providing information and training where required.

Very shortly, the Social Housing Branch will send out its protocol to Service Managers that will detail this new framework for communicating, consulting and training.

As such, this will be the final issue of *Service Manager Update* – further information on various functions such as mortgage renewals or risk management that the ministry will retain can be accessed via the Social Housing Branch by e-mail at SHBcontact@mah.gov.on.ca or by phone at 416-585-7533. For calls outside the Toronto area, dial 1-866-846-3949. Additional information on social housing may also be found on the ministry's website at <http://www.mah.gov.on.ca>

For information pertaining to group insurance, bulk purchasing programs for goods and services, pooling of provider capital reserve funds, and best practices programs, please contact the Social Housing Services Corporation. Its offices are located 390 Bay Street, Suite 612, Toronto, M5H 2Y2. The Executive Director of the corporation, Lindsey Reed, can be contacted by email at lreed@shscorp.ca or by phone at 416-594-9325.

With this final edition of *Service Manager Update*, I am confident that the social housing portfolio is in very competent hands, and the ministry will continue to support your efficient and effective administration of the programs for which you are now responsible. I have enjoyed working with all of you in steering this project, and I thank you for your ongoing support and commitment to social housing.

Sincerely,

Lynn M. MacDonald
Assistant Deputy Minister
Social Housing Business Division

Regular editions of Service Manager Update are published on the 15th of each month by the Ontario Ministry of Municipal Affairs and Housing to summarize important information that will assist service managers with the social housing business transfer.

Special editions will be published, if required, to provide service managers with time-sensitive information.

For more information, please contact your Area Transition Teams

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