

London & Middlesex Housing Corporation	Delegation Policy
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Delegation Policy

POLICY STATEMENT

London and Middlesex Housing Corporation (LMHC) is committed to and supports the meaningful involvement of tenants in the operations, management and governance of their communities. LMHC's Board of Directors is open to receiving delegations from tenants, City Councillors, or other individuals or groups wishing to make direct representation to the Board on matters pertinent to LMHC. It is anticipated that most delegations will be LMHC tenants or tenant leaders who wish to address broad tenant-related policy matters. The Board will not permit solicitations for products or services under its *Delegation Policy*. Delegations should be mindful that the Board's role is one of setting the overall policy directions of the corporation and monitoring their achievement, rather than being operational. Operational matters will be referred for staff review. In accordance with LMHC's *Privacy and Confidentiality Policy*, issues identifying an individual (tenant or staff) will not be considered in public, but may be heard in-camera.

PROCESS FOR HEARING DELEGATIONS

Processes have been developed to assist the Board and delegations to deal effectively with matters being addressed by delegations. Approaches vary depending upon whether or not the matter is an item on the Board's meeting agenda. When presenting to the Board, delegations will be accorded ten (10) minutes.

Items on the Board Agenda

Delegations wishing to address items on the Board's public meeting agenda will be heard at the Board meeting. Delegations will register with the Executive Assistant at least 24 hours before the meeting, using the *Board Delegation Form*, and will indicate the agenda item(s) on which they wish to speak.

Items not on the Board Agenda

Delegations are required to register their name and issue with the Executive Assistant at least 14 days in advance of the Board meeting, using the *Board Delegation Form*. The Chair will determine if the delegation may present at the meeting. Normally, such delegations will be referred to staff for review. LMHC will notify applicants in writing within 7 business days of receiving the application, if they have been granted delegation status. If applicable, there will be a staff report back at the next or a subsequent Board meeting. **Delegations are reminded that the Board considers broad policy issues rather than individual situations.** Delegations are expected to have exhausted LMHC's existing internal staff review processes prior to the Board considering if it will hear a matter.

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Appeals

Individuals wishing to appeal LMHC decisions related to housing should refer to the *Appeal Policy* and related documents.

LEGISLATION

- *Housing Services Act*
- *Municipal Freedom of Information and Protection of Privacy Act*

RELATED DOCUMENTS

- *Board Delegation Form*
- *Privacy and Confidentiality Policy*
- *Tenant Code of Conduct*

DOCUMENT CONTROL

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Approved: October 2, 2014