



Social Housing Services Corporation
390 Bay Street, Suite 710
Toronto, Ontario M5H 2Y2
Tel: 416-594-9325
Fax: 416-594-9422
Toll Free: 1-866-268-4451
www.shscorp.ca

August 15, 2011

Dear Service Managers & Chief Administrative Officers:

We are writing to provide an update on recent developments with the SHSC Group Insurance Program. Recently, there have been questions and concerns raised about SHSC's legislated role in setting rules related to obtaining insurance from alternate brokers.

SHSC has heard these concerns. Therefore after careful consideration and discussions with provincial staff, the SHSC Board has arrived at a position that balances the flexibility desired by some with the need to sufficiently protect the housing assets of the whole group from financial or operational liability:

- **Providers who were granted alternate broker arrangements in 2010/2011 via SHSC's formal process will be able to apply and follow the same process in 2011/2012**
- **The sector-led Insurance Advisory Committee will play an expanded role in reviewing and assessing other requests for alternate insurance arrangements based on extenuating circumstances on a case-by-case basis**

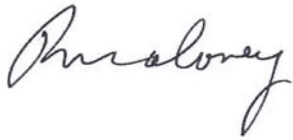
Given that the *Housing Services Act* will come into force in January 2012, SHSC will work with sector stakeholders in the next year towards re-defining the program management of insurance and possibly redesigning the program. The ultimate goal of this exercise will be to develop a sector-wide approach towards insurance that is consistent and sufficient in coverage, clear to all stakeholders, cost-effective and protects the needs of all providers covered by the legislation.

As a non-profit organization whose board is comprised of Service Manager and provider representatives from across Ontario, SHSC's primary objective is to protect the interests of the housing sector. The strength of SHSC's group insurance program to date has relied on representing and protecting Ontario's housing providers: the size of the group program has been a crucial factor in negotiating favourable premiums with insurers. It also helps SHSC in advancing recommendations to the Province and

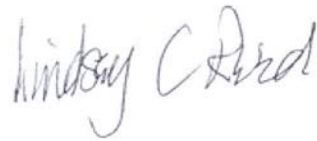
supporting programs like tenant insurance (a business need originally identified by providers that protects both tenants and providers) that are in the interest of program participants.

We hope this clarifies matters. Should you require further details and/or have questions, please contact the SHSC Group Insurance Program directly at SHSCInsuranceProgram@shscorp.ca or 1.866.440.2492 (extension 215, 219 or 244).

Sincerely,



Roger Maloney
Chair, Social Housing Services Corporation



Lindsey Reed
CEO, Social Housing Services Corporation