



P.O. Box 1749  
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**Item No. 9.1.2**  
**HRM Grants Committee**  
**March 2, 2020**

**TO:** Chair and Members of the HRM Grants Committee

Original Signed

**SUBMITTED BY:**

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Jane Fraser Director of Finance, Asset Management & ICT/CFO

Original Signed

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Jacques Dubé, Chief Administrative Officer

**DATE:** October 30, 2019

**SUBJECT:** **211 Information and Referral Services Association (o/a 211 Nova Scotia) – License Agreement**

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**ORIGIN**

The current license agreement for the premises located at 21 Mount Hope Avenue will expire on March 31, 2020.

**LEGISLATIVE AUTHORITY**

*Halifax Regional Municipality Charter, Section 61 (3):* The property vested in Municipality, absolutely or in trust, is under the exclusive management and control of the Council, unless an Act of the Legislature provides otherwise.

*Halifax Regional Municipality Charter:*

Section 63(1): The Municipality may sell or lease property at a price less than market value to a non-profit organisation that the Council considers to be carrying on an activity that is beneficial to the Municipality; and

Section 63(2): A resolution to sell or lease property referred to in subsection (1) at less than market value shall be passed by at least two thirds majority of the Council present and voting.

**RECOMMENDATION**

It is recommended that HRM Grants Committee recommend that the Halifax Regional Council authorize the CAO to negotiate a less than market value license agreement, for execution by the Mayor and Municipal Clerk on behalf of the Municipality, with 211 Information and Referral Services Association (o/a 211 Nova Scotia) for the premises located at 21 Mount Hope Avenue, Dartmouth as per the key terms and conditions set out in Table 1 in the discussion section of this report.

**BACKGROUND**

211 Nova Scotia is a toll-free 24-hour/365 days per year service that people can access either online or via telephone when they need help or access to human services from all levels of government, community-based organizations and other private and charitable organizations. It is a confidential multi-lingual service that is designed to connect people with a full range of non-emergency social, health and government services in their community. Trained information and referral specialists answer these calls, assess the needs of each caller and link them with the best available information and services. 211 Nova Scotia does not provide any service delivery, nor does it do any type of intake assessment.

**Community Benefits of 211:**

- Callers can easily and quickly connect to the services they need no matter where they are in the province.
- Proven to reduce the congestion on 911 lines.
- Helps the community use resources more effectively, by providing information that can be used to identify service gaps, duplication and emerging trends for service planning.
- Increase efficiency by helping callers to define their needs and by pointing them to the most appropriate places to find the assistance.

**DISCUSSION**

The decision to co-locate the 211 Nova Scotia call centre at the Eric Spicer Building at 21 Mouth Hope Avenue, Dartmouth was made on the basis of creating synergies not only with the HRM 311 call centre but also with 911 and the emergency management services for all three levels of government. The 211 Nova Scotia call centre has occupied space within the HRM 311 call centre since April 1, 2012. The co-location of these facilities has created additional benefits including:

- Sharing of resources including knowledge, equipment and facilities;
- Integrated emergency response; and
- Cost savings to 211 Nova Scotia and taxpayers.

Due to its location within the building, the space occupied by 211 NS is not considered space that could be rented exclusively to 211 NS as it lacks the ability to be demised or metered separately for exclusive use by a commercial tenant. Based on this information, staff recommend a license agreement as there is no physical division or exclusive possession of the shared space and the appropriate license rate for the premises should be equal to the facility operating costs and property taxes. 211 NS is ninety-five (95) percent funded by the Province of Nova Scotia and five (5) percent funded by the United Way.

The proposed terms and conditions recommended by staff are outlined in Table 1.

**Table 1:**

<b>Recommended Key Terms and Conditions</b>	
<b><i>Property Address</i></b>	21 Mount Hope Avenue, Dartmouth – Eric Spicer Building
<b><i>Licensor</i></b>	Halifax Regional Municipality
<b><i>Licensee</i></b>	211 Information and Referral Services Association (o/a 211 Nova Scotia)
<b><i>Useable Area</i></b>	Non-exclusive use of 1,267 sq. ft. (in common with and co-located within the HRM 311 Call Centre)

<b>Term</b>	Five (5) years (April 1, 2020 to March 31, 2025)
<b>Commencement Date</b>	April 1, 2020
<b>Use</b>	Non-emergency human and social information referral services
<b>Gross License Fee</b>	Calculated at \$12.25 per sq. ft. or \$15,520.75 + HST per annum, payable in monthly installments of \$1,293.40 plus HST on or before the first day of each and every month of the term. The license fee shall increase each year on the anniversary of the commencement date, on a cumulative basis, at three (3) percent per annum. The first anniversary is April 1, 2021.
<b>Insurance</b>	Commercial General Liability Insurance in the amount no less than \$2,000,000 and any other insurance required by HRM as set forth in the agreement. HRM is to be on the policies as additional named insured.
<b>Early Termination</b>	Either party shall have the option to terminate this agreement upon providing six (6) months written notice to the other party at any time and for any reason.
<b>Parking</b>	The parking area is non-exclusive and shall be used in common with other users of the property. * See <i>Special Conditions</i> .
<b>Condition</b>	The licensee accepts the premises on an "as is" basis.
<b>Special Conditions</b>	Licensee is responsible for any improvements. Two (2) undedicated parking spaces for two (2) staff members to park in the secure IDTC parking area, when these staff members are on either the early (7am) or late (7pm) shift, all other staff parking shall be undedicated spaces in the main building parking lot in common with other building occupants.
<b>Licensor Responsibilities</b>	Building operational costs including but not limited to HVAC, snow removal, janitorial and property taxes assessed for the Premises.

### **FINANCIAL IMPLICATIONS**

The estimated market value gross rent for this space is \$21.00 per square foot, or \$26,607 per annum plus HST, which is based on a base rent of \$8.00 per square foot, operating costs of \$8.00 per square foot and property taxes of \$5.00 per square foot.

The proposed license fee of \$12.25 per square foot generally represents the cost recovery of operating and property taxes. This generally results in rate at approximately 60% of full market.

The Commercial Leasing, Account No. W202-5102 (Commercial Leasing – Facilities Rentals), will receive the fee in the amount of \$15,520.75 plus HST per annum, which is payable monthly in the amount of \$1,293.40 plus HST. The fee shall be increased each year on the anniversary of the commencement date, on a cumulative basis at three (3) percent per annum.

### **RISK CONSIDERATION**

There are no significant risks associated with the recommendations in this report. The risks considered rate low.

### **COMMUNITY ENGAGEMENT**

Community engagement is not applicable with this report.

**ENVIRONMENTAL IMPLICATIONS**

There are no known environmental implications.

**ALTERNATIVES**

1. The Grants Committee could recommend that Regional Council license the property at market value to 211 Information and Referral Services Association.
2. The Grants Committee could recommend that Regional Council not renew the Agreement with 211 Information and Referral Services Association and instead provide notice of termination pursuant to the terms of the Agreement.

**ATTACHMENTS**

N/A

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A copy of this report can be obtained online at <http://www.halifax.ca> or by contacting the Office of the Municipal Clerk at 902.490.4210.

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