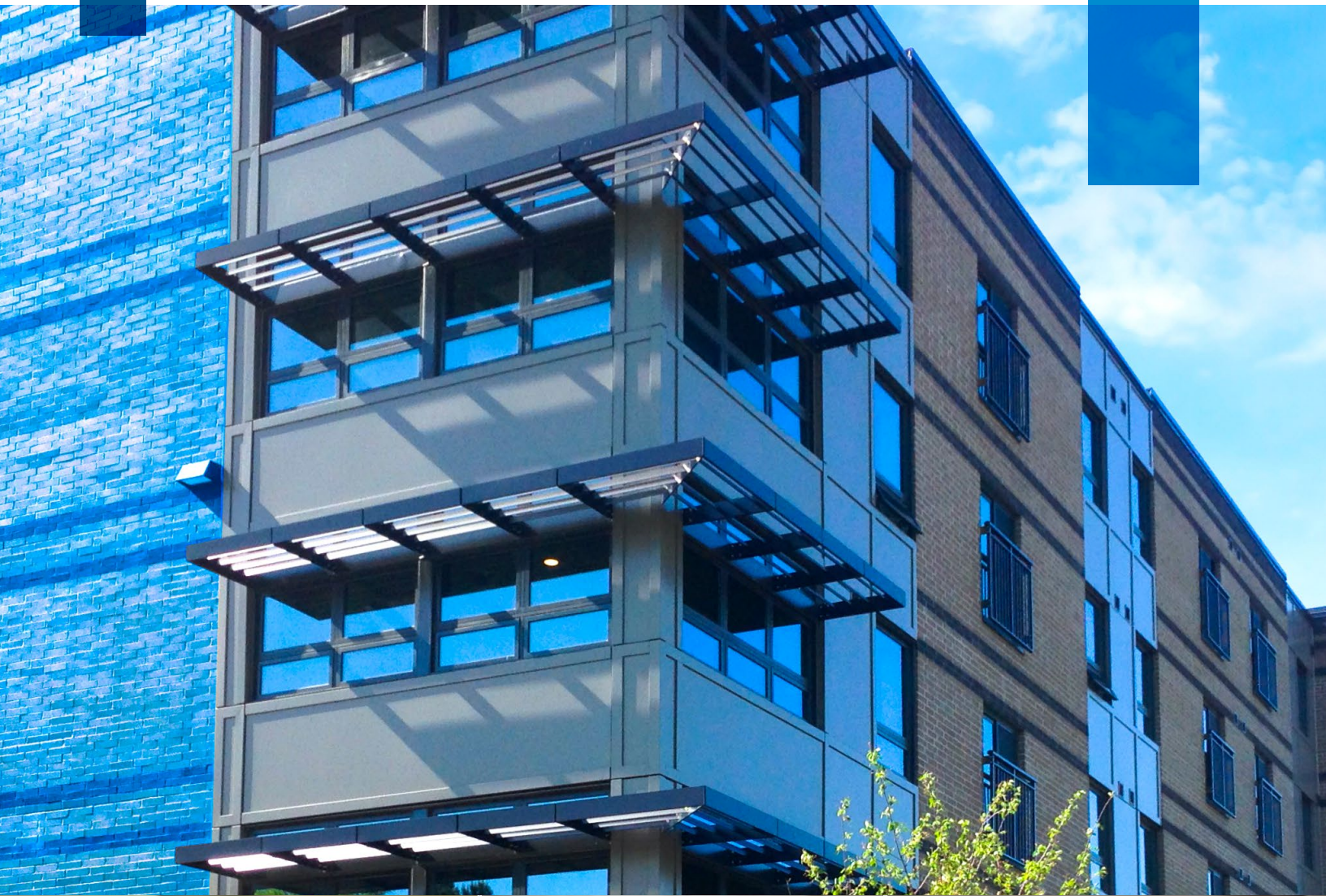
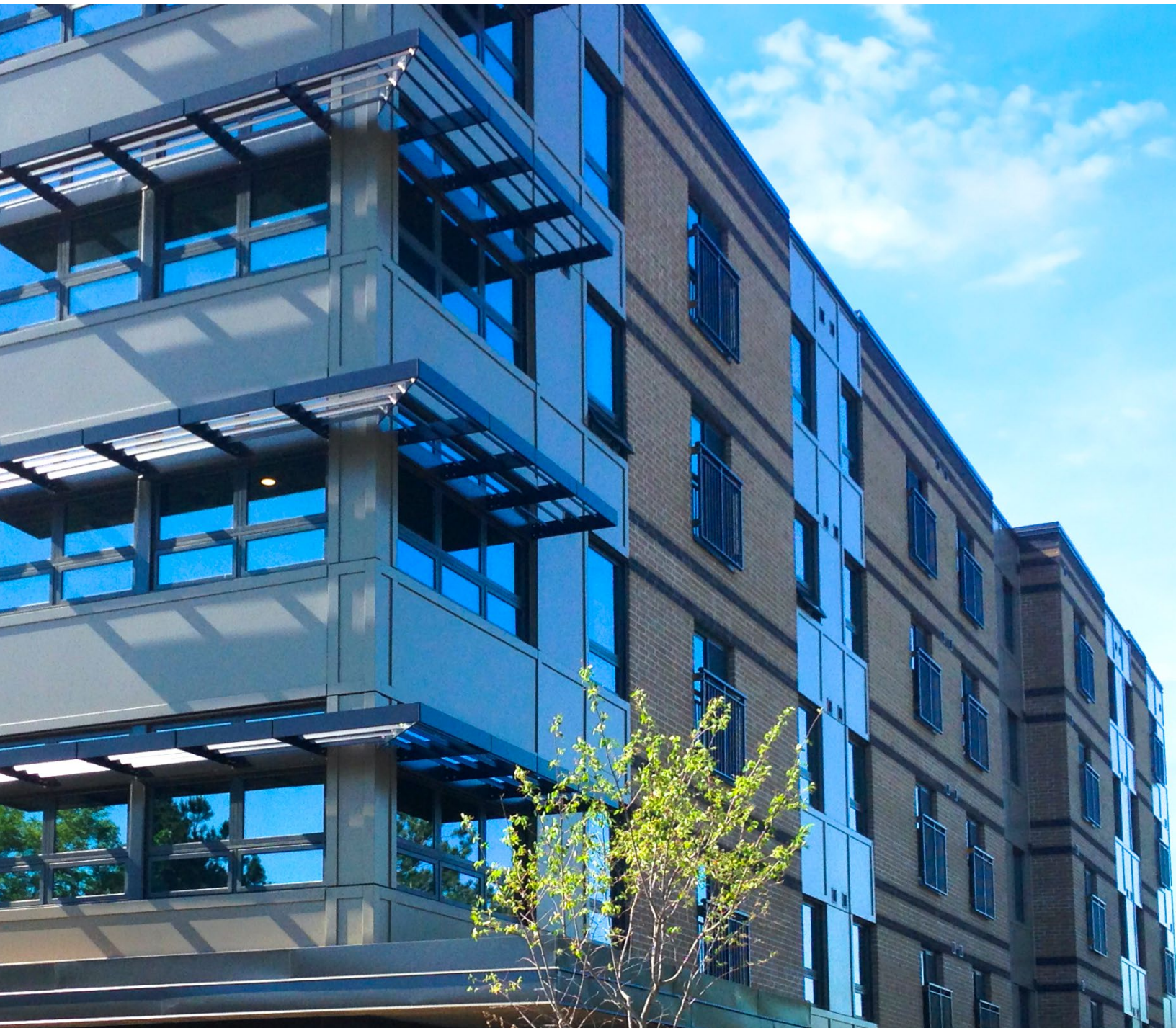


CityHousing HAMILTON

2019 Annual Report



...more than a place to live



CONTENT

Message from the Board President and CEO	4
Board of Directors	5
Senior Management.....	5
Community Partnerships.....	6
Sustaining CHH Infrastructure.....	11
Quality Improvement Initiatives	13
Development and Revitalization	17
City of Hamilton Contribution.....	19
Staff Divisional Day and Years of Service	21
Financial Year in Review.....	23
Community Partners.....	24
By the Numbers.....	26

MESSAGE

FROM THE BOARD PRESIDENT AND CEO

Our 2019 message is being written at a time when we are experiencing a global pandemic. COVID-19 has caused a quantum shift in how we perform our work and live our lives. There is value in reflecting on what we have accomplished in 2019 and how it will prepare us for the uncertain path that we will move along in the future.

There is no question that housing is intrinsically linked to wellness. It has been an ongoing focus for CityHousing Hamilton (CHH) to better support the tenants in our buildings to optimize their health. This is highlighted in the Annual Report with stories on Vanier Towers, food security and smoke-free living. In particular, the work initiated in 2019 relating to food security at several buildings has resulted in a transformational food strategy for our vulnerable tenants.

We continue to focus on building a more sustainable future for both our organization and community. A key focus of this work lies in the areas of capital projects and development. Across all levels of government there is a consensus that there is a crisis relative to the availability of affordable housing. As we look at ways to solve this problem, it must be integrated and reflective of the community we serve.

Our work is made possible because of the support of our partners. Each year we highlight key partnerships and a list of all our community partners. It has never been more important for organizations and associations to work together. We each have a role to play; together we can form partnerships that build on our individual strengths leading to a better outcome for the entire community. More than ever, we must seek out opportunities and partnerships that create a stronger community.

We would like to thank the Board of Directors, the City of Hamilton, staff, tenants and our community partners for their contribution and commitment to CHH. We are focused on building a stronger organization to meet the wellness needs of our tenants and to best meet the affordable housing demands within Hamilton.



Chad Collins
*President and
Ward 5 Councillor*



Tom Hunter
Chief Executive Officer

BOARD OF DIRECTORS

Chad Collins, President
Ward 5 Councillor

Jason Farr, Vice President
Ward 2 Councillor

Nrinder Nann, Treasurer
Ward 3 Councillor

Tom Jackson
Ward 6 Councillor

Maureen Wilson
Ward 1 Councillor

Jacqueline Aird
Citizen Member

Nicholas But
Citizen Member

Adriana Harris
Citizen Member

Patricia Reid
Citizen Member

SENIOR MANAGEMENT

Rochelle Desouza
Chief Financial Officer

Brian Kinaschuk
Manager, Maintenance

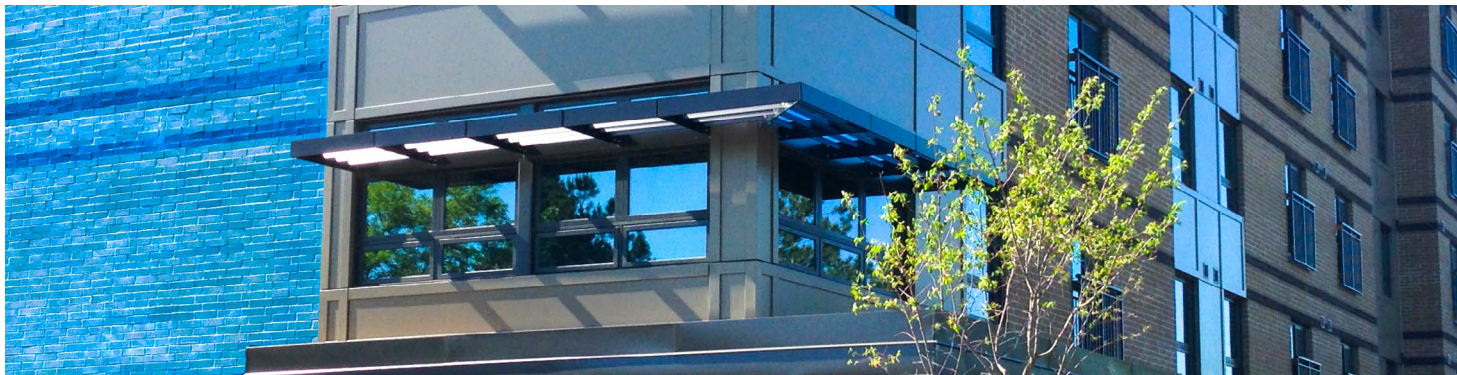
Donna Kirchknopf
Manager, Operations

Bernice Lilley
Manager, Asset Renewal

Kate Mannen
Manager, Partnership Development
and Support Services

Leanne Ward
Manager, Residency Administration

Amanda Warren-Ritchie
Manager, Business Services



COMMUNITY PARTNERSHIPS

The Vanier Towers Story

Vanier Towers are two high-rise apartment buildings located at 181 Jackson Street West and 95 Hess Street South that house approximately 550 tenants who qualify for affordable housing.

The Vanier community continues to be in a state of change, unequally and unfairly burdened by social disparities that are known drivers of negative health outcomes. Key findings from a Community Health Profile published in 2019 highlight that compared to the overall population of the City of Hamilton, Vanier tenants had difficulty accessing healthcare and support resources; had higher usage of emergency services like Police, Paramedics and Fire; and identified food insecurity as a significant challenge.

Through the voice of tenants, population health data and conversations with community partners and decision makers, a community-integrated service model was established to address the issues and implement possible solutions. Much of this work was accomplished through the **INSPIRE Project** that involved a partnership with McMaster University, including the School of Nursing and Faculty of Social Services, McMaster Family Health Team, Western University, University of Southampton (UK), HealthLinks, Information Hamilton and Public Health Services.

A vibrant community hub of more than 20 partners brought together a range of services that reflect the needs of tenants, ensuring they are safe, healthy and supported.



SUCSESSES

- Establishing a **culture of safety** with a 24/7 security concierge and magnet locks installed on all exterior doors.
- Providing for **primary care, mental health and social service** needs with onsite Social Workers (St. Joseph's Hospital), Community Health Workers (Urban Core), doctors (Shelter Health Network) and a Community Relations Worker (CHH).
- Addressing **food security** through a Wesley partnership that includes a commercial kitchen, food pantry and year-round modular farm system.
- Enhancing **tenant supports** with a broader range of services, resources and additional staffing.
- Building a **community support system** thanks to partners and initiatives like Healing Arts Recovery with Peer Support (HARPS).
- Fostering an **improved living environment** with greater accessibility through ongoing renovations and new elevators.
- Supporting **Indigenous youth** with home transition through the Hamilton Regional Indian Centre.
- Engaging regularly for **valuable tenant feedback** through face-to-face connections and drop-in group programming.

Thanks to solid tenant and community partnerships and ongoing collaboration, a noticeable culture shift is taking place. Vanier Towers is proof that a community-integrated model of service can lead to positive change, not only for tenants but for the Hamilton community as a whole.

“These services are easy to access for me unlike for some others. I am grateful to have services back in our community.”

– Vanier tenant



Food Security Programs

Nutrition is key to staying healthy and lowering the risk of chronic health conditions. In September 2019, we identified a food security gap in our senior buildings: the lack of fresh fruit and vegetables available to vulnerable seniors. Most of our senior buildings are in neighbourhoods known for their poverty.

A collaboration with Food for Life helped us close this “gap” by providing free fresh fruits and vegetables to seniors at First Place. This innovative approach of providing nutrition to vulnerable seniors is the first of its kind at CHH.

This collaboration has been a true success! From October 1 to December 16, 2019, we served fresh fruits and vegetables to 1,009 seniors. Every Tuesday, Wednesday and Thursday, the First Place Wellness Room transformed into a food market with an array of delicious fruits and vegetables. Tenants chose their own product by filling a re-usable bag and were always welcomed back for more; we encouraged the tenants to follow the motto, “Take what you need for today”. In two days, 90 per cent of the food was gone.

In December 2019, Food for Life submitted a proposal to the Ontario Trillium Foundation to expand the fresh food program to four additional CHH senior buildings over the next three years. This valuable partnership will ensure vulnerable tenants continue to have access to healthy food in the most accessible way.



From October 1 to December 16, 2019, we served fresh fruits and vegetables to 1,009 seniors.



CityLAB Partnership

CityLAB Hamilton is an innovation hub that brings together student, academic and civic leaders to identify complex challenges and co-create innovative projects to address the problem and help build a better Hamilton for all.

In 2019, our partnership with CityLAB included four projects designed to better engage, support and understand the needs of CHH tenants. Some of the issues these projects aimed to tackle included:

1. Chronic homelessness in Hamilton
2. Tenant health, safety and engagement
3. Unemployment and job-skills support
4. The meaning of “home” to tenants
5. Community engagement and tenant connections

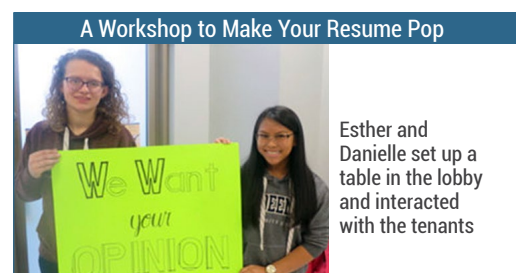
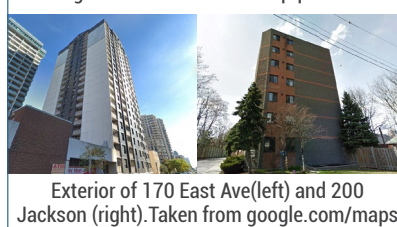
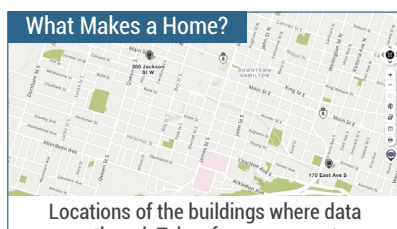
THE RESEARCH, CASE STUDIES, SURVEYS AND DATA gathered has not only informed our work and the services we offer tenants, it will provide a foundation for future projects at CityLAB and student research. The greatest benefit is shedding light on the challenges that tenants (and the larger housing sector) currently face, ultimately helping to seek out solutions.

THE PROJECTS

- **Housing First in Hamilton:** Fighting to End Chronic Homelessness
- **What Makes a Home?** An Understanding of What Home Means to Residents at CityHousing (170 East Avenue and 200 Jackson Street)
- **Community Engagement:** How the Residents of CityHousing Connect Within their own Community (191 Main Street West)
- **A Workshop to Make Your Resume Pop:** Determining Whether CityHousing Residents Would Benefit from a Resume Workshop

“Students’ engagement with tenants provided us with detailed information pointing out gaps in current programming, as well as areas where tenants feel satisfied. We would never have been able to gather this valuable data, which will help us improve how we support our tenants.”

– Christine McKay, Tenant Support Worker



Smoke-Free Living

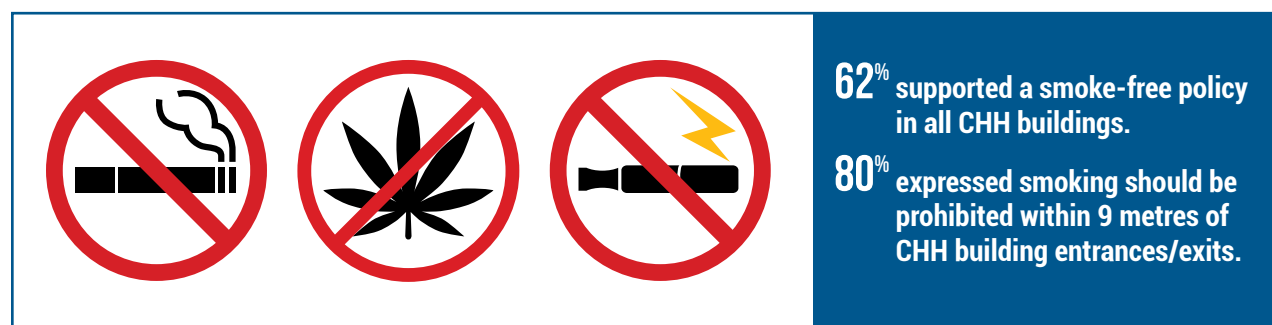
Following the initial policy launched in 2018 that made new builds and/or retrofits smoke-free, we partnered with Public Health Services to conduct a tenant survey that would measure support for smoke-free living in our buildings. The March 2019 Smoking and Second-Hand Smoke Survey results included responses from 912 households, 68 per cent of which resided in seniors' apartment buildings.

In response to the survey results, our Board of Directors approved a Smoke-Free Living policy. Under this policy, new and transferring tenants to any CHH building cannot smoke or vape in their unit or balcony.

HOW DID WE IMPLEMENT THE NEW POLICY?

- Developed new lease addendums outlining the parameters for new and transferring tenants
- Communicated the change through:
 - a personal letter to every tenant
 - the CHH Housing Matters newsletter
 - signage posted at entrances, exits and common areas
- Created a feedback brochure for tenants to voice concerns
- Offered smoking cessation supports in partnership with Public Health Services
- Made portable ashtrays available as part of a smoking cessation/harm reduction program
- Provided odour mitigation products as required to tenants

Ontario legislation allows current tenants to be grandfathered, meaning they can smoke in their unit until they either transfer units or cease to be a tenant. In Ontario social housing, research shows it typically takes 15 years for a multi-dwelling building to become totally smoke-free.



SUSTAINING CHH INFRASTRUCTURE

Canada-Ontario Community Housing Initiative

Our submissions to the 2019 Canada-Ontario Community Housing Initiative (COCHI) Call for Applications were awarded \$235,000. The COCHI funding criteria targeted buildings that were at or near the end of their operating agreements, as well as projects that improved durability and energy performance. CHH's COCHI-funded projects involve LED lighting retrofits at 25 Lynden Avenue and 700 Stone Church Road West, as well as door replacements at 772 Upper Paradise Road. These projects are expected to be completed in 2020.



(before)

(after)

SHARP LED retrofit in a stairwell
at 191 Main Street West

Elevator Modernization at Vanier Towers

Vanier Towers consists of two high-rise buildings, with each tower containing two geared hydraulic elevators originally installed in 1969 when the buildings were constructed.

The typical lifespan of a geared hydraulic elevator is 25 to 30 years. Although the Vanier Towers elevators were modernized with state-of-the-art equipment in 1994, by 2018 they were unreliable and sometimes erratic, causing serious hardships for tenants. Between September 2017 and September 2018 alone, the tower at 181 Jackson Street West had 36 service calls for elevator problems. Due to the age of the elevators, replacement parts became harder to source, and often elevator cars were out of service for days or weeks at a time while waiting for replacement parts.

Both towers will receive full elevator modernizations of both cars, which includes new motors, controls, fire safety systems, electrical work and cab interior finishes. The plan is to modernize one elevator car per building at a time, leaving one car operational for tenants. We developed a communication plan to ensure tenants were informed of the elevator work and how it would affect them. Two community meetings were held for tenants that included the elevator design consultant and modernization contractor to take tenants through the process and answer any questions. Tenants were pleased the elevators were being modernized despite the inconvenience of only having one elevator available per building for approximately 20 weeks. We also put together contingency plans for the tenants in case the one working elevator breaks down. The project is expected to be complete by June 2020, giving Vanier tenants two brand new, modern and reliable elevators.



Asbestos Abatement Projects

Maintaining an ageing infrastructure remains an ongoing challenge. With a housing portfolio that has an insured value of \$1 billion dollars and an annual capital budget of only \$8.6 million, maintaining the integrity of the buildings is difficult. The best example of this is the asbestos abatement project at 20 and 30 Congress Avenue, two high rise apartment buildings. Each building has 110 units with 2-bedroom family units. This project alone is expected to cost \$3 million dollars when all the work is complete.

Asbestos is common in buildings of this structure and age, as more of this type of work is taking place across the CHH portfolio. With a project of this magnitude, it was necessary to relocate tenants within the building while work was being completed. “Hotel suites” were created on the top floor of each building so tenants could temporarily move up to the hotel suites while all the units on one floor were repaired.

A RELOCATION PROJECT TEAM WAS SET UP TO OVERSEE:

- A Relocation Office at 20 Congress Avenue for tenants to speak with staff about the project and access information.
- Regular communication meetings to share information, timelines and Q&A opportunities, as well as written information, bulletins and mail outs.
- Hotel suites on the top floor of each building to temporarily accommodate tenants during unit repairs.
- Timelines and schedules are provided with a written two-month relocation notice. Unit cleaning and a pest control strategy also take place while the unit is vacant.
- Moving assistance and storage provided free of charge; utility costs are covered for tenants while living in the hotel suites.

A completed unit at
20 Congress Avenue



QUALITY IMPROVEMENT INITIATIVES

Energy and Water Initiatives

We continued to lower energy, water and greenhouse gas emissions in 2019 as a result of several significant energy and water retrofits completed in 2017 and 2018. The figures below illustrate the financial and environmental impact of energy and water retrofits.

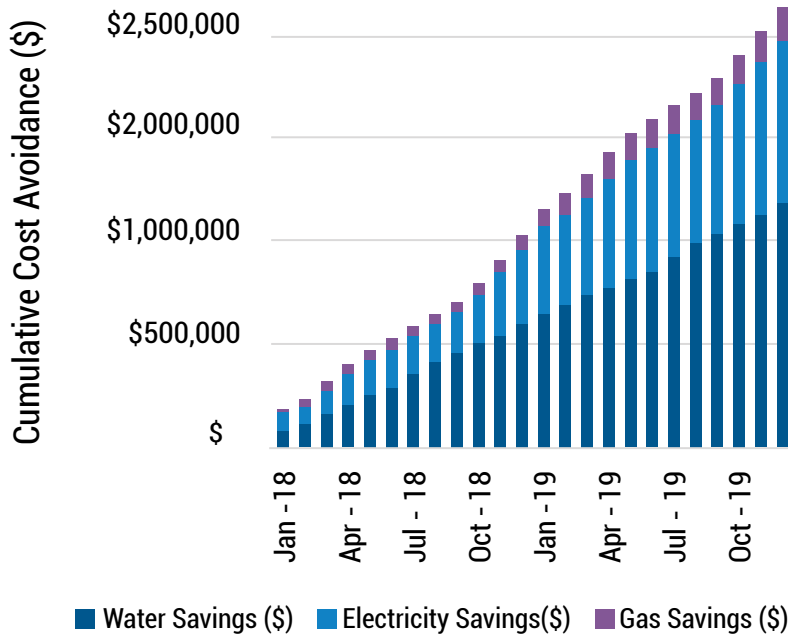


Figure 1: Cost Avoidance from 2017 and 2018 Energy and Water Retrofits

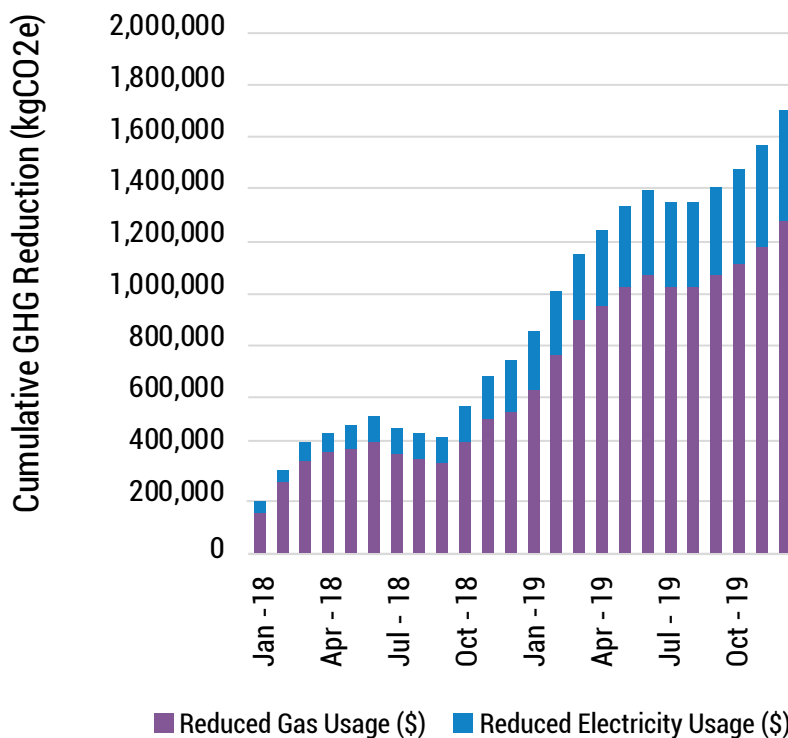


Figure 2: Greenhouse Gas Emissions Reduction from 2017 and 2018 Energy Retrofits

ADDITIONAL ENERGY RETROFITS ACROSS 11 MID- AND HIGH-RISE APARTMENT BUILDINGS:

- A deep energy retrofit to achieve Passive House certification (one building)
- Replacement of inefficient rooftop ventilation equipment with energy recovery ventilation units (three buildings)
- High-efficiency rooftop and in-suite ventilation equipment replacements (one building)
- High-efficiency boiler replacements (two buildings)
- Energy-efficient window replacements (three buildings)
- Installation of an air curtain (one building)
- Installation of exhaust fan controls (one building)
- Installation of vending machine controls (nine buildings)

These energy retrofits were made possible by a provincial funding program that ended in March 2020. All projects, with the exception of the Passive House deep energy retrofit at one building, are complete.

SMART THERMOSTAT INITIATIVE

- Implemented by Enbridge Gas at no cost
- 138 townhouse units complete in 2019
- 328 upgrades scheduled for 2020



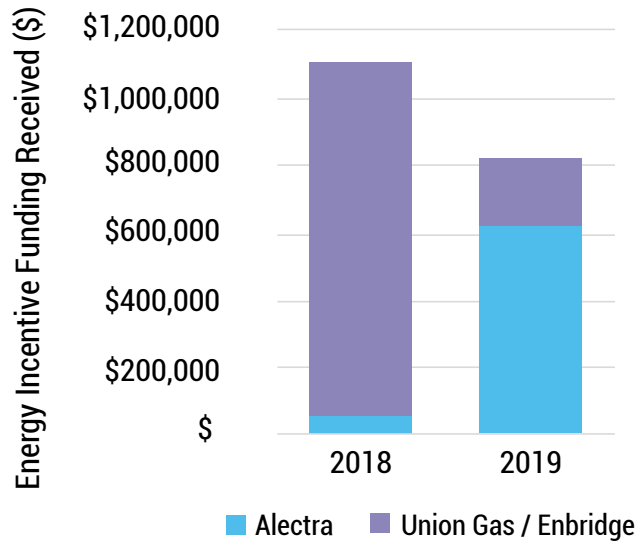
BROADER 2019 ENERGY AND CLIMATE INITIATIVES INCLUDE:

- Prepared a draft corporate energy management plan.
- Compiled and analyzed historical utility data to help prioritize future energy/water initiatives.
- Prepared a proposal and obtained federal funding for an existing building commissioning project, including a case study to inform implementation at other buildings in the future.
- Participated in the City of Hamilton's Corporate Climate Change Task Force.
- Participated as a member of Housing Services Corporation's (HSC's) Energy Advisory Stakeholder Committee.
- Prepared and presented "Energy Focussed Design and Affordability: A Triple Bottom Line Approach" at the 2019 HSC Regeneration Forum and the 2019 Bay Area Climate Change Summit.

These broader energy initiatives lay the groundwork for strategic planning and keep CHH connected to the rapidly changing energy efficiency industry. This allows us to learn from the collective knowledge of the industry as well as take advantage of advances in energy and water efficiency technology.

Energy Incentive Funding Received from Utility Companies

We continued working with Alectra and Enbridge throughout 2019 to secure \$822,748 in energy incentive funding. This funding supplemented our capital budget, enabling us to complete a higher volume and value of capital work in 2019 than would have otherwise been possible. These investments in high quality, energy-efficient building retrofits are expected to improve the sustainability, durability and resiliency of our buildings.



Heating, Ventilation and Air Conditioning (HVAC) Technicians

As the maintenance program has grown over the past year, areas for improvement have become evident, such as preventative maintenance of our HVAC equipment. An analysis of preventative maintenance work was completed, determining that it would be more cost effective for HVAC work such as filter servicing, seasonal start ups and general repairs to be completed by internal staff at our 45 high and middle rise buildings.

Two HVAC technicians were hired to carry out these preventative maintenance activities, including a full analysis of the HVAC systems. A preventative maintenance system has been implemented to organize and schedule tasks. Staff use a maintenance planner mobile app for daily work orders, giving the maintenance department real time information on all HVAC work.

Thanks to the hiring of HVAC staff, we can continue to achieve greater efficiencies in the maintenance program, better meet legislative requirements and improve customer service for tenants.

HVAC Technicians



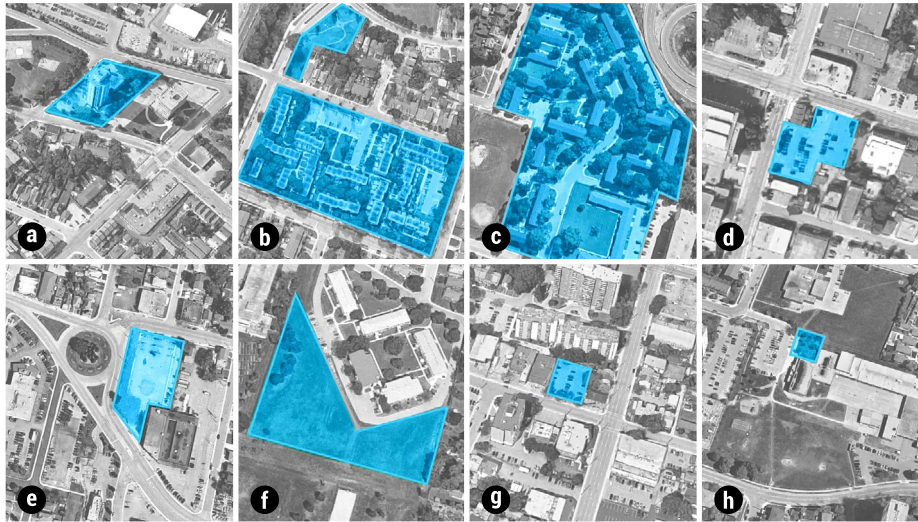
Shelby

Domenico

“Since moving HVAC work in-house, our equipment is repaired more efficiently, resulting in few breakdowns and a significant cost savings.”

– Brian Kinaschuk, Manager, Maintenance

DEVELOPMENT AND REVITALIZATION



Affordable housing is a priority for Hamilton. We have a bold vision for inclusive and socially sustainable housing across the city.

We are embarking on an ambitious revitalization of our portfolio through the extensive retrofit of existing assets and new development that replaces older building stock, as well as adds net new units plus additional affordability to be determined through negotiations with a qualified preferred proponent.

Affordable housing is a priority for Hamilton. We have a bold vision for inclusive and socially sustainable housing across the city. As an organization, we strive to create affordable

housing that maximizes social benefit and contributes to the financial sustainability of the organization and the city of Hamilton. As part of this development work, we are implementing best practices for accessibility, efficiency, mix of unit sizes and design. Given the overwhelming need for more affordable housing, we are accelerating the renewal and growth of our portfolio by undertaking the first large scale revitalization of social and affordable housing, covering 565 units.

	NAME	SITE	TYPE	UNIT COMPOSITION				
				Existing	Rehab.	Replace	Net New	Future
a	500 MacNab	High-rise	Revitalization	146	146	-	-	146
b	Jamesville	Townhouse	Redevelopment Partnership	91	-	46	45 ₁	91 ₁
c	Roxborough	Townhouse	Redevelopment Partnership	107	-	103	-4	103
d	Bay-Cannon Phase 1	Parking Lot	New Development	0	-	45	10	55
e	Queenston Phase 1	Empty Lot	New Development	0	-	41	-	41
f	Macassa	Greenfield	New Development	0	-	45	20	65
g	Wellington-King William	Parking Lot	New Development	0	-	14	6	20
h	Riverdale	Greenfield	New Development	0	-	-	44	44
				344	146	294	121	565

1: plus additional affordability to be determined through a competitive RFP process.

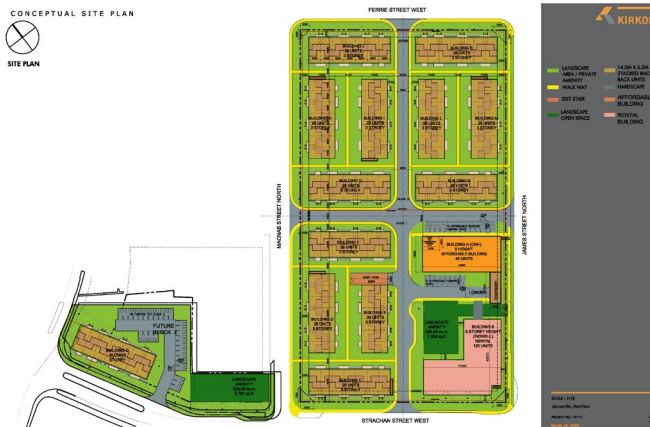
Partnerships in Focus

In 2019, we began to see the benefits that were possible with two key development partners:

JAMESVILLE

In partnership with a consortium comprised of Fram + Slokker, Marz Developments Inc., Melrose Investments Inc., Homes By DeSantis and Indwell, the team will create an inclusive, mixed-income, urban community in Hamilton’s North End. This partnership combines unparalleled experience in building diverse, affordable and environmentally sustainable communities. Envisioned and

currently being negotiated are 526 units to replace the existing 91 that will expand upon the affordability currently on the site while adding private market ownership options.



“We are excited for the opportunity to work with CHH on a project that will serve many in need of housing ranging from market units to affordable rental units.”

– Dan Gabriele, President, Marz Homes

ROXBOROUGH

In partnership with a consortium comprised of Carriage Gate Homes, Effort Trust Group and UrbanCore Developments Inc., the team will create a community that is not only desirable to live in, but accessible to many residents across a spectrum of household income and household size. The site features below-market homeownership units and rent-capped market residential rental

units that were secured through a Community Improvement Plan Area. This development will result in approximately 700 units, including both private market rental and home ownership units alongside affordable units, to replace the former 107 units and former school. This project will revitalize the east end neighbourhood while adding private market ownership options.



ROXBOROUGH PARK
ROXBOROUGH PARK DEVELOPMENTS
HAMILTON, ON

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100 GAVIN DRIVE • SUITE 100
BURLINGTON, ONTARIO L7R 4K1
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KNYMH
ARCHITECTURE + DESIGN

CITY OF HAMILTON CONTRIBUTION

Area-Rated Funds

Councillor area ratings were received for the projects below:



a	Ward 1	\$4,296	120 Strathcona Avenue North	Furniture
b	Ward 2	\$144,766	181 Jackson Street	Kitchen renovations
c	Ward 2	\$4,910	226 Rebecca Street	Gazebo project
d	Ward 2	\$180,290	191 Main Street/ 200 Jackson Street	Carpet replacement
e	Ward 3	\$16,000	360 King Street East	Wall at Bagshaw
f	Ward 5	\$12,817	555/557 Queenston Road	Key scan project
g	Ward 6	\$435	801 Upper Gage Street	Dishwasher
h	Ward 6	\$39,000	1100 Limeridge Road East	Carpet replacement
i	Ward 8	\$2,900	45 Montcalm Drive	Waste bins

Poverty Reduction Funds

In 2017, the City of Hamilton invested \$50 million in the Poverty Reduction Fund. As part of this investment, we will receive \$1 million each year over the next 10 years for the maintenance and preservation of existing units. We are please to share that in 2019, 113 units were renovated and turned over to rent.

Home for the Holidays Program

Recognizing that Hamilton has a significant and rising number of households on the centralized waiting list for rent-g geared-to-income housing, on October 17, 2019 City Council approved a motion to allocate \$2 million dollars from a 2019 Year-End Corporate Surplus to make as many units as possible move-in ready by December 24, 2019.

In collaboration with the Housing Services Department, our staff forged ahead on an aggressive plan to turn over as many vacant units as possible in unprecedented time. As part of the motion, Council also provided authority to waive the City's procurement policy, allowing us to hire additional contractors for this work. Working closely with our contractors, we issued work orders for 300 residential units; an additional 50 units above the original goal!

To date, 212 units are now home to new tenants. Staff continue to offer the remaining 88 units to households on the centralized waiting list.

The Home for the Holidays program was a success thanks to the support and guidance of Hamilton City Council, Housing Services and CHH Staff, and the contractors who worked tirelessly to give these units new life for their new tenants.



“The Home for the Holidays program gave us the opportunity to provide hundreds of people with a new home, right around the holidays. It had an incredibly positive impact on all involved – one staff member even witnessed a new tenant shed tears of joy at the thought of having a place to call home for the holiday season.”

– Leanne, Manager, Residency Administration

STAFF DIVISIONAL DAY AND MILESTONES



Staff Divisional Day

Every year, one day is set aside for all staff to come together to learn, share and build relationships for professional development. On October 23, 2019, we gathered offsite at Hamilton Waterfront Trust. Agenda highlights included:

- Opening Remarks and Years of Service Awards – Janette Smith, City Manager and Tom Hunter, CEO
- Emergency Response Plan – Connie Verhaeghe and Kirsten Marples, City of Hamilton
- Gender Identity/Transgender Protocol Training for CHH Building Attendants – Cole Gately, City of Hamilton
- Vice and Drug Unit – Ryan Gagnon, Hamilton Police Service
- Mental Health First Aid – Fiona Drake, Kingston Housing





2019 Years of Service Milestones and Retirees

As a kick off to Divisional Day, we celebrated staff for their years of service with CHH:

YEARS

5	Jessica Aquin Marcus Bowen Jay Cairns	Angelo Cino Wayne Diemert Jean Eames	Stewart Lloyd Jamie Patterson John Patterson	Brent Peltier Paul Schillaci Kurtis Tweedle
---	---	--	--	---

10	Mario DeMedeiros Michael King David Long	Ann Loton Cameron Meikle Scott Mooney	Kaila Morrallee Alan Morrison Brenda Silverthorne	Sarah Varga Kevin Woodcox
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15	Christine Filinski			
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20	Robin Colbourne Annette Noonan			
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25	Amanda Warren-Ritchie Andy Chui			
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The following retirees were honoured

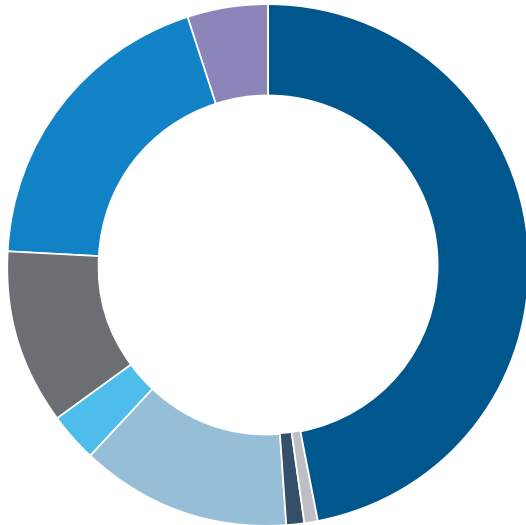
Marcia Villamoya, December 2018
Steve MacInnes, December 2018
Chris Buckley, January 2019

Kathy McInnes, April 2019
Mira Cvitanin, July 2019
Anna Banko, December 2019

Heather Horwath, December 2019
Annette Noonan, December 2019

FINANCIAL YEAR IN REVIEW

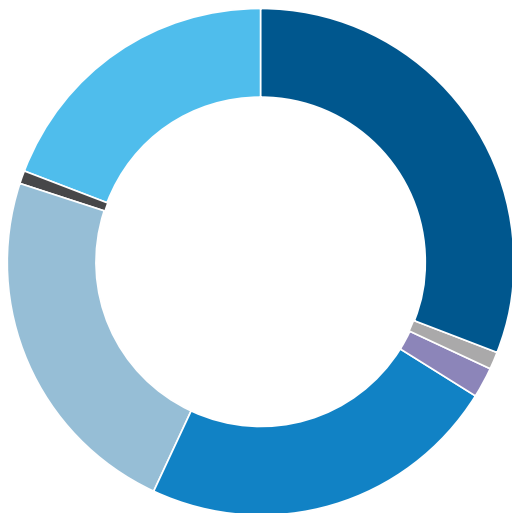
2019 Revenue



47%	Residential Rent	\$36,956,941
1%	Commercial Rent	\$1,008,011
1%	Tenant Recoveries	\$876,739
13%	Government Subsidies - Operating	\$9,832,217
3%	Other Revenue- Operating	\$2,502,068
11%	Government Subsidies-Capital	\$8,688,377
19%	Other Funding Capital**	\$15,213,881
5%	Sales of Units	\$4,124,482
TOTAL:		\$79,202,716

***Other Funding Capital consists mainly of funding from the City of Hamilton for Special Projects and Interest Earned on Investment.*

2019 Expenses



31%	Administration	\$16,274,689
1%	Bad Debt	\$420,682
2%	Insurance	\$1,141,644
23%	Maintenance	\$12,361,797
23%	Mortgage Amortization and Interest	\$11,473,182
1%	Municipal Taxes	\$726,118
19%	Utilities	\$9,801,024
TOTAL:		\$52,199,136

Note: In 2019, \$16,815,219 was capitalized to Tangible Capital assets. These expenses will be amortized over the life of the asset.

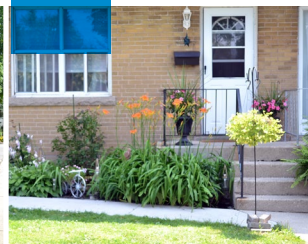
Complete audited financial statements are available online at www.cityhousinghamilton.com or upon request.

COMMUNITY PARTNERS



- AbleLiving Services Thrive Group
- Access to Housing
- Alzheimer Society of Canada
- Bahai
- Banyan Community Services
- Boys and Girls Clubs of Hamilton
- C&D Mobility
- Cancer Screening Bus
- Canadian Hearing Society
- Canadian National Institute for the Blind (CNIB)
- Canadian Red Cross
- Catholic Children's Aid Society of Hamilton
- Catholic Family Services of Hamilton
- Canada Revenue Agency
- Canadian Mental Health Association (CMHA)
- Children's Aid Society of Hamilton
- City of Hamilton:
 - Home Management Program
 - Neighbourhood Action Strategy
 - Ontario Works
 - Public Health Services
 - Recreation Department
- Community Care Access Centres of Hamilton (CCAC)
- Community Living Hamilton
- Community Schizophrenia Services (CSS)
- Crisis Outreach and Support Team Hamilton (COAST)
- Dundas Community Services
- Dundas Valley School of Arts
- Empowerment Squared
- Environment Hamilton
- Food for Life
- Gay Spong Foot Care
- Good Shepherd Centres
- Gwen Lee Supportive Housing (SJHC)
- Green Venture
- Habitat for Humanity
- Hamilton Association for Residential and Recreational Redevelopment Programs (HARRRP)
- Hamilton Centre for Civic Inclusion (HCCI)
- Hamilton Christian Fellowship
- Hamilton Community Foundation (HCF)
- Hamilton Community Garden Network (HCGN)
- Hamilton Community Legal Clinics
- Hamilton Council on Aging (HCoA)
- Hamilton Crime Stoppers
- Hamilton Food Share
- Hamilton Fire Department
- Hamilton Health Sciences Corporation (HHSC)
- Hamilton Interval House
- Hamilton Paramedic Service (Incl. CHAP-EMS)
- Hamilton People and Animal Welfare Solution (PAWS)
- Hamilton Philharmonic Orchestra
- Hamilton Police Services (HPS)
- Hamilton Program for Schizophrenia (HPS)
- Hamilton Tax Clinic
- Hamilton Urban Core Community Health Centre
- Hamilton-Wentworth District School Board (HWDSB)
- Healing Arts and Recovery through Peer Support
- Head Injury Rehabilitation Ontario
- HD Supply
- Housing Help Centre
- Housing Services Corporation (HSC)
- Indwell
- Learning and Recreation Community House (LARCH)
- Life Hearing Solutions
- March of Dimes Canada
- McMaster University (Incl. CHAP-EMS / Inspire & Isolated Seniors)
- McQuesten Community Planning Team
- McMaster University
- Mental Health Rights Coalition (MHRC)
- Ministry of Health and Long-Term Care (MOH LTC)

- Mission Services Opportunity Centres
- Mohawk College of Applied Arts and Technology
- Mountain Kidz Club
- Narcotics Anonymous World Services
- Native Women's Centre Hamilton
- Neighbour 2 Neighbour Centre
- North Compass Health
- North Hamilton Community Health Centre
- Ontario Disability Support Program (ODSP)
- Ontario Works (OW)
- Redeemer University College
- Rotary Club of Hamilton
- Schizophrenia Society of Ontario Hamilton Chapter
- Service Canada
- Shelter Health Network Clinic
- St. Charles
- St. Joseph's Healthcare Hamilton (SJHC)
- St. Joseph's Home Care (SJHC)
- St. Joseph's Immigrant Women's Centre
- St. Matthews House
- Strive Fitness and Athletics
- The City of Hamilton
- The Government of Canada
- The HBSPCA
- The Office of the Public Guardian and Trustee (OPGT)
- The Salvation Army
- The Social Planning and Research Council of Hamilton (SPRC)
- Threshold School of Building
- Toronto Community Housing (TCH)
- Union Gas
- Veteran's Affairs Canada
- Veterinarians of Canada
- Wesley
- YWCA



ABOUT OUR TENANTS...



43%
FAMILIES



47%
SENIORS



10%
SINGLE



APPROXIMATELY
13,000
TENANTS
of diverse age, education,
language, ability, religion,
ethnicity, etc.



30+
FIRST LANGUAGES
spoken by tenants



82%
PAY RENT - GEAR -
TO INCOME



18%
PAY MARKET RENT



ABOUT US...



\$1,030

MILLION
ESTIMATED ASSET VALUE



\$51

MILLION ANNUAL
OPERATING BUDGET



80+

COMMUNITY AND PRIVATE
SECTOR PARTNERSHIPS



1,265
PROPERTIES



7,057

RESIDENTIAL UNITS



24

COMMERCIAL UNITS



196

PEOPLE WORK
ON OUR TEAM

130 Full-time staff and
66 Building attendants



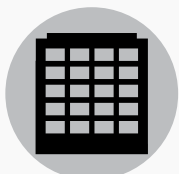
48

BUILDINGS ARE MORE
THAN 40 YEARS OLD



38%

HIGH-RISE UNITS



26%

MID-RISE UNITS



5%

LOW-RISE UNITS



25%

TOWNHOMES



6%

SINGLES/SEMIS



2019 Annual Report

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...more than a place to live