

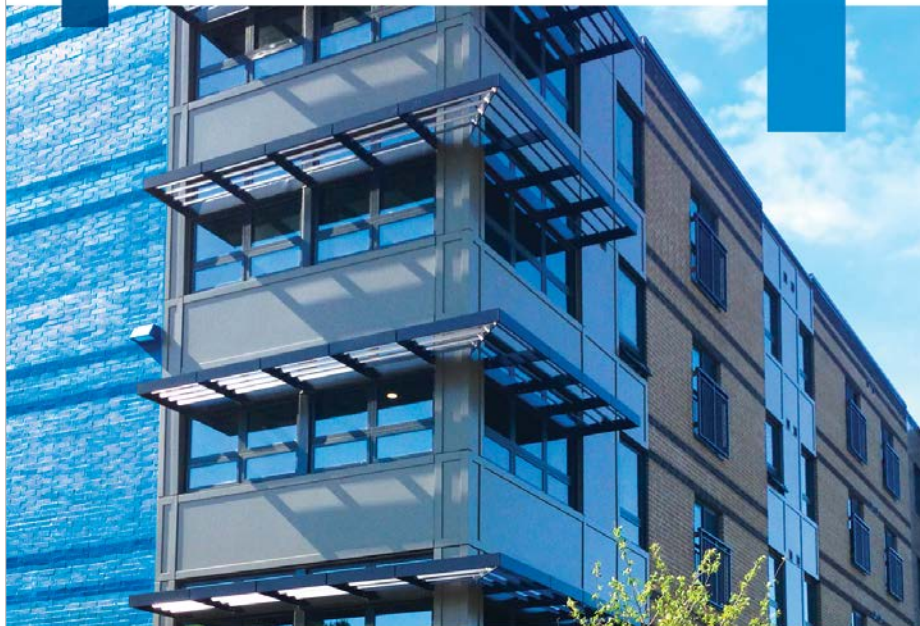


## Shareholders Presentation 2020

October 27, 2020

# CityHousing HAMILTON

2019 Annual Report



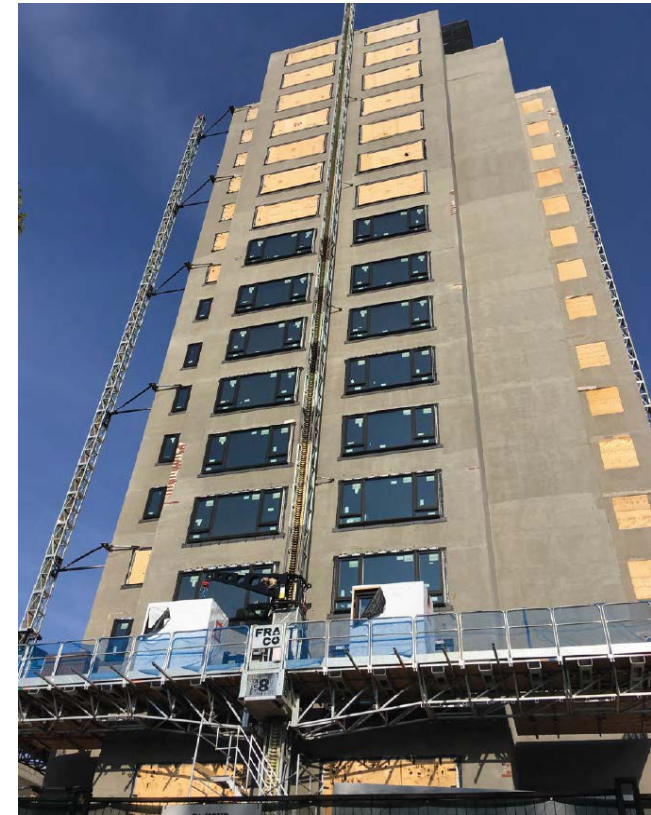
...more than a place to live

# OUR VISION

To be the best place to raise a child and age successfully



Current community: 120 Strathcona Ave N

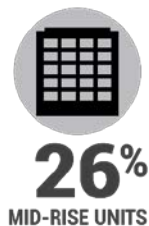


Future community: 500 MacNab St

# BY THE NUMBERS

CityHousing Hamilton is a municipally owned social housing provider.

## ABOUT US



# BY THE NUMBERS

CityHousing Hamilton is a municipally owned social housing provider.



**43%**  
FAMILIES



**47%**  
SENIORS



**10%**  
SINGLE

## ABOUT OUR TENANTS

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



# COMMUNITY PARTNERSHIPS

## The Vanier Towers Story

### SUCSESSES

- Establishing a culture of safety
- Providing for primary care, mental health and social service needs
- Addressing food security
- Enhancing tenant supports
- Building a community support system
- Fostering an improved living environment
- Supporting Indigenous youth
- Engaging regularly for tenant feedback



# COMMUNITY PARTNERSHIPS

## Food Security Programs



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



# COMMUNITY PARTNERSHIPS

## CityLAB

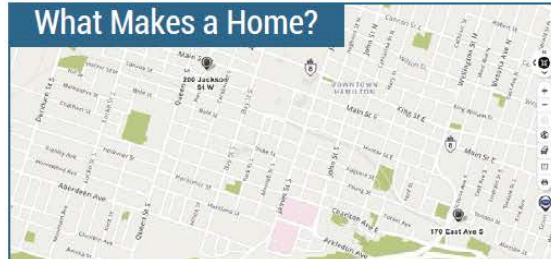


### Housing First in Hamilton



Final created website

### What Makes a Home?



Locations of the buildings where data was gathered. Taken from mapquest.com

### Community Engagement



Exterior of 170 East Ave(left) and 200 Jackson (right). Taken from google.com/maps

### A Workshop to Make Your Resume Pop



Esther and Danielle set up a table in the lobby and interacted with the tenants



# COMMUNITY PARTNERSHIPS

## Smoke-Free Living

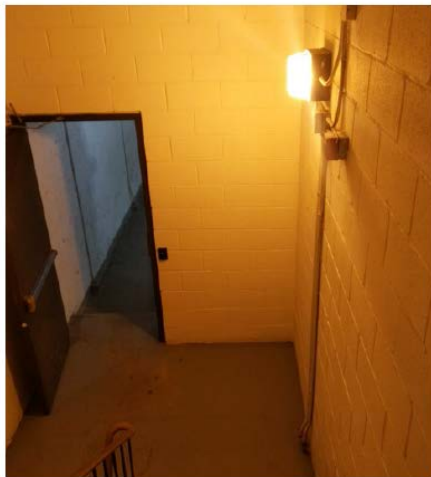
**62%** supported a smoke-free policy in all CHH buildings

**80%** expressed smoking should be prohibited within 9 metres of CHH building entrances/exits

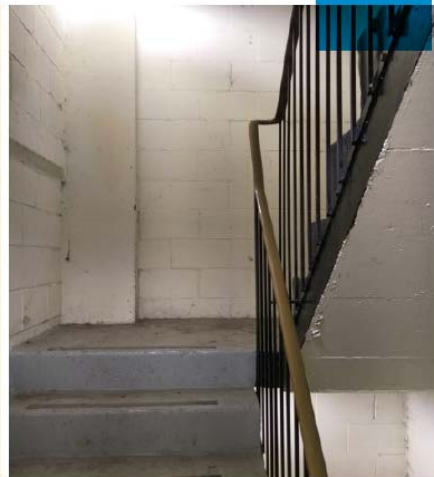


# SUSTAINING CHH INFRASTRUCTURE

## Canada-Ontario Community Housing Initiative (COCHI)



(before)



(after)

SHARP LED retrofit in a stairwell  
at 191 Main Street West

## Elevator Modernization at Vanier Towers



# SUSTAINING CHH INFRASTRUCTURE

## Asbestos Abatement Projects

A completed unit at  
20 Congress Avenue



# QUALITY IMPROVEMENT INITIATIVES

## Energy and Water Initiatives

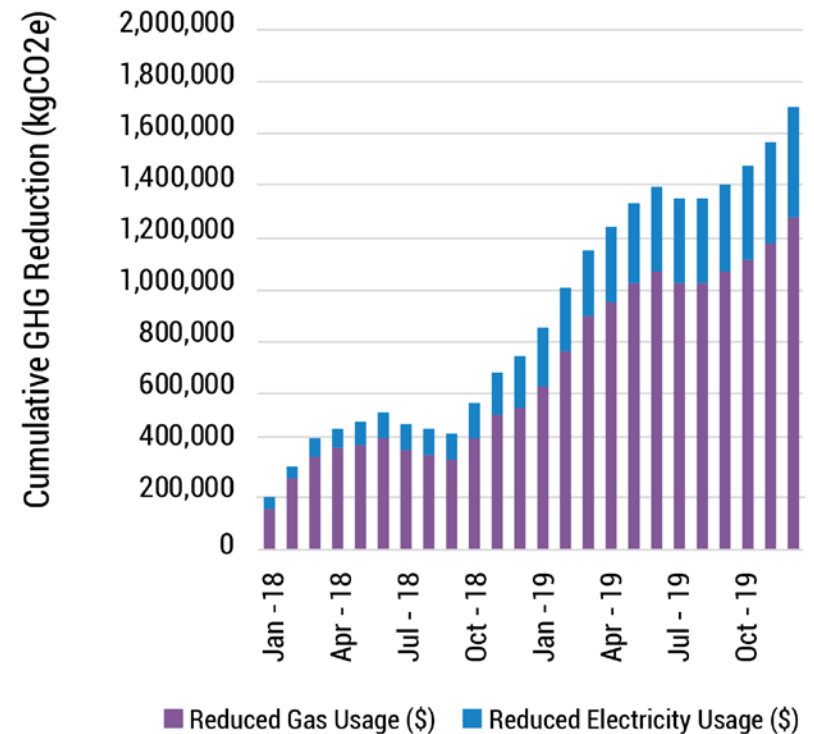
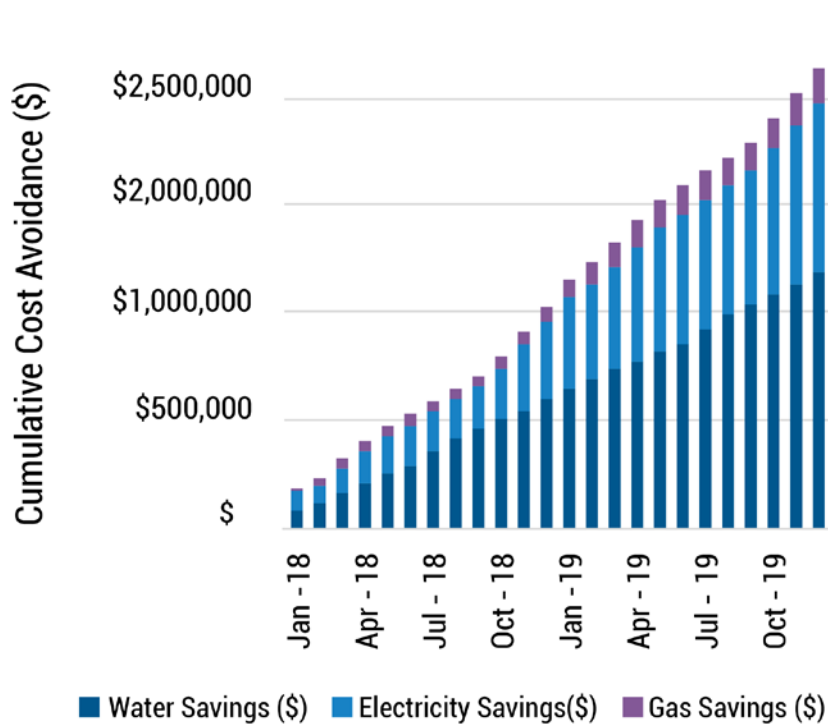
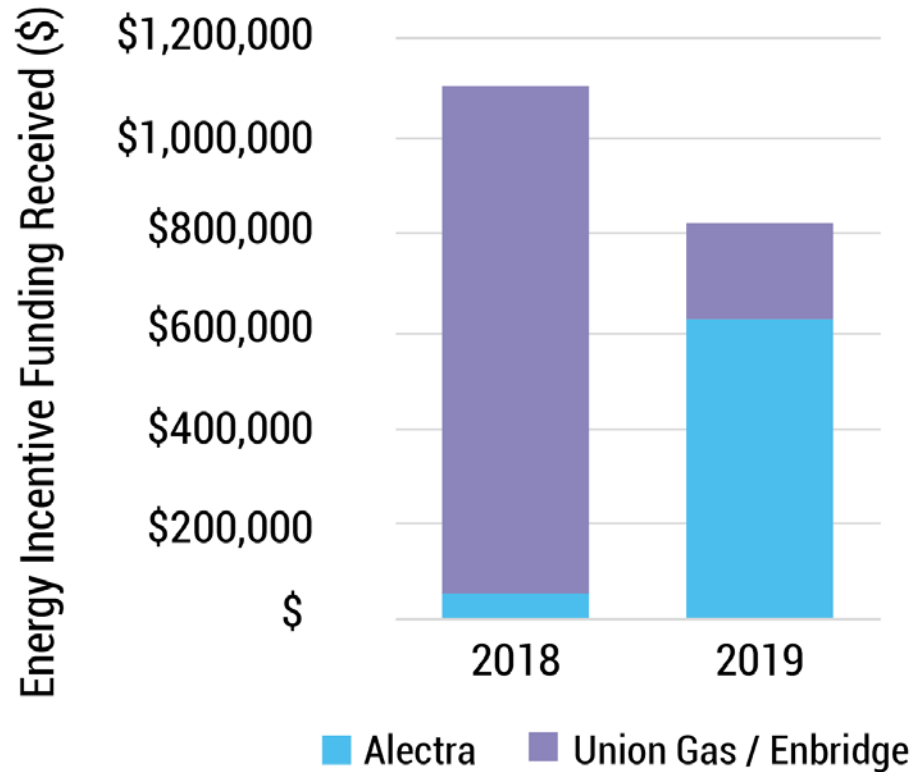


Figure 1: Cost Avoidance from 2017 and 2018 Energy and Water Retrofits

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

# QUALITY IMPROVEMENT INITIATIVES

## Energy Incentive Funding Received from Utility Companies



# QUALITY IMPROVEMENT INITIATIVES

## Maintenance and Utility Expenses

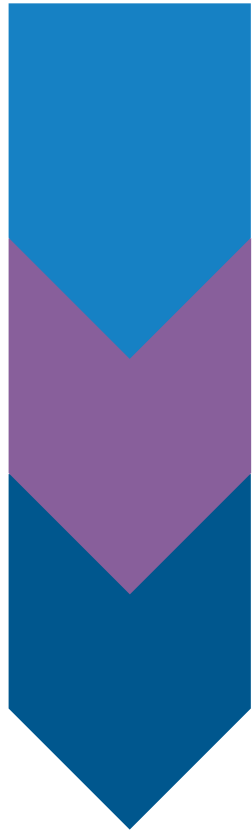
	2018 Actual	2019 Actual	2020 Budgeted
Maintenance	\$12.25M	\$13.17M	\$13.19M
Utilities	\$9.60M	\$10.58M	\$10.58M

HVAC Technicians



# QUALITY IMPROVEMENT INITIATIVES

## Key Performance Indicators



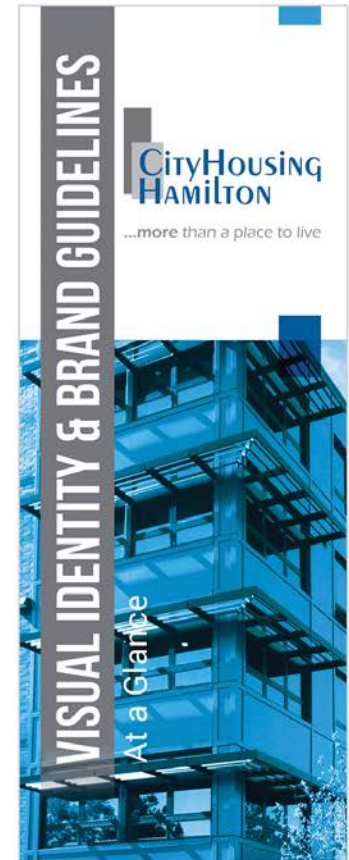
To decrease total number of **RENT ARREARS** to below 10%

To reduce total number of **VACANCIES** to below 4%

To decrease number of external **WORK ORDERS** to below 30% of total number work orders issued

# QUALITY IMPROVEMENT INITIATIVES

## Rebranding: Our New Look!





# DEVELOPMENT AND REVITALIZATION



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

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

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

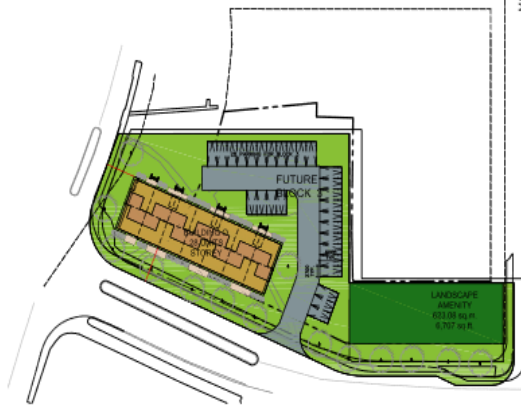
# DEVELOPMENT AND REVITALIZATION

## Partnerships in Focus: Jamesville

CONCEPTUAL SITE PLAN



SITE PLAN



**KIRKOR**

- LANDSCAPE AREA / PRIVATE AMENITY
- WALK WAY
- EXIT STAIR
- LANDSCAPE OPEN SPACE
- 14.0M X 6.2M STACKED BACK TO BACK UNITS
- HARDSCAPE
- AFFORDABLE BUILDING
- RENTAL BUILDING

SCALE: NTS  
Jamesville, Hamilton  
PROJECT NO. 19112  
March 14, 2019

# DEVELOPMENT AND REVITALIZATION

## Partnerships in Focus: Roxborough



# DEVELOPMENT AND REVITALIZATION

## Sale of Semi and Single-Detached Homes

- Sale of **100** properties
- **99** properties have been identified for sale
- **55** properties have been sold for a total of **\$18 MILLION**



For Sale: 5 Martha Street

# DEVELOPMENT AND REVITALIZATION

Hamilton is Home

AFFORDABLE HOUSING COLLECTIVE

# Hamilton is Home

Allies in an investment plan to build 3000 units of affordable housing over 3 years



# CITY OF HAMILTON CONTRIBUTION

## Area Rated Funds



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

# CITY OF HAMILTON CONTRIBUTION

## Poverty Reduction Funds

- 113 units were renovated and turned over with \$1M from the Poverty Reduction Funds.

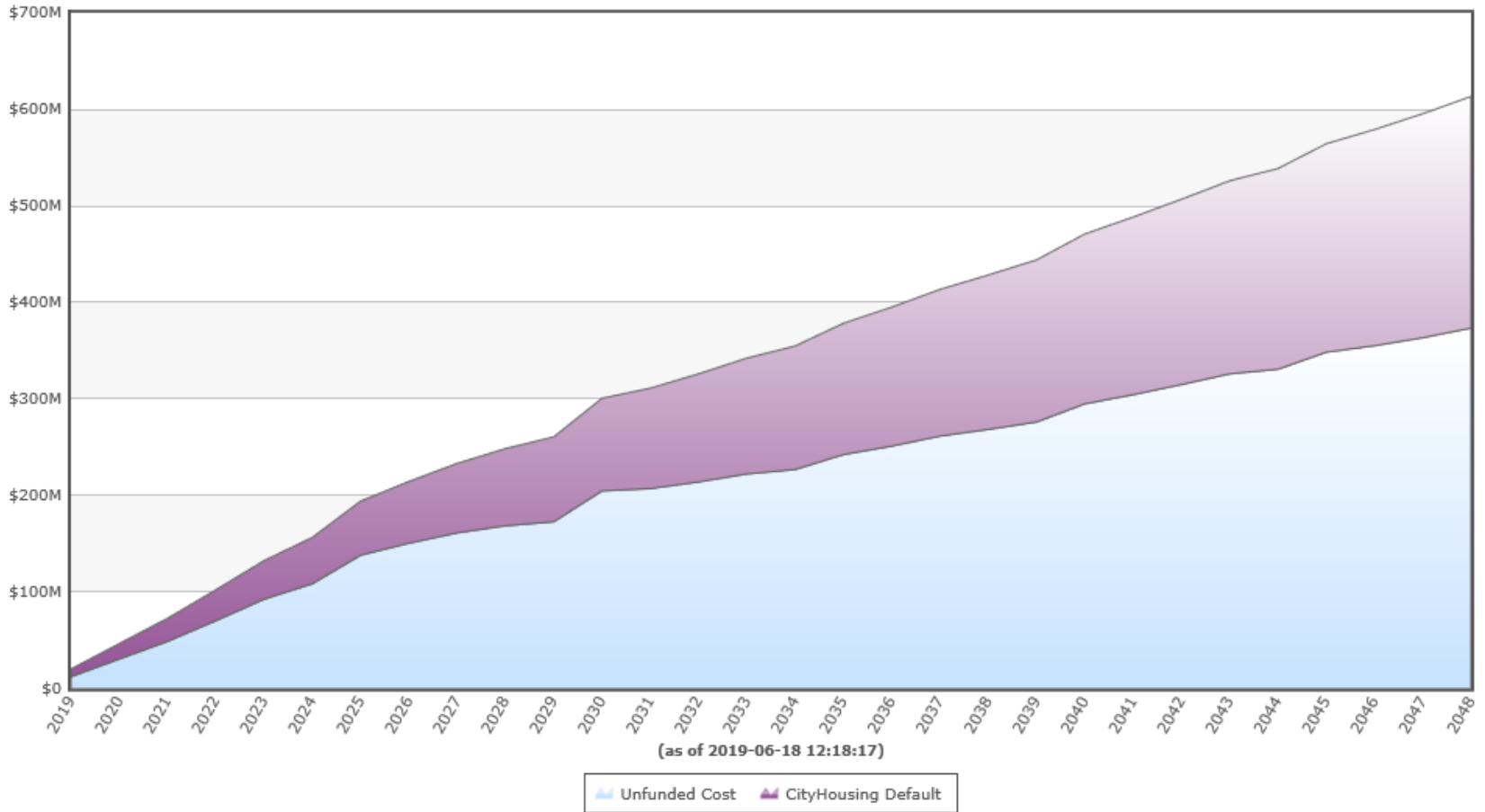
## Home for the Holidays Program

- 300 work orders issued
- 212 units now home to new tenants



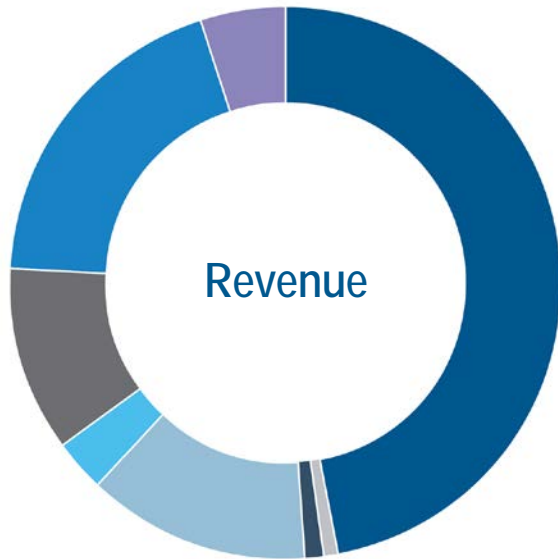
# INFRASTRUCTURE AND DEFERRED CAPITAL COSTS

Unfunded Liability Impacts  
Years 2019 - 2048 and where Asset Name Status = Active for Portfolios 8. City Housing Hamilton

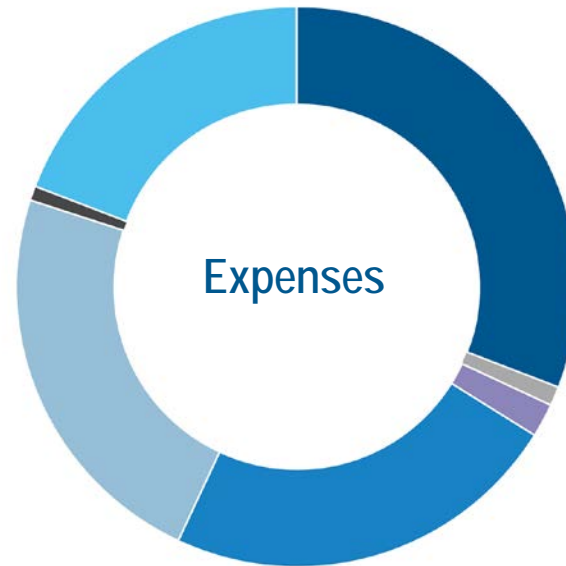




# FINANCIAL YEAR IN REVIEW



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
<b>TOTAL:</b>		<b>\$79,202,716</b>



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

# STAFF DIVISIONAL DAY

## Years of Service Milestones

### 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

15

Christine Filinski

20

Robin Colbourne  
Annette Noonan

25

Amanda Warren-Ritchie  
Andy Chui

### Congratulations Retirees!

**Marcia Villamoya**, December 2018

**Steve MacInnes**, December 2018

**Chris Buckley**, January 2019

**Kathy McInnes**, April 2019

**Mira Cviticanin**, July 2019

**Anna Banko**, December 2019

**Heather Horwath**, December 2019

**Annette Noonan**, December 2019

# STAFF DIVISIONAL DAY



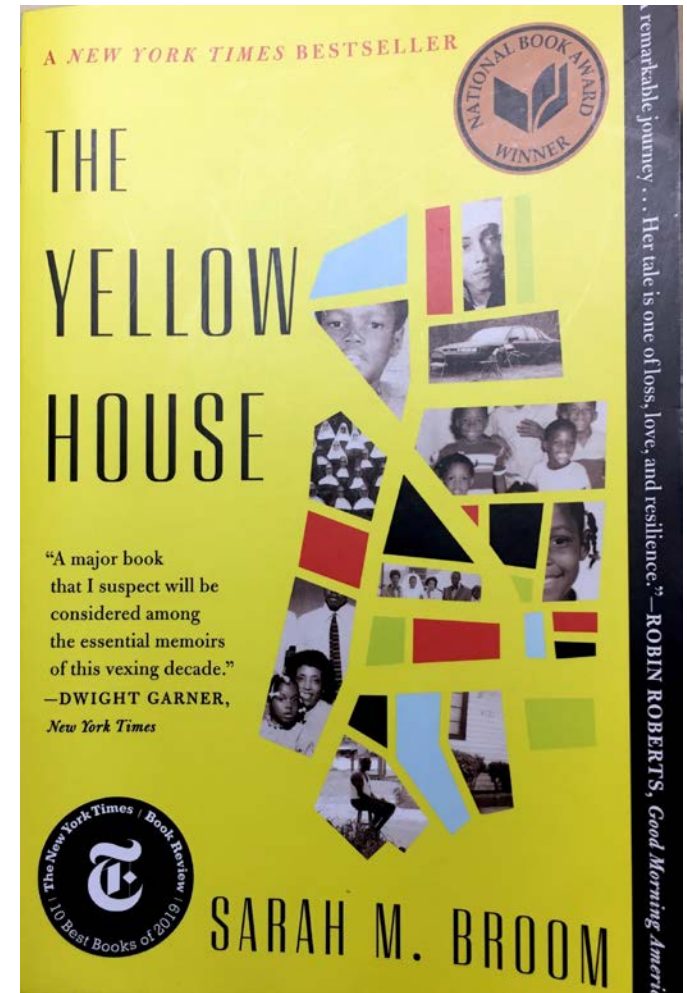
# THE YELLOW HOUSE

“Houses provide a frame that bears us up.”

- Sarah Broom

“A story of nest and adventure, of home and away, of where you come from and what you’re headed to, and how it makes you who you are...”

- Bridgett M. Davis



# COMMUNITY PARTNERS



80+

COMMUNITY AND PRIVATE  
SECTOR PARTNERSHIPS

- 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)
- McQueen 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

# 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

**Tom Hunter**  
Chief Executive Officer

**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

Thank You