



Shareholders Presentation 2021

October 28, 2021



OUR VISION

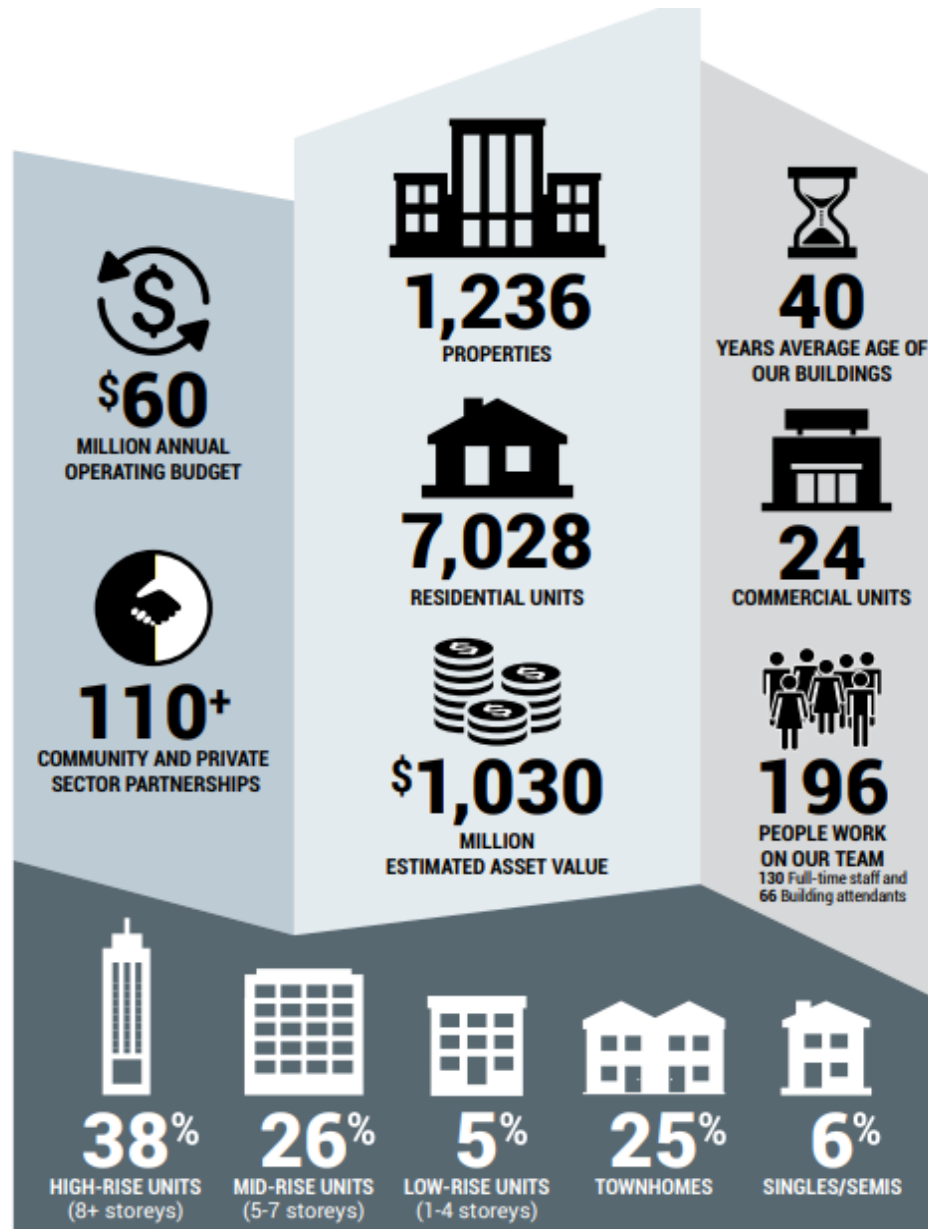
To be the best place to raise a child and age successfully



BY THE NUMBERS

CityHousing
Hamilton is a
municipally
owned social
housing
provider.

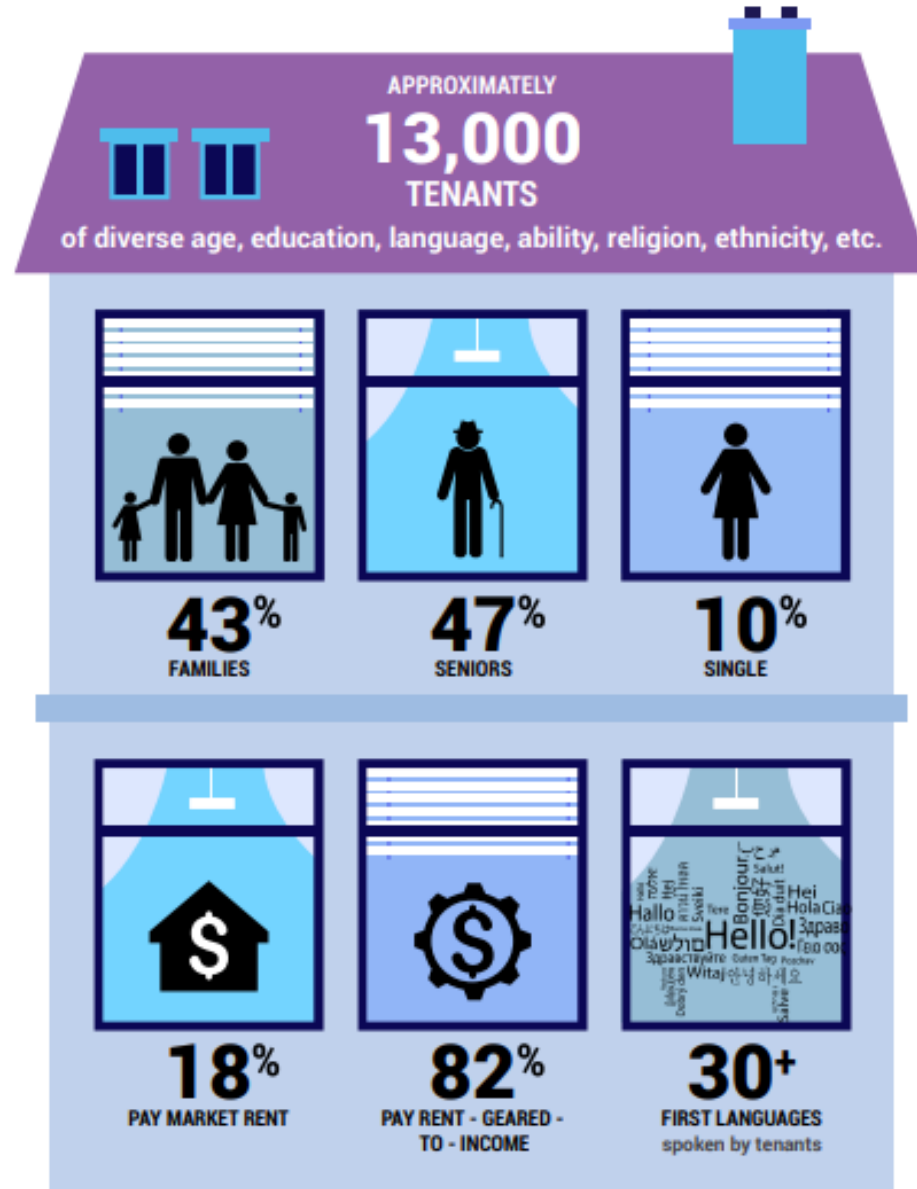
ABOUT US



BY THE NUMBERS

CityHousing
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provider.

ABOUT OUR TENANTS



COMMUNITY PARTNERSHIPS

Food Security Programs

Mobile Market Van for Seniors



150

tenants served at first
launch of SINKS to go

New Kitchen & Modular Farm for Vanier



998

visits to the
Vanier Towers
food pantry

COMMUNITY PARTNERSHIPS

Supports for Seniors



In partnership with St. Matthew's House, an emergency food delivery program to support vulnerable tenants was set up during the pandemic, with a focus on seniors living in isolation.

Thanks to a New Horizons Grant, seniors at First Place will enjoy:

- A new closed-circuit television connecting them to important building and community news, called *SeniorsConnect*.
- A new community kitchen as part of the food strategy partnership with St. Matthew's.



COMMUNITY PARTNERSHIPS

Hamilton Regional Indian Centre (HRIC)



Community space for youth: before and after

COMMUNITY PARTNERSHIPS

New Places to Play and Connect



New playground and half basketball court
at 430 Cumberland



Hamilton Police Service
Mounted Patrol Unit horses

COMMUNITY PARTNERSHIPS

Ontario Non-Profit Housing Association Innovation Award Winners

ONPHA believes our work at Vanier Towers serves as an innovative model for other social housing providers, as well as for Ontario Health Teams.

The award proves that community hubs can be successful and create change to improve the lives of tenants.



20%

of tenants accessing
these programs did so
for the first time

197

1280

197 health, wellness
and recreation groups
were run which were
accessed 1280 times

13

20

13 community partners
delivered over 20
services on-site at
Vanier and remotely

SUSTAINING CHH INFRASTRUCTURE

Canada-Ontario Community Housing Initiative Repairs



QUALITY IMPROVEMENT INITIATIVES

Energy and Water Initiatives

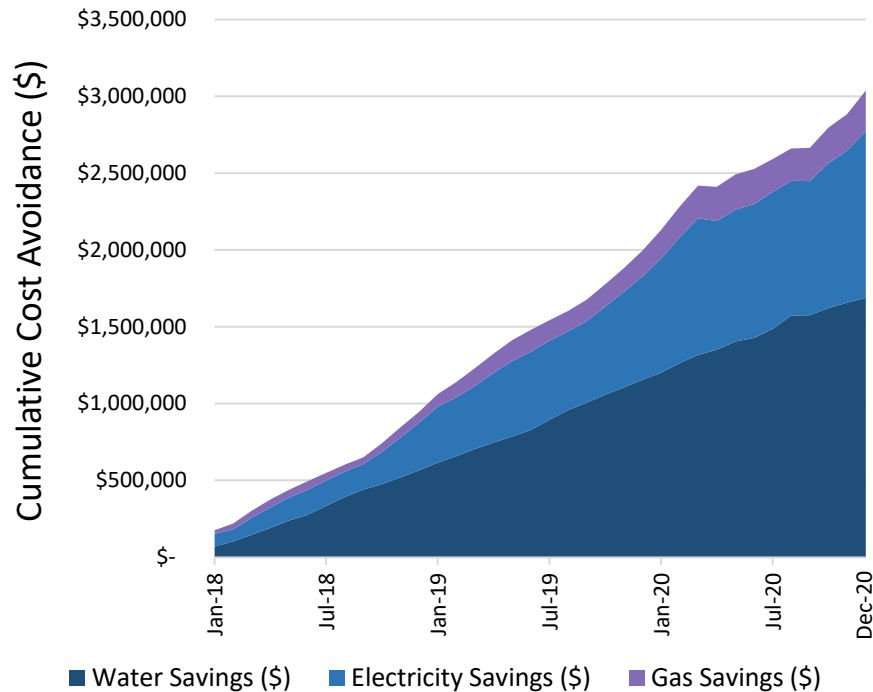


Figure 1: Utility Cost Avoidance from Energy and Water Initiatives (2018 – 2020)

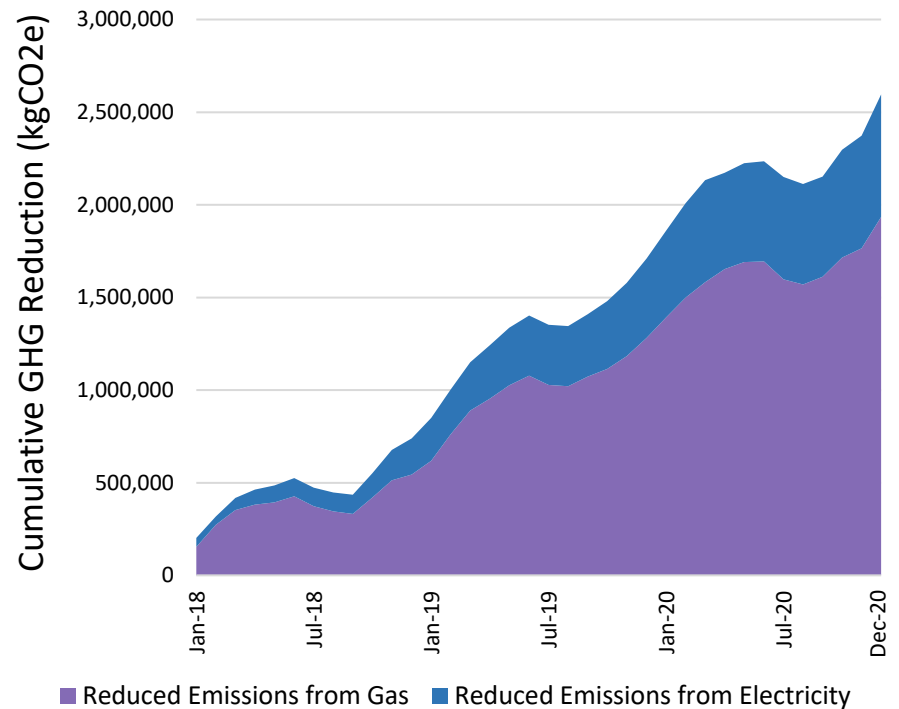
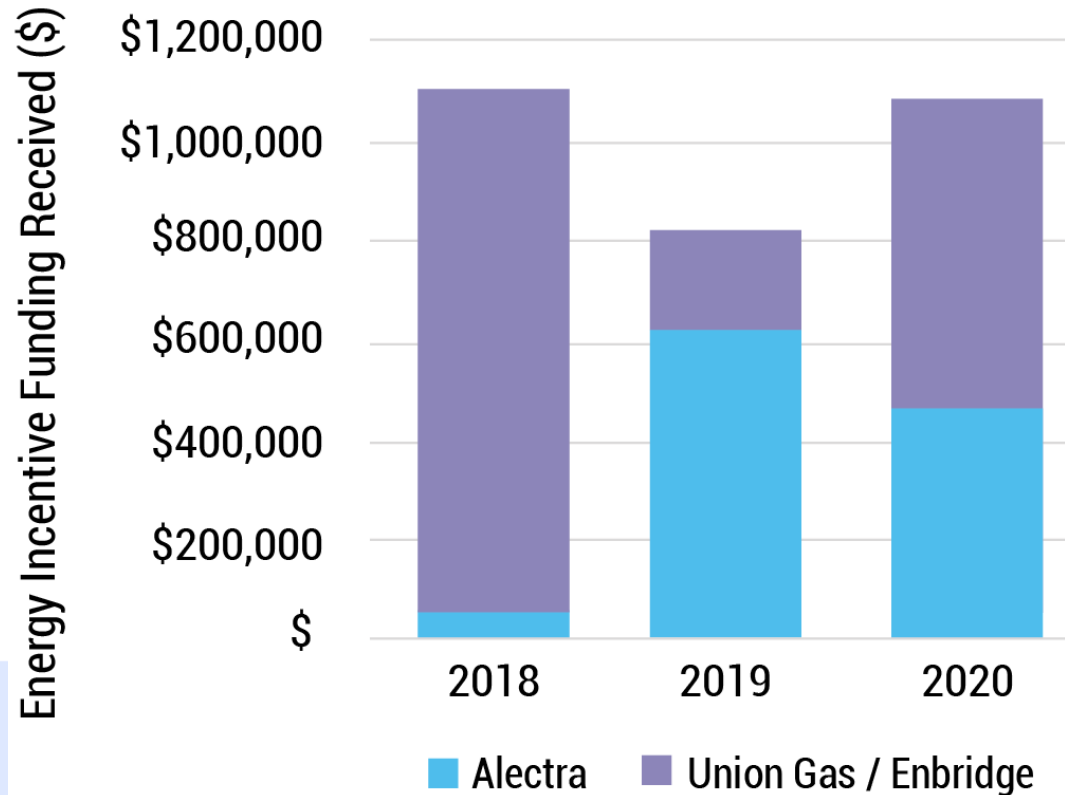


Figure 2: Greenhouse Gas Emissions Reduction from Energy Initiatives (2018 – 2020)

QUALITY IMPROVEMENT INITIATIVES

Energy Incentive Funding Received from Utility Companies



\$1,087,794
UTILITY INCENTIVE FUNDING
2020

QUALITY IMPROVEMENT INITIATIVES

Smart Thermostats

SMART THERMOSTATS

- **526** installed in various townhouses, detached and semi-detached households between October 2019 to March 2021
- Cost and installations fully funded by Enbridge Gas
- **13%** savings on heating energy
- Overall cost savings of approximately **\$19,500/year**
- Reduced emissions of approximately **150,000 ekgCO2/year**



QUALITY IMPROVEMENT INITIATIVES

Third Floor Office Relocation

Benefits of the new space include:

- Easier for staff to connect and communicate
- Additional space for both staff and our tenants
- Enhanced safety features for staff and tenants
- Updated and professional aesthetic



QUALITY IMPROVEMENT INITIATIVES

Improving the Maintenance Service Model



12,122

internal work orders completed

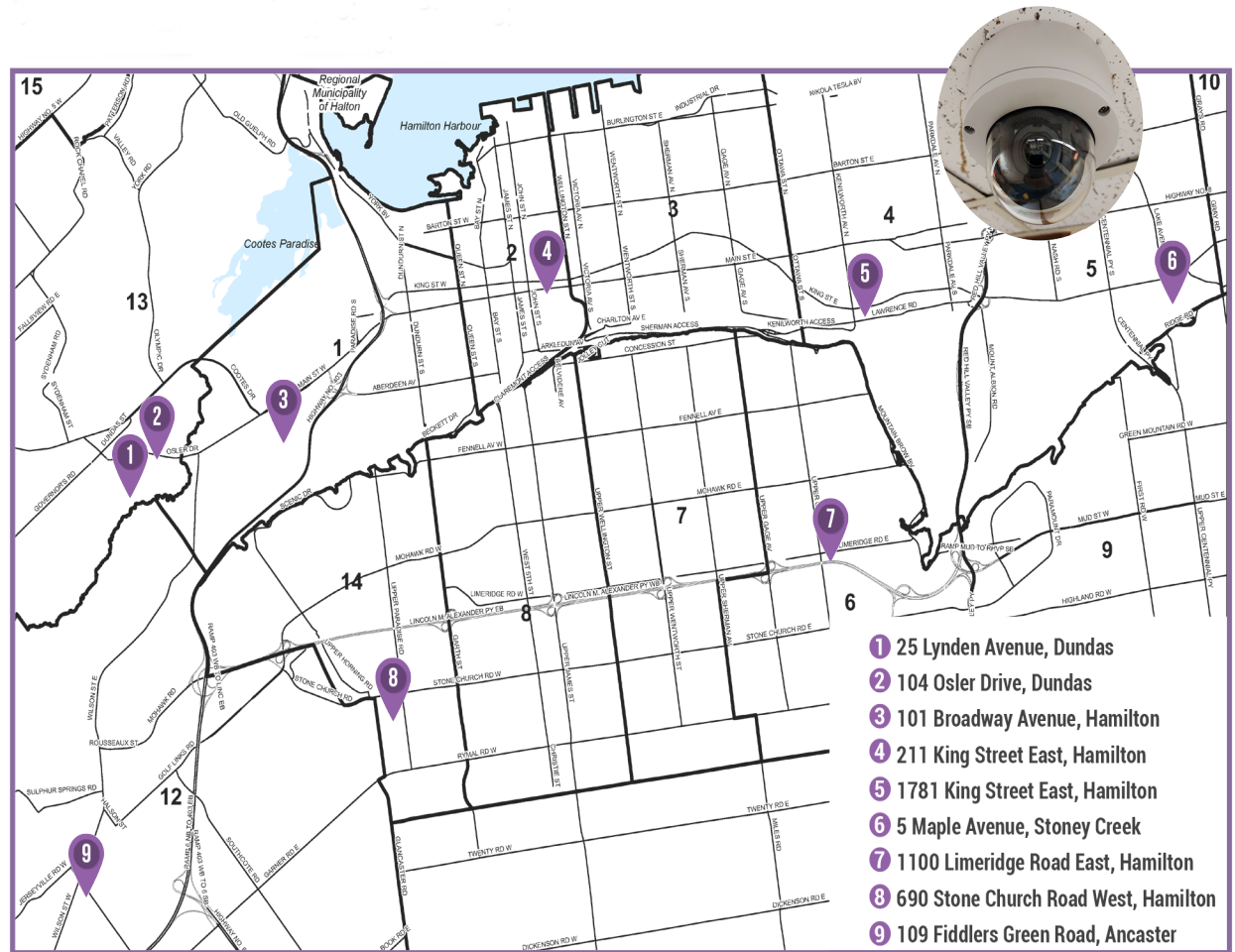
8,663

external work order completed

QUALITY IMPROVEMENT INITIATIVES

Safety and Security

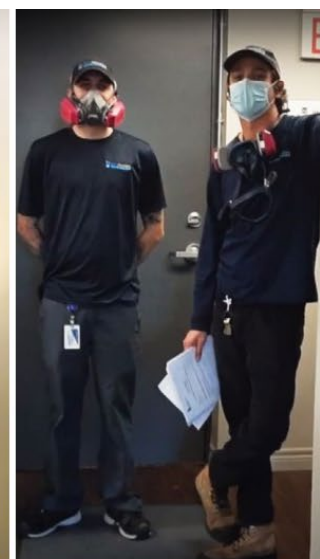
- RAVE Alerts – Keeping staff safe and informed
- Security camera installation at nine locations



QUALITY IMPROVEMENT INITIATIVES

Maintenance and Utility Expenses

	2018	2019	2020	2021
	Actual	Actual	Actual	Budgeted
Maintenance	\$12.25M	\$12.36M	\$12.91M	\$13.4M
Utilities	\$9.6M	\$9.8M	\$9.6M	\$10.18M



QUALITY IMPROVEMENT INITIATIVES

Key Performance Indicators



↓ total number of **RENT ARREARS** to below 10% (**24% in 2020**)

↓ total number of **VACANCIES** to below 4% (**4.69% in 2020**)

↓ number of external **WORK ORDERS** to below 30% of total number work orders issued (**1011 orders/month; 722 contractors/month in 2020**)

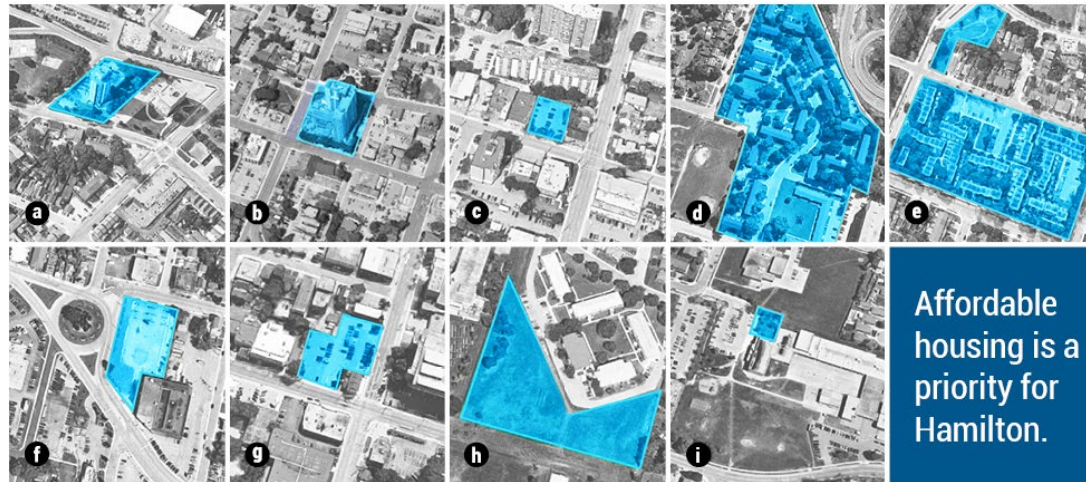
QUALITY IMPROVEMENT INITIATIVES

COVID-19 Measures



Improvement initiatives in 2020 included additional safety precautions and measures related to COVID-19.

DEVELOPMENT AND REVITALIZATION



	NAME	SITE	TYPE	UNIT COMPOSITION				
				Existing	Rehab.	Replace	Net New	Future
a	500 MacNab	High-rise	Revitalization	146	146	0	0	146
b	First Place Conversion	High-rise	Commercial Conversion	0	0	0	15	15
c	Wellington-King William	Parking Lot	New Development	0	0	14	10	24
d	Roxborough	Townhouse	Redevelopment Partnership	107	0	103	-4	103
e	Jamesville	Townhouse	Redevelopment Partnership	91	0	46	1	46 ¹
f	Queenston Phase 1	Empty Lot	New Development	0	0	40	0	40
g	Bay-Cannon Phase 1	Parking Lot	New Development	0	0	45	10	55
h	Macassa	Greenfield	New Development	0	0	46	20	66
i	Riverdale	Greenfield	New Development	0	0	0	44	44
				344	146	294	95	539

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

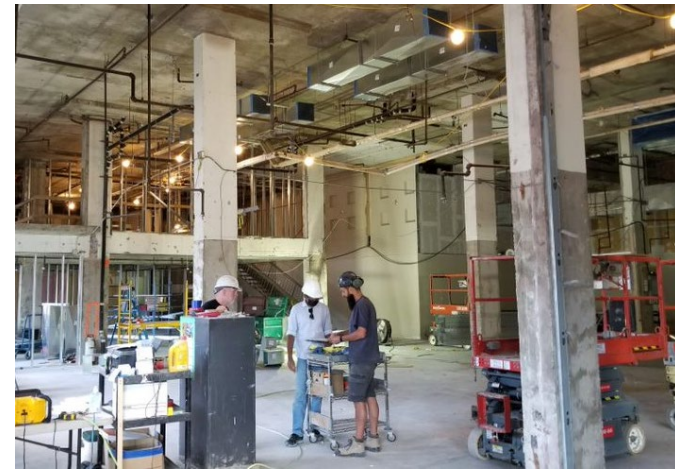
DEVELOPMENT AND REVITALIZATION

500 MacNab



DEVELOPMENT AND REVITALIZATION

First Place – Rapid Housing Initiative



DEVELOPMENT AND REVITALIZATION

Roxborough



DEVELOPMENT AND REVITALIZATION

Queenston, Bay-Cannon, Wellington-King William



DEVELOPMENT AND REVITALIZATION

Sale of Units

- **29** units for **\$11.23 MILLION** sold in 2020
- **84** units **\$29.25 MILLION** sold till 2020



DEVELOPMENT AND REVITALIZATION

Hamilton is Home

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

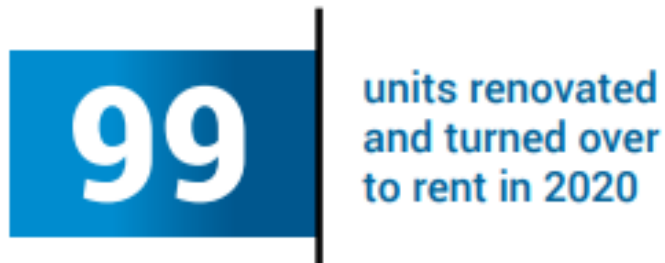
HAMILTON  HOME

CITY OF HAMILTON CONTRIBUTION

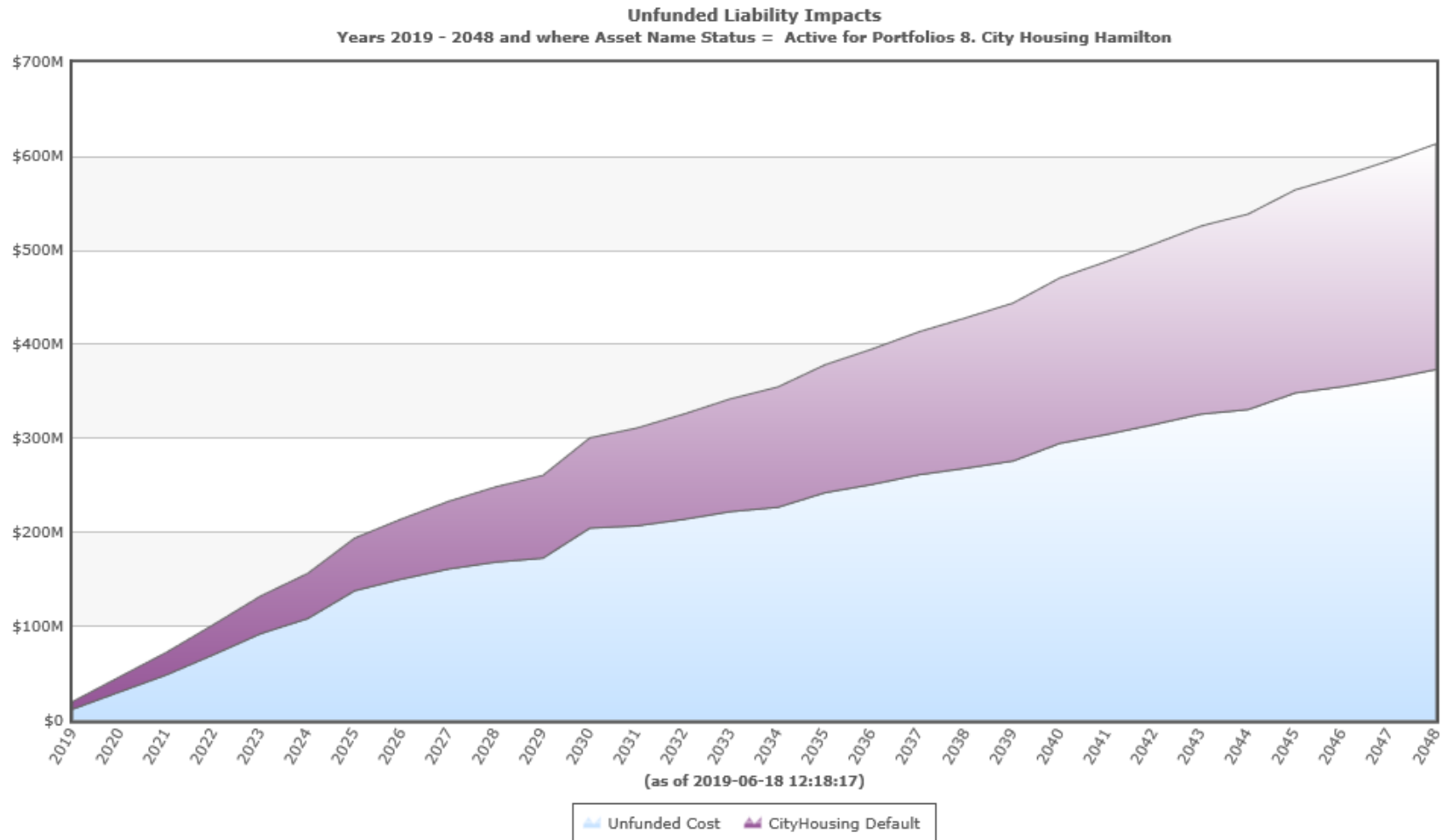
Area-Rated Funds

Ward 2	\$35,000	95 Hess Street South	Offices for Hamilton Regional Indian Centre
Ward 3	\$95,000	430 Cumberland Avenue	Security fence
Ward 3	\$25,000	430 Cumberland Avenue	Security surveillance

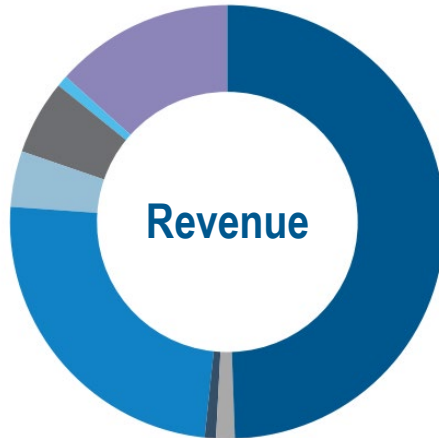
Poverty Reduction Funds



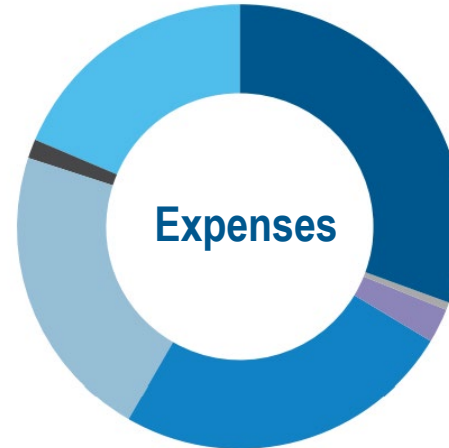
INFRASTRUCTURE AND DEFERRED CAPITAL COSTS



FINANCIAL YEAR IN REVIEW



47%	Residential Rent	\$37,602,497
1%	Commercial Rent	\$1,025,733
1%	Tenant Recoveries	\$685,158
13%	Government Subsidies - Operating	\$18,472,122
3%	Other Revenue- Operating	\$3,067,420
11%	Government Subsidies-Capital	\$4,143,596
19%	Other Funding Capital**	\$803,207
5%	Sales of Units	\$9,900,330
TOTAL:		\$75,700,063



31%	Administration	\$16,008,371
1%	Bad Debt	\$300,735
2%	Insurance	\$1,320,069
23%	Maintenance	\$12,911,616
23%	Mortgage Amortization and Interest	\$11,312,547
1%	Municipal Taxes	\$741,730
19%	Utilities	\$9,601,536
TOTAL:		\$52,196,604

STAFF DIVISIONAL DAY



| 1st Annual CHH Food Drive Challenge

YEARS

5

Ali Syed Mubbashir
Kelly Hodder
Elmo Tilbert Hodder
Brian Kinaschuk
Judy Lockhart
Michael S. Mitchell
Billy Pratt
Christina Rossini
Kenneth Wright

10

Robert Ethier
Tracy Maloney
Vito Marchese
Patrick Morrallee
Sacha Skinner
Leslie Turton

15

Michael Brown
Mia Cantwell
David Chambers
Lauri Ann Donovan
Rob Jabs
Lynn Rochon
Harry Witton

20

Ann Ducharme
Teresa Herechuk

30

Philip McDonald
Rebecca Styres

Congratulations Retirees!

Carol Beale, August 2020

Donna Kirchknopf, July 2020

RESILIENCY

Navigating the COVID-19 Pandemic





COVID-19 TENANT SUPPORTS

Food Security

8

food security programs

8

community partnerships supporting food security efforts

998

food pantry visits at Vanier Towers

1448

meals given out at Vanier Towers

4078

fresh food, boxed lunches and dry food bags delivered door-to-door (with St. Matthew's House, Goodwill, Wesley and Food for Life)

2228

fresh food bags delivered door-to-door to seniors (with Food for Life)

1701

prepared meals delivered to seniors (with Wesley)



COVID-19 TENANT SUPPORTS Health & Wellness

12,000+	wellness calls staff made to tenants
15	seniors' buildings offering pre-booked flu appointments
60	Community Paramedic Clinic sessions across 9 buildings
625	flu vaccines administered through Community Paramedic Clinic
163	seniors received door-to-door medical transportation (Feb 2021 – April 2021)
13	health and wellness programs delivered by 13 community partners
14	social participation programs delivered by 25 community partners
3565	tenants participated in one or more health and wellness program
124,000	funding dollars secured to support senior wellness programs
906	tax returns completed by 8 community volunteers

COMMUNITY PARTNERS

- AbleLiving Services Thrive Group
- Access to Housing
- Alzheimer Society of Canada
- Baha'i Community Hamilton
- Banyan Community Services
- Boys and Girls Clubs of Hamilton
- C&D Mobility
- Cancer Screening Bus
- Canadian Hearing Society
- Canadian National Institute for the Blind
- Canadian Red Cross
- Catholic Children's Aid Society of Hamilton
- Catholic Family Services of Hamilton
- Canada Revenue Agency
- Canadian Liver Foundation
- Canadian Mental Health Association
- Children's Aid Society of Hamilton
- CityLAB Hamilton
- City of Hamilton:
 - Animal Services
 - Home Management Program
 - Housing Services Division
 - Neighbourhood Action Strategy
 - Ontario Works
 - Public Health Services
 - Recreation Division
- Community Care Access Centres of Hamilton
- Community Living Hamilton
- Community Schizophrenia Services
- Crisis Outreach and Support Team Hamilton (COAST)
- Dundas Community Services
- Dundas Valley School of Arts
- Earth Wisdom Yoga
- Empowerment Squared
- Environment Hamilton
- Enbridge Gas
- Food for Life
- Gay Spong Foot Care
- Good Shepherd Centres
- Goodwill
- Grenfell Ministries
- Gwen Lee Supportive Housing
- Green Venture
- Habitat for Humanity
- Hamilton Association for Residential and Recreational Redevelopment Programs
- Hamilton/Burlington SPCA
- Hamilton Centre for Civic Inclusion
- Hamilton Christian Fellowship
- Hamilton Community Foundation
- Hamilton Community Garden Network
- Hamilton Community Legal Clinics
- Hamilton Council on Aging
- Hamilton Crime Stoppers
- Hamilton Food Share
- Hamilton Fire Department
- Hamilton Health Sciences Corporation
- Hamilton Interval House
- Hamilton Paramedic Service (Incl. CHAP-EMS)
- Hamilton People and Animal Welfare Solution
- Hamilton Philharmonic Orchestra
- Hamilton Police Services
- Hamilton Program for Schizophrenia
- Hamilton Public Library
- Hamilton Regional Indian Centre
- Hamilton Tax Clinic
- Hamilton Urban Core Community Health Centre
- Hamilton-Wentworth District School Board
- Healing Arts and Recovery through Peer Support
- Head Injury Rehabilitation Ontario
- Help Age Canada
- HD Supply
- Housing Help Centre
- Indwell
- Learning and Recreation Community House
- 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
- Ministry of Health and Long-Term Care
- 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
- New Horizons for Seniors Program
- North Compass Health
- North Hamilton Community Health Centre
- Ontario Disability Support Program
- Ontario Works
- PetSmart
- 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
- St. Joseph's Home Care
- St. Joseph's Immigrant Women's Centre
- St. Matthew's House
- Strive Fitness and Athletics
- The Government of Canada
- The Office of the Public Guardian and Trustee
- The Salvation Army
- The Social Planning and Research Council of Hamilton
- Threshold School of Building
- Toronto Community Housing
- Urban Core
- Veterans Affairs Canada
- Veterinarians of Canada
- Wesley
- YWCA



110+

**COMMUNITY AND PRIVATE
SECTOR PARTNERSHIPS**

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

Bernice Lilley

Manager, Asset Renewal

Kate Mannen

Manager, Partnership Development and Support Services

Tracy Murphy

Manager (Acting), Residency Administration

Leanne Ward

Manager (Acting), Operations

Amanda Warren-Ritchie

Manager, Strategy and Quality Improvements

Thank You