

ANNUAL REPORT

2009



Gardens at 202 McKay Street



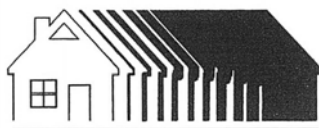
500 Dundas Street



Boullas Street family community



Summer Recreation Program



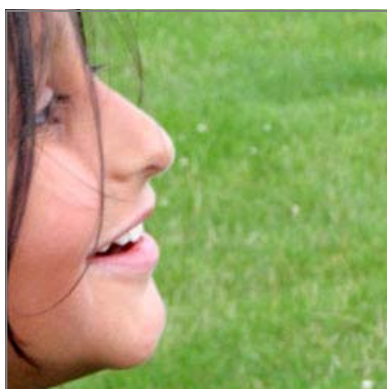
SOCIÉTÉ DE LOGEMENT
LONDON & MIDDLESEX
HOUSING CORPORATION

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Summer Recreation Program



Summer Recreation Program



10 York Street, Newbury

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Board of Directors 2010

Bo a rd



Gordon Saylor, Chair



Susan Eagle, Vice Chair



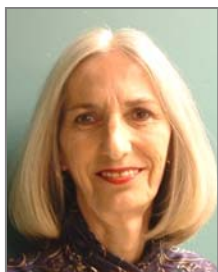
Roger Caranci, Director



Lois Langdon, Director



Tom McLaughlin, Director



Deborah Peckham, Director



Robert Sexsmith, Director

Message from the Chair

Chair

I was appointed to the Board of Directors of London & Middlesex Housing Corporation (LMHC) in November 2006 along with my fellow board members. I have had the privilege of sitting as the Chair since December 2009. I have been involved with not-for-profit organizations for many years, and I have worked with many very committed staff and volunteers. This is no different at LMHC, where I have seen first-hand the caring and compassion that staff demonstrates repeatedly towards our tenants. While LMHC is first and foremost a landlord, and the keeper of the bricks and mortar of 3,282 housing units, there is a real desire to create healthy communities for our tenants.

One of the strengths of LMHC is the ability to attract community partners to engage with our tenants: Victorian Order of Nurses, University of Western Ontario Nursing Program, and London Police Services, to name a few. The Client Services department is active in organizing many tenant-focused programs such as the Summer Recreation Program and Rookie League Baseball. Client Services is an area that continues to evolve as staff respond to the needs of our changing tenant population.

For LMHC, 2009 was an outstanding year for capital repairs and maintenance.

Through programs administered by the City of London and the Province of Ontario, LMHC had funding of \$11.2M available for capital projects, and spent \$6.4M during the year. The balance from 2009 will carry forward into 2010 and, with additional new funding, the capital budget for 2010 has been established at \$9.4M. These projects will enhance the safety and comfort of the tenants, and allow for significant cost savings on utilities and maintenance.

The board of LMHC governs the corporation. As such, the board must set the strategic direction for the organization, within the limits set by the City of London. The board and senior management will complete a five-year strategic plan for LMHC during 2010. This is very timely, as the City of London rolls out the London Community Housing Strategy this year—a strategy that deals with all of the social housing in the city. Although the City of London has developed an overall strategy, it is very important that the LMHC board discusses how our organization fits into that strategy. The remainder of 2010 should prove to be an exciting time for LMHC.

Gordon Saylor

Our Organization

LMHC

What We Are

In 2001, when responsibility for social housing was transferred from the province to the municipalities, the **London & Middlesex Housing Corporation (LMHC)** was established to manage the public housing portfolio for the City of London and the County of Middlesex. LMHC is a non-profit corporation under the Business Corporations Act.

Who We Are

LMHC is governed by a seven-member volunteer board of directors appointed by the City of London for a term of four years. We employ approximately 56 staff members in several departments, including Corporate Services, Finance and Administration, Client Services, Assets and Property Services, and Tenant Administration. The cleaning of apartment buildings, landscaping, and snow removal are some of the services contracted out to private companies.

What We Do

On behalf of the City of London, LMHC manages 3,283 rent-geared-to-income public housing units. In addition, we administer the Rent Supplement and Housing Allowance Programs, providing financial subsidies to assist individuals and families to offset market rents. As the largest provider of rent-geared-to-income housing in the London and Middlesex area, we offer safe, affordable housing. Everything we do is directed towards fostering healthy communities with a sense of belonging for all our tenants. We also work in partnership with other community groups to help our tenants connect with the broader community, and access services that meet their needs.



632 Hale Street



Summer Recreation Program



1481 Limberlost Drive

Message from the CEO

CEO

2009 was a busy and challenging for London & Middlesex Housing Corporation (LMHC), but it was perhaps the most successful year in our eight-year history.

On the operational side, we continued to work under our new corporate structure, achieving the efficiencies we anticipated. Our new dedicated Restoration Crews were an asset, turning vacant units around quickly, while our new Tenant Administration department, along with our Client Services department, focused its attention on reducing move outs and supporting tenants in maintaining their housing. In addition, we successfully assimilated new accounting requirements for tangible capital assets, and implemented an extensive pest management program. Both endeavors placed additional burdens on our teams, especially our Finance and Administration and Assets and Property Services departments.

On the capital side, we were awarded infrastructure funding for much-needed improvements to many of our sites. This extra capital funding has partially lifted our huge unfunded capital replacement liability. In conjunction with additional infrastructure funding in 2010, it will make it possible for us to plan our capital expenditures, rather than always responding to catastrophic failures and emergency repairs or replacement.

LMHC has been identified as a leader in the area of conservation. In 2009, the focus to make our buildings more energy efficient continued, with water, electrical and natural gas upgrades resulting in savings totaling hundreds of thousands of dollars. This not only saves energy, but also helps protect the environment.

As we look forward to 2010, the operational challenges we have been battling will continue. A more transient and vulnerable tenant group makes it increasingly difficult for LMHC to simply focus on property management. Managing people is equally important, and we are fortunate to have the most committed and caring staff that, along with our partners, supports our tenants with more than just their housing.

I would like to thank all those community partners, donors and volunteers that make our job possible. My appreciation also goes out to our funders, and particularly the City of London and County of Middlesex, for their continued trust in the organization and understanding of the challenges that public housing faces. Most of all I would like to thank LMHC's staff that goes beyond the call of duty to help the organization achieve excellence in housing management.

Ugo Filice

Mission & Values

Mission

Mission

To provide safe, quality social housing in the city of London and the county of Middlesex, in a manner that encourages healthy, integrated community with a sense of belonging for all residents.

Core Values

People First • Quality Service • Teamwork

Who We Serve

LMHC's client base is diverse:

- Families and individuals who, because of low incomes, require rent-geared-to-income housing as a stable force in their lives.
- People in crisis who require housing and other assistance to stabilize their lives, including the homeless, as well as women and children fleeing abuse.
- Senior citizens, people with disabilities, and those with persistent health issues who require affordable housing with support services that enable them to live independently in the community.

LMHC is committed to promoting communities where diversity is valued.

Did you know that...?

- More than half the population on our family sites is children under the age of 16 (55%).

Corporate Governance

Roles and Accountability Profile

Federal Government

- Funder

Provincial Government—Ontario

- Flows federal funds to the municipal level
- Monitors and enforces compliance with policy standards
- Reports to the federal government
- Sets standards for coordinated access, income testing
- Administers bursary program for public housing tenants

Service Manager—City of London

(The City of London is the Service Manager for both the City of London and the County of Middlesex)

- Administrators of public housing (budget approval)
- Funder
- Monitors all social housing
- Sole shareholder of LMHC
- Reports to the province

London and Middlesex Housing Corporation

(Formerly the London and Middlesex Housing Authority)

- Reports to the service manager (City of London)
- Provides property management for public housing
- Administers rent supplement and housing allowance programs

Board of Directors

LMHC is governed by a seven-member volunteer board of directors, appointed through the City of London's appointment process. The board of directors is responsible for managing the affairs of LMHC, in a manner consistent with the powers established under the Business Corporations Act and the Social Housing Reform Act. Representation on the board includes two representatives from city council, one from the county council and four members from the community at large.

Chairperson

The chair is responsible for providing effective leadership and ensuring that the board fulfills its duties and responsibilities. The chair represents the board in its accountability relationship with the Service Manager.

General Manager and CEO

The general manager and chief executive officer (CEO) is responsible for ensuring that LMHC delivers high-quality services and programs that are responsive to tenants' needs. In addition to the overall administrative responsibility for the staff and operations of LMHC, the general manager and CEO works closely with both the chair and the board of directors to implement policies and strategic initiatives.

Reports

Re p o r t s



136 Albert Street



Summer Recreation Program



Yarners knitting group



10 York Street, Newbury



Summer Recreation Program



Summer Recreation Program



1481 Linbelford Drive



Southdale Summer Slam



10 York Street, Newbury

Our Properties

Properties

City of London

Adult Communities—1046 Units

136 Albert Street
200 Berkshire Drive
580 Dundas Street
304 Oxford Street
241 Simcoe Street
39 Tecumseh Avenue
345 Wharncliffe Road North
349 Wharncliffe Road North
872 William Street

Senior Communities—1219 Units

30 Base Line Road West
1194 Commissioners Road West
632 Hale Street
170 Kent Street
202 McNay Street
85 Walnut Street

Family Communities—858 Units

1-34 Barberry Court
35-48 Ivy Court
49-81 Vinewood Court
82-100 Primrose Court
160-430 Boullee Street (even)
961-1183 Huron Street (odd)
1481 Limberlost Road
152-218 Marconi Boulevard (even)
234-345 Marconi Boulevard (odd)
370 Pond Mills Road
551-605 Millbank Drive (odd)
931-1225 Southdale Road (odd)

Scattered—14 Units

Various semi-detached and single family homes in London

County of Middlesex

159 Units

Dorchester

2061 Dorchester Road

Glencoe

157 Simpson Street

Newbury

7 & 9 Tucker Street
28 & 30 York Street
23 & 25 Broadway Street
10 York Street

Parkhill

249 Ellen Street

Strathroy

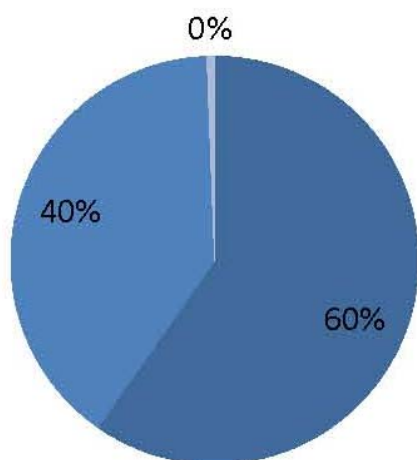
49 Bella Street
125 Head Street
346-373 Penny Lane



1194 Commissioners Road West

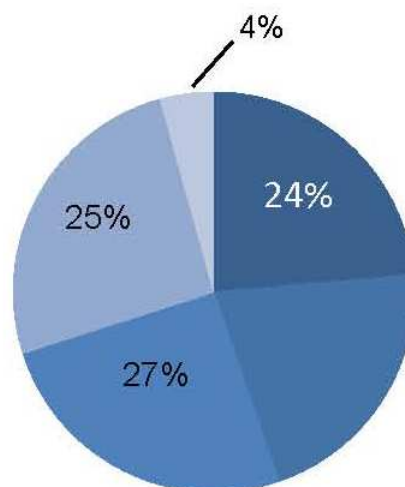
Financial Highlights Financial

2009 Revenue Sources



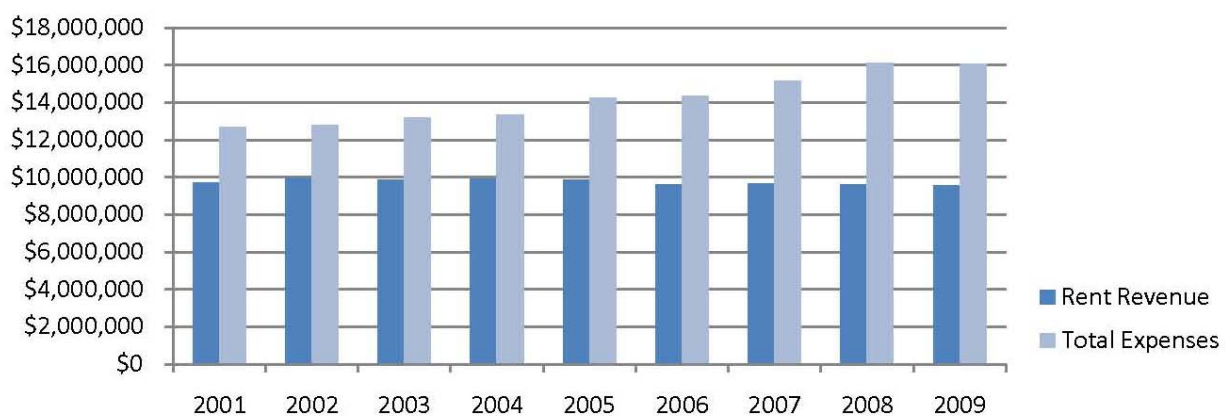
- Net Rental Revenue
- City/County Subsidy
- Other (less than 1%)

2009 Operating Expenses



- Salaries, wages & benefits
- Maintenance, materials and services
- Utilities
- Property Taxes, Insurance & Mortgage

2001—2009 Operating Results



Financial Highlights

Revenues

LMHC operates within the parameters of the Social Housing Reform Act (SHRA) established by the Province of Ontario.

The primary source of revenue for LMHC comes from tenant rents. The policies set through the SHRA directly affect and restrict LMHC revenue.

The rules for rent calculations are set by the Province of Ontario and cannot be adjusted locally. The breakdown of sources of revenue is pictured to the left.

Expenditures

About 75% of LMHC's expenses are considered to be, for the most part, beyond the corporation's control. These expenses include utilities, property taxes, and insurance as depicted to the left.

Since the corporation's inception in 2001, administrative, salary and wage increases, as well as maintenance and repair cost increases, have stayed at or near the rate of inflation.

Rent Revenues Versus Expenditures

Due to a relatively flat amount of rent revenues received from year to year since 2001, and an ever-increasing level of expenditures, more and more subsidy has been needed each year from the City of London and County of Middlesex to help fund operations. This divergence can be seen in the chart at left.



202 McKay Street



Summer Recreation Program



241 Simcoe Street

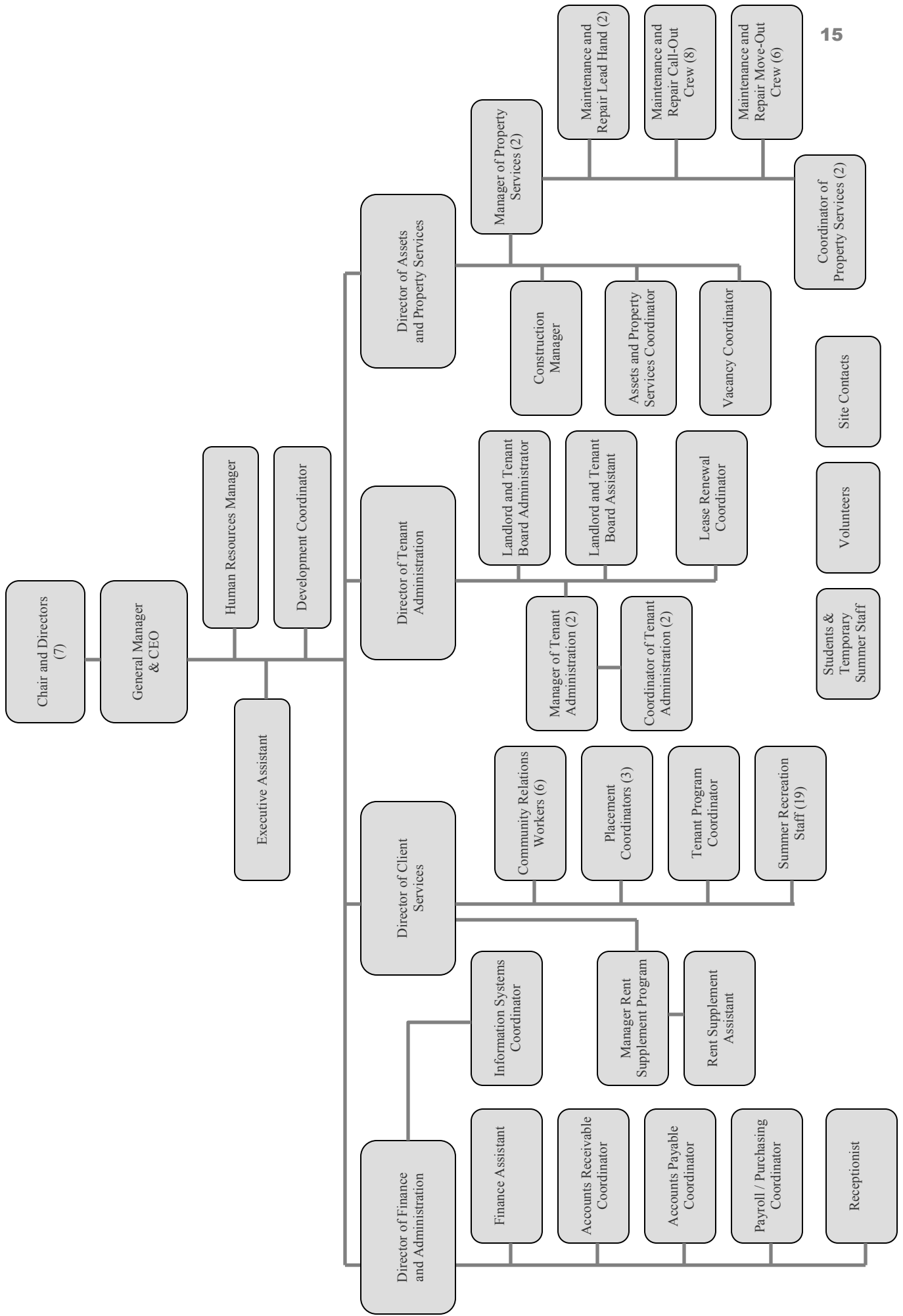
Financial Statement

Statement of Operations and Capital Expenditures

	2009	2008
Revenue		
Net Rental Revenue	\$9,497,960	\$9,642,695
Other Revenue	183,679	220,752
City of London/County Operating Subsidy	6,365,004	5,745,996
Total Revenue	16,046,643	15,609,443
Expenditures		
Salaries, Wages & Benefits	3,505,735	3,797,741
Maintenance, Materials and Services	3,421,088	3,576,658
Utilities	4,066,605	4,172,810
Municipal Taxes, Insurance, and Mortgage Administration	4,114,672	3,950,711
	691,094	637,607
Total Expenditures	15,799,194	16,135,527
Annual Operating Budget (Deficit) Surplus	\$247,449	(\$526,084)
Accounting adjustment for audited financial statement presentation purposes based on new tangible capital asset accounting requirements - see note below -	5,754,593	(524,506)
Annual (Deficit) Surplus Per Audited Financial Statements	\$6,002,042	(\$1,050,590)
Total Capital Expenditures	\$6,354,442	\$2,126,990

Please note that the accounting requirements for Canadian municipality-related entities changed in 2009. These changes include the addition of capital funding into revenue as well as the amortization of tangible capital assets as an expense of the corporation.

2009 Organizational Structure



2009 Employee Teams

Employee

Corporate Services

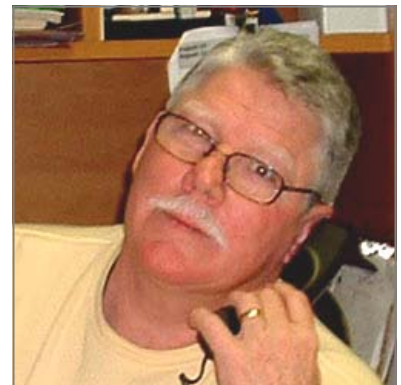
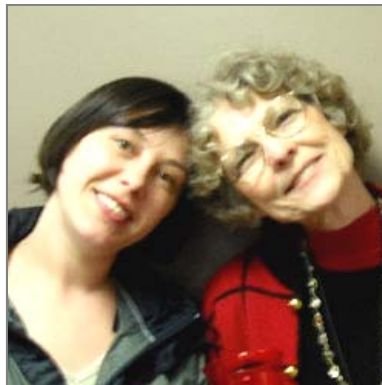
Ugo Filice, General Manager and Chief Executive Officer, **Tracy Vlasman**, Human Resources Manager, **Dorothy Stolarski**, Executive Assistant, **Michelle Lynne Goodfellow**, Development Coordinator

Finance & Administration

Derek Grater, Director, Finance and Administration, **Megan Cameron**, Finance Assistant, **Shelagh Provily**, Accounts Payable Coordinator, **Katie Millar-Harrison**, Accounts Receivable Coordinator, **Kristen Turner**, Payroll/Purchasing Coordinator, **Jennifer Renecker**, Receptionist, **Peter Howe**, Information Systems Coordinator

Client Services

Janett McNeill, Director, Client Services, **Reta Bere**, Community Relations Worker, **Stacey Clarke**, Community Relations Worker, **Ayme Craig-Dyson**, Community Relations Worker, **Amy Lobb**, Community Relations Worker, **Mary Catherine Norley**, Community Relations Worker, **David Norton**, Community Relations Worker, **Kim Wigfield**, Community Relations Worker, **Susan Smith-Jongepier**, Tenant Program Coordinator, **Sherry Demain**, Tenant Placement Coordinator, **Darleen Hamilton**, Tenant Placement Coordinator, **Lorraine St. John**, Tenant Placement Coordinator, **Chris McManus**, Tenant Placement Assistant, **Mary Jane Huffman**, Manager, Rent Supplement Program, **Brenda Boyle**, Rent Supplement Assistant



2009 Employee Teams

Teams

Assets & Property Services

Paul Roszell, Director, Assets and Property Services, **Terry Calder**, Construction Manager, **Marlene Briggs**, Assets and Property Services Coordinator, **Nancy Strickert**, Property Services Coordinator, **John King**, Property Services Manager, **Albert Smith**, Property Services Manager, **Ginette Gilbert**, Property Services Coordinator, **Joan Matthew**, Property Services Coordinator, **Michael Barnett**, Maintenance Repair, **Douglas Brady**, Maintenance Repair, **Urque Gordon**, Maintenance Repair, **David Holloway**, Maintenance Repair, **David Lancaster**, Maintenance Repair, **Jon Miller**, Maintenance Repair, **Wayne Norley**, Maintenance Repair, **Randy Pargeter**, Maintenance Repair, **Blaine Shillington**, Maintenance Repair, **Henry Sobanski**, Maintenance Repair, **Fred Steliga**, Maintenance Repair, **Dan Stevens**, Maintenance Repair, **Douglas Tucker**, Maintenance Repair, **Tom Turner**, Maintenance Repair, **Michael Warner**, Maintenance Repair, **Mark Warrington**, Maintenance Repair

Tenant Administration

Steven Matthew, Director, Tenant Administration, **Karen Kirk**, Tenant Administration Coordinator, **Andrea Mackenzie**, Landlord and Tenant Board Administrator, **Cherie Johnson**, Landlord and Tenant Board Assistant, **Amanda David**, Tenant Administration Manager, **Wendy White**, Tenant Administration Manager, **Carole Goddard**, Tenant Administration Coordinator, **Denise McRae**, Tenant Administration Coordinator



Human Resources

Human

LMHC is fortunate to employ a great, experienced staff. The knowledge gained by our employees through decades of experience is immeasurable, and can be witnessed every day in the excellent work they perform. Notwithstanding this incredible vessel of experience and knowledge, there is always a need to keep learning, and our employees possess an unquenchable thirst for knowledge.

2009 Training Programs

Although limited resources are available for staff development, we are proud of our accomplishments in this regard. The following outside programs complemented our in-house training in 2009:

Workshops

- Advanced Communication Skills
- Coaching for Improved Performance
- Conflict Resolution Skills
- Crisis Response Planning
- Developing Emotional Intelligence
- Effective Meetings
- First Aid Training and Recertification
- Grassroots Fundraising
- Inspection of Fall Protection Equipment
- Introduction to Fall Protection Equipment
- JHSC Certification, Parts 1 and 2
- Joy of Conflict Resolution
- Municipal Freedom of Information and Protection Act
- Non-Violent Crisis Intervention
- OMERS Workshops
- ON Human Rights Code Amendments
- Pandemic Awareness
- Prepare to Testify
- So You Want to Be a Supervisor
- Violence Threat Assessment
- Workplace Accidents
- Workplace Safety Inspections
- Workplace Violence—Managing Risk



Human Resources

Workshops (con'd)

- Yardi Enterprise

Lunch & Learn Workshops

- Addiction Services of Thames Valley
- Citizenship and Immigration Canada
- Community Care Access Centre
- Getting Senior Management Buy-In
- Ontario Guardian and Public Trustee

Webinars

- Resolving Employee Performance Issues

Conferences

- IAPA Conference
- IHM Conference
- Ontario CMA Conference
- PM Expo

Staff Milestones

10 Years of Service

Andrea MacKenzie (1999)

David Norton (1999)



Assets & Property Services

Property

LMHC's **Assets and Property Services** department oversees the physical management, maintenance and repair of the organization's properties, which include 23 high- and low-rise apartment buildings, eight townhome complexes, and scattered detached and semi-detached homes across our service area.

Service is performed by in-house staff, private sector contracts with consultants, and contractors. The emphasis is always on value and quality for money spent. **In 2009, LMHC spent approximately \$3.6 million of its operating funds on maintenance and repair costs, and committed \$2.2 million capital dollars to maintain its portfolio. A further \$4.1 million was spent on utilities in 2009.** Energy upgrades throughout the last few years more than offset the rising costs of those utilities.

2009 was an exceptionally busy year for capital work, as once again the department set new highs for project dollar values (\$9.1 million) and number of projects. Funds were received from the following sources:

- \$2 million in Infrastructure Funding from the City of London
- \$1.48 million in Capital Repair Funding from the Province of Ontario
- \$4 million in committed SHRRP Federal/Provincial Funding for 2009

The organization also has \$5.5 million in committed SHRRP Federal/Provincial Funding for 2010.

As in previous years, we continued to focus on energy-saving initiatives. For 2009 we received approximately \$24,000 in incentives related to our natural gas consumption. In addition we replaced more than 2000 water closets in our apartment buildings with high-efficiency units.

We continued to improve the infrastructure of our properties through 23 projects with values greater than \$50,000. These projects included new boilers, fire alarm systems, ventilation systems, flooring, balcony upgrades and new windows and exterior doors.

Projects such as the latter have also improved the living environment for our tenants. Three apartment buildings (500 units) and 50 townhouses received new exterior windows and doors, which increased the comfort of those units, and have resulted in significant noise reduction for the residents.

Assets & Property Services

Highlights—Capital Projects Completed in 2009

Major projects worth noting (>\$50,000) completed in 2009 included:

- Domestic hot water boiler replacement, 200 Berkshire Drive, London
- Balcony repairs, 632 Hale Street, London
- Common area lighting and exit signs, 170 Kent Street, London
- Domestic hot water boiler replacement, 170 Kent Street, London
- MUA unit replacement, 170 Kent Street, London
- Exterior windows and doors, 170 Kent Street, London
- Fire alarm system upgrade, 170 Kent Street, London
- Parking lot replacement, 202 McNay Street, London
- Sewer line repairs, 370 Pond Mills Road, London
- Lounge renovations, 241 Simcoe Street, London
- Fire alarm system upgrade, 241 Simcoe Street, London
- Front entrance security, 39 Tecumseh Avenue, London
- Common area flooring, 85 Walnut Street, London
- Fire alarm system upgrade, 85 Walnut Street, London
- Domestic hot water boiler replacement, 345 Wharncliffe Road, London
- Exterior windows and doors, 345 Wharncliffe Road, London
- Domestic hot water boiler replacement, 349 Wharncliffe Road, London
- Exterior windows and doors, 349 Wharncliffe Road, London
- Domestic hot water riser upgrades, 872 William Street, London
- Wholistic pest management program, various locations, London
- Water closet replacement, all high rise buildings, London
- Bathtub/shower replacements, various locations, London



170 Kent Street

2009 Capital Projects

Capital



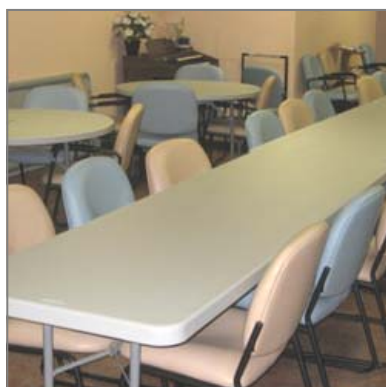
Fire alarm system upgrades—Kent, Simcoe, Walnut



New fire alarm systems—Hale, Kent, Simcoe



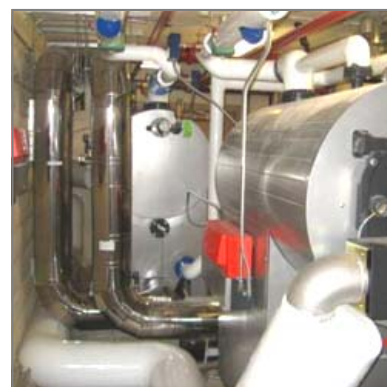
Back flow preventers—all sites



632 Hale Street—tenant lounge



170 Kent Street—photoluminescent exit signs



Domestic hot water boilers—Berkshire, Kent, Wharfedale



39 Tecumseh Avenue East—entrances



39 Tecumseh Avenue East—entrances



370 Pond Mills—infrastructure

2009 Capital Projects Projects



Domestic hot water boilers—Berksire, Kent, Wharfedale



170 Kent Street—Make-up air system



New windows and doors—Kent, Wharfedale



1481 Limerick Drive—basketball court resurfacing



202 McKay Street—parking lot



Marconi—exterior windows and doors



202 McKay Street—parking lot



202 McKay Street—parking lot



Marconi—new windows and doors

Tenant Administration

Tenant

2009 was the first full year of operations for the Tenant Administration Department after corporate restructuring. The year saw its share of challenges, as the original two Tenant Administration Managers moved on, and we introduced two new managers.

What do we do?

The Tenant Administration department is responsible for all matters during a tenancy except maintenance (see Assets and Property Services). These responsibilities include lease concerns or changes; rent adjustments, collection and rent arrears management; community and individual social concerns; and all legal matters as necessary, including LMHC representation at the Landlord and Tenant Board.

Who are we?

The department consists of two portfolios, each with a Tenant Administration Manager, a Tenant Administration Coordinator and approximately 1600 units to manage. We also have a legal department with a Landlord and Tenant Board Administrator and Landlord and Tenant Board Assistant. There is one Lease Renewal Coordinator with the sole responsibility to ensure the timely completion of all Annual Lease Renewals (Income and Asset Reviews).

Achievements

The Department had a successful year, as we contributed to the achievement of some important goals for LMHC.

- Arrears down 9%
- Move outs down 15%
- Evictions down 22%

The year ahead

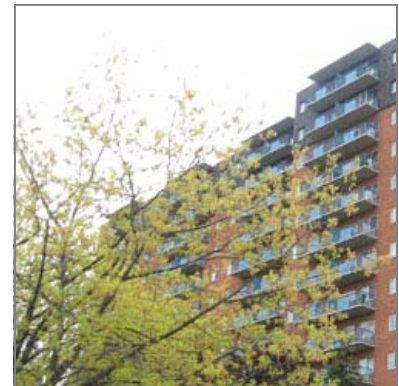
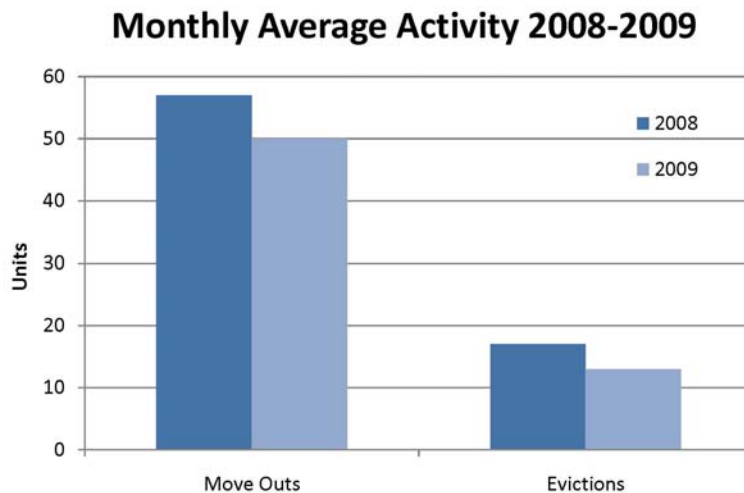
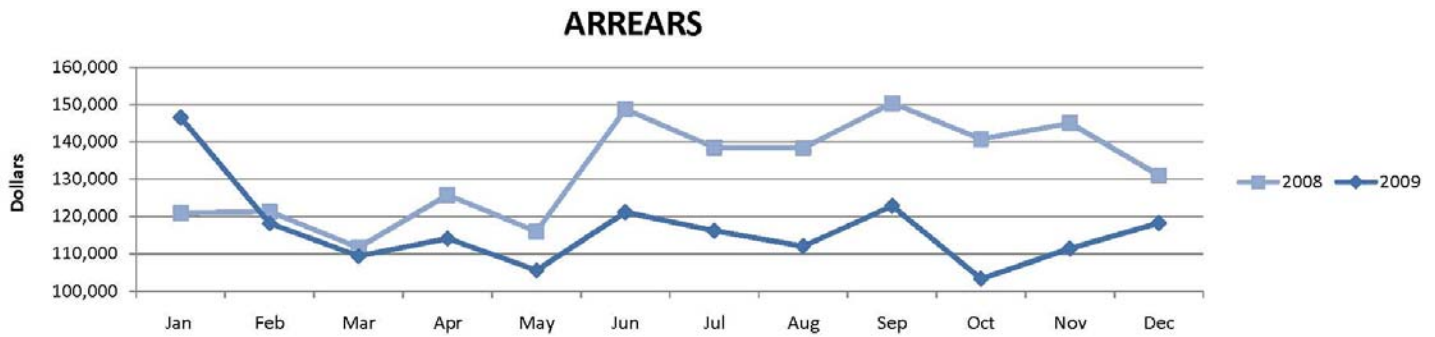
Our team will work towards helping the above positive trends continue. There will also be one major adjustment as LMHC introduces “first and last month’s rent” for all new tenants. This will not affect any current tenant.



304 Oxford Street

Tenant Administration

Admin



85 Walnut Street



Summer Recreation Program

Governance and regulations

The Social Housing Reform Act (2000)

<http://www.e-laws.gov.on.ca>

The Residential Tenancies Act (2006)

<http://www.mah.gov.on.ca/Page137.aspx>

Housing Division - Local Rules

<http://www.housing.london.ca>

Our Court of Law

The Landlord and Tenant Board

<http://www.ltb.gov.on.ca/en/index.html>

Client Services

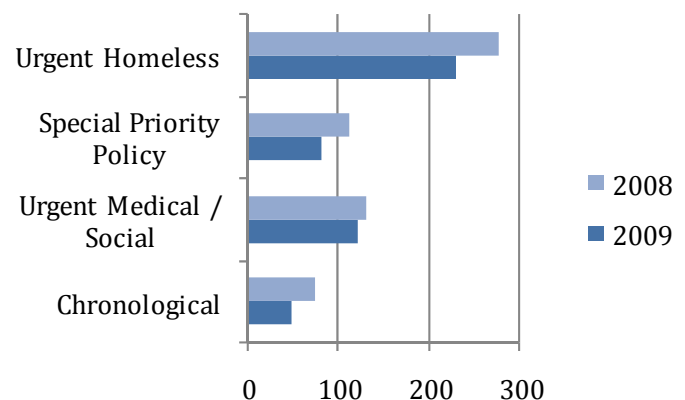
Our Tenants

This data shows LMHC's shift to serve a more vulnerable population, as regulated by the Provincial Special Priority Policy and locally established rules. This trend is several years old, and has a great impact on the corporation's tenant mix. It also has an impact on LMHC's rental revenue.

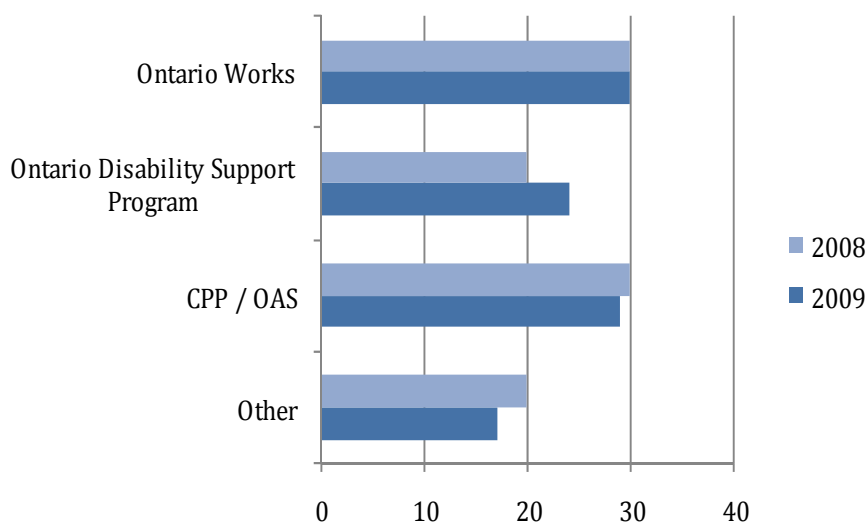
Tenants who receive Ontario Works (OW) or Ontario Disability Support Program (ODSP) benefits pay rent according to provincially set standards that have not been changed since the early 1990s.



New Tenant Mix



Tenant Income Source



Currently 55% of our tenants receive OW and/or ODSP benefits as their main source of income.

Programs & Services

Arts and Social Initiatives

- Holiday Parties
- Card Nights
- Coffee Hours
- Gardening Projects
- Grand Theatre Tickets
- Movie Nights
- Drumming Circles
- Summer Recreation

Dinner Initiatives

- Barbeques
- Breakfast Programs
- Holiday Lunches
- Christmas Dinners
- Pizza Nights
- Summer Potluck Dinners
- Pie Sales
- Bake Sales

Education Initiatives

- Blood Pressure Clinics
- Bible Study Groups
- Income Tax Clinics
- Well Baby Clinics
- Skills Camps
- Homework Clubs
- Parent Support Groups
- Resource Centres

Social Awareness Initiatives

- Wellness Fairs
- Clothing Exchanges
- London Police Speakers
- Fire Safety Presentations
- Nursing Programs
- Clean and Green Site Clean-Ups
- Community Displays

Our dedicated community partners have worked in conjunction with LMHC to provide a multitude of important programs, events, and services for our residents. Everything from a simple art class to a successful clothing drive is planned and implemented by various volunteers and community development partners, with the end goal of creating a sense of community and helping tenants stay connected.

Garden Projects

Gardens

In the spring of 2009 LMHC coordinated its third annual **Garden Project**. XX groups of tenants were each given \$150 worth of supplies and plants to beautify some common spaces at our buildings and family communities.

This Garden Project has truly become a labour of love for the participants. The gardens are judged mid-August, and the judges have a very difficult job because there are many outstanding gardens created by the tenant groups. Top prizes are awarded each year, but every effort is appreciated, and all participants receive \$10 in Tim Horton's gift certificates.



Onsite Programs

Programs

The Summer Recreation Program is a day camp for children aged 5-12 years, run at our seven family sites. The program consists of arts, crafts, sports, games, drama, special events and day trips, and is open for six weeks in July and August. LMHC hires 19 students each year to run the program.

The Skills Camp Program targets children at risk due to poverty, and provides them with an opportunity to improve their communication, social and problem-solving skills while also enjoying a nature program.

The steering committee that oversees this program includes representatives from:

- The East London United Church Outreach (ELUCO)
- The City of London Parks and Recreation Department
- Limberlost and Southdale Chaplaincies
- Merrymount Children's Services
- South London Neighbourhood Resource Centre
- Glen Cairn Community Resource Centre



Summer Recreation Program



Summer Recreation Program



Summer Recreation Program

London Police Service

Officers from London Police Service generously volunteer their time for the following programs for children and youth at our family communities, coordinated by LMHC:

Rookie League Baseball is run in conjunction with the Summer Recreation Program for children aged nine and ten. This program provides an outlet for kids who may not otherwise have the opportunity to play organized ball. Along with London Police Service, 2009 sponsors for this program included the London Majors, Joe Kool's and Stock Transportation.

Joe League Basketball is a program that normally runs from October to March every year for youth aged 13-15 years. Due to declining interest in the program, London Police Service and LMHC did not run a Joe League program in the winter of 2009/10.



Rookie League Baseball



Rookie League Baseball



Rookie League Baseball



Rookie League Baseball

Community Development Partners

Victorian Order of Nurses (VON)

For over 20 years, three distinct support programs have been offered to tenants in all of our seniors' buildings and four adult buildings:

- **Supportive Housing:** An alternative to institutionalization for individuals who wish to continue living in the community. Support is available 24 hours a day, seven days a week, 365 days a year. The program currently runs at our 202 McNay Street and 85 Walnut Street apartment buildings in London.
- **Wellness Link Program:** This is a unique support program that targets those who need support with lifestyle changes, loneliness and isolation, problem solving and related services through confidential visits one day per week. This program also provides practical help including blood pressure clinics, Vial of Life, resident safety checks, lunch bunch, education on health and recreation topics, and friendly visits.
- **Home Help Program:** A light housekeeping service for seniors and adults with disabilities can be provided at an hourly rate of \$15. This can be subsidized to \$6 an hour for those who qualify.

University of Western Ontario (UWO) Nursing Program

Through a student placement practicum, LMHC works with two to four community nursing students at each of our participating properties. Our tenants are offered weekly programs focusing on health promotion, and student nurses receive hands-on community-building experience.

Community Chaplains

Two of our family communities have onsite community chaplains who provide programming to our tenants and their families. The Southdale Chaplaincy and the Limberlost Chaplaincy use amenity space to provide programming, services, counseling and advocacy to our tenants at Southdale/ Millbank and Limberlost. Programs include homework clubs, lunch programs, clothing exchanges, drop-ins, youth programs, teen girls' programs, parenting groups and special events.



Alan Rush/Gardens Penny Carnival

Community Development Partners

Glen Cairn Community Resource Centre

Available at our Pond Mills and Allan Rush Gardens family communities in London, the Glen Cairn Community Resource Centre provides onsite programs and services to tenants. These include after school programs, community outreach, advocacy and events. In addition, the group has been a partner with LMHC's Summer Recreation Program for the past three summers.



Families First CAPC food bags (Southdale)

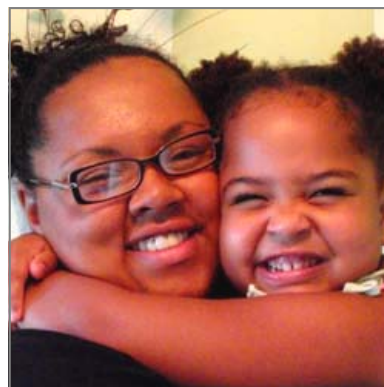
London Community Resource Centre

The centre provides funding and staff to run the Collective Kitchens Program at several of our communities. This is a program that brings tenants together to plan, shop and prepare a meal while receiving education about meal planning, nutrition and shopping on a budget.



South London Neighbourhood Resource Centre / Families First CAPC

Services are available at our Southdale/Millbank family community for female-led (16-24 years of age) households with children 0-6 years of age. These services include parenting education, informal child care and a baby food bank.



Community Development Partners

ACT III	London Community Resource Centre
AIDS Committee of London	London Fire Department
Alice Saddy Association	London InterCommunity Health Centre
Anago	London Police Service and COR Unit
Angelo's Bakery	London Public Library
Animal Care and Control	LUSO Community Services
Argyle Community Resource Centre	Merrymount Children's Centre
Beck Hearing Centre	Middlesex-London Health Unit
Boys and Girls Club of London	Mission Services of London
Brescia College	My Sister's Place
Centre of Hope	Neighbourhood Resource Association of Westminster Park (NRAWP)
Cheshire Homes of London	Neighbourhood Watch
Childreach	North Park Community Church
Children's Aid Society of London and Middlesex	Northwest London Community Resource Centre
City of London	Pathways
Clean and Green London	Quad County Support Services
Community Care Access Centre	SEARCH
Community Living London	South London Community Resource Centre
Crimestoppers	Southdale Chaplaincy
Domino's Pizza	St. Paul's Cathedral
East London United Church Outreach (ELUCO)	Starbucks
Everest College	Stock Transportation
Families First CAPC	Streetscape
Family Networks	Thames Valley Addictions
Focus on Art	United Way of London and Middlesex
Gateway Church	Unity Project
Glen Cairn Community Resource Centre	UWO - Arthur Labatt Family School of Nursing
Highbury Gospel Hall	UWO - Faculty of Health Sciences (LIT program)
Humane Society	UWO - Faculty of Social Science
Joe Kool's	UWO - IPHER
John Howard Society	Victorian Order of Nurses
Lakeview Gardens (Brecks)	Wings of Prayer
Learning for Living	Women's Community House
Life Resource Centre	WOTCH
Limberlost Chaplaincy	

Rent Supplement / Housing Allowance

LMHC has been involved with the **Rent Supplement Program** since its inception in 1974. After responsibility for social housing was downloaded from the province to the municipalities, LMHC continued to administer the rent supplement.

This program provides rent-geared-to-income housing to approximately 400 families and individuals in private rental accommodation. Owners of private apartments and townhouses enter into agreements with LMHC to lease specific units to applicants referred to the landlords by LMHC. As with other social housing providers, the applicants are taken from the centralized wait list managed by the Housing Access Centre. Although the applicant signs a lease with the private landlord, LMHC calculates their rent according to their income, and pays the landlord the difference between the full market rent and the tenant's rent-geared-to-income portion.

In 2005, the Canada Mortgage and Housing Corporation (CMHC) and the Province of Ontario signed the Canada-Ontario Affordable Housing Program agreement. The Affordable Housing Program was comprised of four components: Rental and Supportive, Northern Housing, Home Ownership and the Rent Supplement/**Housing Allowance Program (HAP)**. HAP was devel-

oped as an interim measure to enable service managers to respond to requests for affordable housing. The program is a time-limited one, for a maximum of five years from the date the unit was first obtained.

The housing allowance is a monthly amount paid directly to the landlord to reduce the market rent to a more affordable level for households below a certain income limit. This is not a rent-geared-to-income program, and is therefore different from any other subsidized housing program. Incomes are only reviewed once per year, so no interim changes are made.

Although the number of units obtained under this program was downsized from our original goal of 210 units, we maintained XX units through 2009. The remaining funds for the HAP program were converted to the Rental and Supportive part of the Affordable Housing Program, which is managed by the City of London's Housing Division.

Through the service manager, LMHC also channels funding for 31 Ontario Community Housing Assistance Program (OCHAP) units and 68 Strong Communities rent supplement units in various housing co-operatives and nonprofits throughout London and Middlesex.

Again this year we continued our partnerships with a variety of agencies, which al-

Rent Supplement / Housing Allowance

lowed 68 individuals to be subsidized in supportive units. Some of these associations are relatively recent, but some—like Cheshire Home of London—are 30 years old.

The agencies involved are Alice Saddy Association, Anago, Cheshire Homes of London, Community Living London, Quad County Support Services, and Western Ontario Therapeutic Community Hostel (WOTCH).

In 2010 we will continue to work with our private landlords, support agencies and other housing providers to ensure the continued success of the rent supplement programs.



The funding for all these programs comes from the City of London in the following manner:

Name of Program	Funding Source	Number of Units
Commercial	85% City of London 15% County of Middlesex	241
Strong Communities (LMHC)	100% Federal funding through the Province	160
Strong communities (non-profit/co-ops)	100% Federal funding through the Province	68
Housing Allowance	100% Federal funding through the Province	70
Ontario Community Housing Assistance Program (OCHAP)	85% City of London 15% County of Middlesex	31

Issues & Challenges

Issues

Shift In Our Tenant Population

- Younger tenant population, decreasing revenue from senior and working poor populations
- More transient tenants (7/10 from shelter system)
- More vulnerable tenants (victims of violence, addictions, mental illness)

Consequences:

- Public housing bearing the burden of de-institutionalization of mental health patients, differently abled individuals and persons struggling with addictions
- Revolving door for tenants lacking strengths/supports
- A new generation dependent on social supports
- Increased wear and tear, bad debts, damages and costs
- Security/safety of residents and staff is a rising concern

Increased Costs with Diminishing Revenues

- An aging (30-40 yrs.) portfolio with major building components having outlived their life expectancy
- Increased demands for maintenance
- Service expectations far exceeding those of a private landlord
- Increased accountability and administrative requirements
- Provincially-set rental rates that have not been adjusted since 1993

Consequences:

- Planned work is continually deferred due to catastrophic failures
- Emergency repairs precede preventative maintenance
- The City and County hit with 15 to 20% annual subsidy increases just to maintain the status quo
- The “Broken Window” theory and negative reputation of public housing are perpetuated
- Unfunded capital replacement liability continues to grow
- Health and safety of tenants is endangered

Issues & Challenges

Increased Demands on Staff

- Increasing requests for time-intensive tenant supports
- Increasing vandalism and destruction of private property
- Increasing number of capital works projects
- Increasing legislative requirements
- Increasing demands on pest management programs

Consequences:

- Increased workload
 - Increased time to complete tasks; service delays
 - Increased costs to complete tasks
 - Poor image of public housing perpetuated
-

It is obvious that the administration of public housing is not what it used to be years ago. In the face of declining resources, housing corporations also have to deal with aging portfolios and a changing, more-difficult-to-house tenant group. LMHC welcomes the challenge but needs the necessary resources to accomplish the task.

We respectfully recommend that the provincial government adjust rent scales used by public housing for tenants in receipt of Ontario Works/Ontario Disability Support Program to the same level received by private landlords, or the maximum shelter allowance allowed through these income support programs.

This would generate enough tenant revenue for LMHC to become self-sufficient. This would mean no more supplementary funding from governments; LMHC could deal not only with operational needs, but initiate an aggressive capital replacement and renewal program to improve existing living conditions for our tenants. In addition, LMHC needs to continue to partner with the health, social services and education sectors to increase support and opportunities for our tenant group.

Notes

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