



Mailing Address:
P.O. Box 344
Thorold ON L2V 3Z3

Street Address:
Campbell East
1815 Sir Isaac Brock Way
Thorold ON

Phone: 905-682-9201
Toll Free: 1-800-232-3292
(from Grimsby and beyond Niagara region only)

Main Fax: 905-687-4844
Fax – Applications: 905-935-0476
Fax – Contractors: 905-682-8301
Web site: www.nrh.ca

June 11, 2021

Ann-Marie Norio, Regional Clerk
Niagara Region
1815 Sir Isaac Brock Way
Thorold, ON L2V 4T7

Dear Ms. Norio,

In compliance with Section 11.3. of The Regional Municipality of Niagara/Niagara Regional Housing Operating Agreement, please see attached the NRH 2020 Annual Report on the Corporation's activities and achievements, consisting of a letter with an embedded short video report.

Your assistance is requested in moving report NRH 9-2021, the NRH 2020 Annual Report, through the Public Health & Social Services Committee to Regional Council for information.

Sincerely,

A handwritten signature in black ink, appearing to read 'Walter Sendzik', with a long horizontal line extending to the right.

Councillor Walter Sendzik
Chair



ANNUAL REPORT 2020



Like so many organizations, Niagara Regional Housing (NRH) was challenged like never before in 2020. The global pandemic forced the shut down of many of the

supports and services that our clients depend upon to live healthy lives. Fortunately, staff were able to adapt service delivery without sacrificing the high quality of work to which NRH clients and stakeholders have become accustomed. As you will see in the NRH 2020 Annual Report video, NRH and our partners worked together to come up with creative solutions to help our clients through the unfamiliar and frightening year.

Recognizing that vulnerable populations were disproportionately affected by the pandemic, NRH worked tirelessly to minimize its

impact. Throughout the year, we continued to serve Niagara residents and support the construction of new affordable housing across the region. The Annual Report video highlights NRH's many accomplishments through this incredibly difficult year.

And now, we have begun to see light at the end of the tunnel for the pandemic and NRH is moving toward an even stronger relationship with Niagara Region with a new organizational model. I am confident that this will bring a renewed emphasis on the needs of our community and that NRH and Niagara Region will work together to be even more creative, adaptable and collaborative.

On behalf of the Board and Staff of NRH, I would like to thank all those who have been so dedicated to Community Housing in Niagara. We share the same goal to provide quality community housing opportunities for individuals and families across our region. I look forward to creating better futures together.

I hope you enjoy our [2020 Annual Report](#) video.

Sincerely,
Walter Sendzik | NRH Chair