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February 15, 2019

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

Dear Ms. Norio:

At their February 15, 2019 meeting, the Niagara Regional Housing Board of Directors, passed the following motion as recommended in attached report NRH 4-2019:

#### That Niagara Regional Housing Quarterly Report October 1 to December 31, 2018 be APPROVED and FORWARDED to the Public Health and Social Services Committee and subsequently to Regional and Municipal Councils for information.

Your assistance is requested in moving report NRH 4-2019 through proper channels to Regional Council.

Sincerely,

Mayor Walter Sendzik Chair



# Q4 (October 1 to December 31, 2018) to Board of Directors

**Recommendation:** 

That Niagara Regional Housing Quarterly Report October 1 to December 31, 2018 be APPROVED and FORWARDED to the Public Health and Social Services Committee and subsequently to Regional and Municipal Councils for information.

Submitted by:

Donna Woiceshyn Chief Executive Officer

Approved by:

Walter Sendzik Chair

#### **Directors:**

Henry D'Angela, Chair Regional Councillor Thorold

James Hyatt, Vice-Chair Community Director St. Catharines

Karen Blackley, Treasurer Community Director Thorold **Betty Ann Baker - Secretary** Community Director St. Catharines

**Betty Lou Souter** Community Director St. Catharines

**Paul Grenier** Regional Councillor Welland **Tim Rigby** Regional Councillor St. Catharines

Walter Sendzik Regional Councillor St. Catharines

**Selina Volpatti** Regional Councillor Niagara Falls



#### **HIGHLIGHTS:**







That the Niagara community will provide affordable, accessible and quality housing for all residents



To expand opportunities that make affordable housing an integral part of building healthy and sustainable communities in Niagara

As the administrator of social housing for Niagara Region, Niagara Regional Housing (NRH) works to fulfill our vision and mission through six main areas of responsibility:

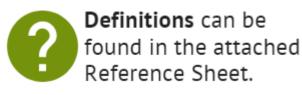
- 1. Public Housing (NRH Owned Units)
- 2. <u>Non-Profit Housing Programs</u>
- 3. <u>Rent Supplement Program</u>
- 4. Affordable Housing Program
- 5. Service Manager Responsibilities
- 6. Housing Access Centre and Centralized Waiting List

# **1. Public Housing (NRH Owned Units)**

#### **DAY-TO-DAY MAINTENANCE:**

In Q4, **3,203 work orders** were issued, representing \$1,036,642.12. \$69,018.54 of this amount was charged back to tenants who were held responsible for damages.

	2017-Q4	2018-Q1	2018-Q2	2018-Q3	2018-Q4
# of work orders issued	2,993	2,566	2,768	3,216	3,203





## CAPITAL PROGRAM:

The Capital Program is responsible for maintaining the Public Housing (NRH Owned Units) asset and planning for future sustainability.

In Q4, 35 contract orders were issued, 15 public tenders closed and purchase orders issued \$2,919,719.64.

The Capital Program was responsible for 39 capital projects valued at \$2,500,000 and nine SHAIP funded Capital projects valued at \$1,168,000 including:

- Parking lot replacement one project
- Installation of Heat Control System eight projects
- Roof replacement one project
- Designated Substance Survey one project
- Bathroom renovations one project
- Foundation repairs one project
- Investigation of basements nine projects
- Balcony door replacement one project
- Design and tender for Domestic Hot Water replacements three projects

As of December 31, 2018, \$6,400,000 of the \$7,000,000 budgeted (excluding emergency) has been committed and/or actually spent (91%).

As of December 31, 2018, \$1,922,182 of the available \$2,537,580 Social Housing Apartment Improvement Program (SHAIP) funding was committed and/or actually spent (76%).

#### TENANT MOVE OUTS:

#### **Move Outs By Reason**

Health	4
Long Term Care Facility	8
Deceased	10
Private Rental	10
Voluntarily Left Under Notice	3
Eviction – Tribunal	3
	5

NRH Transfer	13
Moved to Coop or Non-Profit	1
Bought a House	1
Left Without Notice	3
Other/None Given	9
Cease to Qualify	0
TOTAL	65

In Q4, there were **65 move outs**. Three involved eviction orders granted under the Ontario Landlord Tenant Board (LTB) – Arrears (two), Disruptive Behavior (one). One of the evictions was enforced by the Sherriff.

	2017-Q4	2018-Q1	2018-Q2	2018-Q3	2018-Q4
# of move outs	81	67	83	89	65



#### **A**RREARS:

	Dec 31, 2017	Mar 31, 2018	Jun 30, 2018	Sept 30, 2018	Dec 31, 2018
Rent charges for the month	\$1,150,372.27	\$1,167,751.69	\$1,136,607.00	\$1,165,765.00	\$1,187,770.00
Accumulated rent arrears	\$49,045.27	\$48,660.91	\$35,055.56	\$23,378.86	\$24,135.76
Arrears %	4.26%	4.17%	3.08%	2.01%	2.03%

## **INSURANCE:**

In Q4, there was one claim settled and one property damage claim expected to exceed the \$25,000 deductible.

## **COMMUNITY RESOURCES AND PARTNERSHIPS:**

In Q4, we had partnerships with **46 community agencies** across Niagara. As a result of these partnerships, more than 200 support and enrichment activities were offered to tenants at NRH sites. Each partnership contributes to tenant lives and, in turn, the success of the Public Housing community as a whole:

• In October of 2018, NRH began a year-long partnership with McMaster University in seven NRH senior communities. The Cardiovascular Health Awareness Program (CHAP) provides on-site blood pressure and diabetes risk assessments to participating seniors. Based on these assessments, volunteers provide health presentations, educational resources and referrals. The study is designed to determine if CHAP services help to improve the health of older adults and lead to fewer emergency and hospital visits.

Also during Q4, NRH Community Programs Coordinators (CPCs) offered support to **254 new referrals of tenants in need of assistance**. Of those new referrals, **56% were considered medium-high need**. In particular, there were more requests for help with arrears. There was also a continued increase in the number of tenants needing help with clutter and bed bugs.



# 2. Non-Profit Housing Programs

As administrator of social housing for Niagara Region, NRH provides legislative oversight for 61 Non-Profit Housing Programs (non-profit and co-operative). Operational Reviews are conducted to determine the overall health of each.

	2017-Q4	2018-Q1	2018-Q2	2018-Q3	2018-Q4
Healthy	43	41	41	41	40
Routine Monitoring	18	18	18	18	17
Intensive Monitoring	1	1	1	1	2
Pre-PID (Project in Difficulty)	1	1	1	1	1
PID (Project in Difficulty)	1	1	1	1	1
TOTAL	64	62	62	62	61

NRH Housing Programs staff continue to work with Federal Housing Providers as they move toward End of Operating Agreements (EOA). On December 31, 2018, the Operating Agreement with Fairview Seniors in St. Catharines expired; a Rent Supplement agreement was successfully negotiated to preserve 14 Rent-Geared-to-Income units.

# 3. Rent Supplement Program

In Q4, there were **1,370 Rent Supplement/Housing Allowance units** across Niagara. In the Rent Supplement program, tenants pay 30% of their gross monthly income directly to the private landlord and NRH subsidizes the difference up to the market rent for the unit. The Housing Allowance program is a short term program that provides a set allowance to help applicants on the wait list.

	2017-Q4	2018-Q1	2018-Q2	2018-Q3	2018-Q4
Fort Erie	26	27	28	28	28
Grimsby	26	26	26	26	26
Lincoln (Beamsville)	2	13	12	12	11
Niagara Falls	219	228	229	230	230
Niagara-on-the-Lake	-	-	-	-	-
Pelham	24	23	23	22	21
Port Colborne	47	51	53	51	53
St. Catharines	600	657	700	719	732
Thorold	29	32	37	54	53
Welland	199	202	201	197	201
West Lincoln	14	14	15	15	15
TOTAL	1,186	1,273	1,324	1,354	1,370



Variances in the number of Rent Supplement/Housing Allowance units reflects the general management of the program and required take-up/deletion of units due to End of Operating Agreements (EOA), move out of tenants, and/or new units/landlords. Totals will be increasing in the future as some Non-Profit Housing Programs transition into a Rent Supplement agreement upon expiry of their operating agreement. It is unknown which areas will be affected.

# **4. Affordable Housing Program**

## **NIAGARA RENOVATES PROGRAM:**

The Niagara Renovates program provides assistance to low-to-moderate income homeowners for home repairs, accessibility modifications and the creation of secondary suites in single family homes.

NRH received \$500,000 through the Investment in Affordable Housing - Extension (IAH-E) program for homeowner and secondary suite repairs and \$626,300 for multi-unit repairs, totaling \$1,006,300 for the 2018/2019 period.

Niagara Renovates inspections for 2018-2019 funding are complete. Inspections included all areas inside and outside of the home to ensure compliance with program guidelines. Issues were identified and a detailed Inspection Report was provided to the homeowner. **46 homeowners will receive funding** during this period.

## HOMEOWNERSHIP PROGRAM - "WELCOME HOME NIAGARA":

The Homeownership program assists low-to-moderate income rental households to purchase their first home by providing a down payment loan.

In Q4, **19 homeowners** received assistance through Welcome Home Niagara. **Two of these** were NRH tenants.

	2017-Q4	2018-Q1	2018-Q2	2018-Q3	2018-Q4
# of homeowners assisted	13	5	9	14	19

#### HOUSING FIRST PROGRAM:

The Housing First program helps people move quickly from homelessness to their own home by providing supports to help difficult to house individuals find and keep housing.

In Q4, **27 individuals/families** were housed through the Housing First program. Since 2012, Housing First has helped 371 individuals/families.

	2017- Q4	2018- Q1	2018- Q2	2018- Q3	2018- Q4
# of individuals/families housed	22	17	14	9	27
# of Housing First units (at quarter end)	148	165	170	178	184



Q4 (October 1 to December 31, 2018)

#### **RENTAL HOUSING (NEW DEVELOPMENT):**

#### **NRH New Development**

Carlton Street, St. Catharines	Amount	Units
Investment in Affordable Housing-Extension (IAH-E), Year 3	\$5,806,000	45
Investment in Affordable Housing-Extension (IAH-E), Year 4	\$2,888,000	23
Social Infrastructure Fund (SIF), Year 1	\$2,387,817	17
Roach Avenue, Welland		
Social Infrastructure Fund (SIF), Year 3	\$1,200,000	8
TOTAL	\$12,281,817	93

At the end of Q4:

#### **Carlton Street**

- Envelope work EIFS (Exterior Insulation and Finish Systems) is complete with some minor deficiencies. Caulking is 98% complete. Flashing of roof parapet is incomplete.
- Civil work sidewalks poured, asphalt base coat complete
- Landscaping postponed until spring 2019, topsoil installation 80% complete
- 1st floor boarding in progress 60% complete, framing, boarding, taping and sanding to continue
- 2nd floor apartments painting of rooms 95% complete, millwork progressing in a stop start fashion due to manufacturing delays at the plant, flooring 90% complete, wall tiles installation on going, electrical devices - 80% complete, plumbing fixture installation ongoing
- 3rd floor apartments painting, flooring 95% complete, plumbing fixtures installation on going. Not ready for deficiency inspection.
- 4th floor apartments painting 95% complete, flooring complete, handicap washroom floor tiles complete, wall tile installation 90% complete, millwork 90% complete, no further progress in the hallways. Finishing trades 90% complete. Not ready for deficiency inspection.
- 5th floor apartments painting generally complete, millwork 95% complete, door installation complete, plumbing and electrical fixtures complete, first coat of paint applied in hallways, T bar ceiling 90% complete, hallway floors incomplete
- Drywall crew a critical trade that needs continued monitoring. Sufficient human resources is the key to achieving schedule goals.
- Elevator installation progressing, 80% complete
- Commissioning of mechanical system started, cleaning and flushing of lines has started
- Project expected to be complete in March 2019

#### **Roach Avenue**

- Revised final permit drawings issued December 14, 2018
- Foundation work basement walls poured, footings on north side being excavated



Q4 (October 1 to December 31, 2018)

- 1st floor core slab delivered and installed December 14, 2018
- Water proofing of basement walls commencing in December
- Project approximately one month behind schedule

#### **Additional New Development**

Investment in Affordable Housing-Extension (IAH-E), Year 2 funding has been allocated to three non-profit organizations and will result in the creation of 40 units for seniors and mental health consumers in Niagara:

	Amount	Units
Gateway Residences of Niagara, Huron Street, Niagara Falls	\$720,000	9
Thorold Municipal Non-Profit, Ormond Street, Thorold	\$1,228,912	14
Stamford Kiwanis, Barker Street, Niagara Falls	\$1,089,088	17
TOTAL	\$3,038,000	40

At the end of Q4:

- Gateway Residence of Niagara and Thorold Municipal Non-Profit complete and operational
- Stamford Kiwanis approximately 60% complete. Financing has been approved. Construction to resume in 2019. Occupancy and substantial completion expected summer 2019.

# **5. Service Manager Responsibilities**

## **APPEALS:**

In Q4, **12 appeals** were heard (three more than in 2017-Q4).

- Eight related to ongoing RGI eligibility
  - Six for failure to provide information
    - One where Committee allowed extra time to remove commercial vehicles, and prove they are not getting income from child's business and that child is living at different address. OVERTURNED.
    - One where Committee allowed extra time to provide completed selfemployment verification forms for most current three months and proof of having applied for income from Ontario Works. OVERTURNED.
    - Four related to undeclared change-illegal occupant(s). Two UPHELD; two OVERTURNED.
  - One where tenant owed former arrears. Committee allowed extra time to enter into repayment agreements and provide current income information. OVERTURNED.
  - One related to review of Rent-Geared-to-Income eligibility and confirmation that rent was calculated correctly. NO DECISION REQUIRED.



• Four for decisions made by Housing Access (one for Special Priority status and three for Urgent status). All UPHELD.

	2017-Q4	2018-Q1	2018-Q2	2018-Q3	2018-Q4
# of appeals	9	19	9	15	12

#### **INVESTMENTS:**

See Appendix A – Investment Report

# 6. Housing Access Centre & Centralized Waiting List

## **APPLICATION ACTIVITY:**

# of Applications Received & Processed		# of Eligible Applications	538
# of Special Provincial Priority Status Applications	86	# of Ineligible Applications	29
# of Urgent Status Applications	104	# of Cancelled Applications	436
# of Homeless Status Applications	163	# of Applicants Housed	120

In Q4, **436 households were removed** from the Centralized Waiting List because they were no longer eligible, they found alternate housing or we were unable to make contact.



CENTRALIZED WAITING LIST:			2018- Q1	2018- Q2	2018- Q3	2018- Q4			
			Q4     Q1     Q2     Q3     Q4       # of households						
Α	Rent-Geared-to-Income (RGI) waiting list:								
	Niagara resident RGI waiting list	4,344	4,287	4,562	4,642	4,616			
	Applicants from outside of Niagara	657	639	692	758	761			
TOTAL	RGI waiting list:	5,001	4,926	5,254	5,400	5,377			
	<b>Housing Allowance:</b> a set allowance to help applicants on the waiting list with affordability in the private market until housed in an RGI unit	505	569	605	618	639			
A1	RGI waiting list demographics:								
	Seniors	2,061	2,064	2,173	2,236	2.218			
	Adults no dependents	1,703	1,630	1,727	1,764	1.761			
	Adults with dependents	1,237	1,232	1,354	1,400	1.398			
A2	<b>RGI list further segmented</b> (#'s included in A & A1):								
	<b>SPP – Special Provincial Priority (Ministry</b> <b>Priority)</b> : helps victims of violence separate permanently from their abuser	101	122	129	129	131			
	<ul> <li>URG – Urgent (Local Priority): for applicants with mobility barriers and/or extreme hardship where their current accommodation puts them at extreme risk and/or causes hardship</li> <li>HML – Homeless (Local Priority): provides increased opportunity for placement to homeless households</li> </ul>		104	120	123	116			
			842	894	947	954			
	<b>SUP – Supportive/Transitional:</b> provides targeted, provisional services to assist individuals to transition beyond basic needs to more permanent housing		17	17	13	13			
В	In addition, NRH manages:								
	<b>Overhoused:</b> households who are living in subsidized accommodation with more bedrooms than they are eligible for		152	167	171	168			
<b>Transfer:</b> households who are currently living in subsidized accommodation and have requested a transfer to another provider		513	518	525	547	535			
TOTAL RGI households on waiting list managed by NRH:			5,596	5,946	6,118	6,080			
С	NRH maintains a waiting list for market rent units (62 Non-Profit Housing Programs):								
	<b>Market:</b> applicants who have applied for a market rent unit in the Non-Profit Housing Programs portfolio	591	578	597	629	647			
TOTAL	households on waiting list managed by NRH:	6,248	6,174	6,543	6,747	6.727			
TOTAL	individuals on waiting list managed by NRH:	10,449	10,380	11,052	11,496	11.488			

**Note:** the above chart includes only those who apply to the Centralized Waiting List and does not capture the full number of those in need of affordable housing in Niagara.



## **ESTIMATED WAIT TIMES:**

CITY	-	ORS	SINC Age 1		HOUSEHOLDS WITH DEPENDENTS						
	Bachelor	1 Bed	Bachelor	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed			
	YEARS										
Fort Erie	-	9	2	2 8.5		1	5	-			
Grimsby	-	4	-					-			
Lincoln	-	4.5	-	12	9	8	-	-			
Niagara Falls	4	6	-	16	5	3	7	14			
Niagara-on-the-Lake	-	6.5	-	-	-	-	-	-			
Pelham	-	3.5	-	-	-	-	-	-			
Port Colborne	-	4.5	-	13	3	3	3	-			
St. Catharines	-	6.5	9	13	3.5	3	9	12			
Thorold	-	6.5	- 10		6	8	-	-			
Welland	-	5	6 15		5	2.5	7	2			
West Lincoln	-	4			5.5	7	-	-			

#### - no units of this size available in this community

January 2018

Please note:

- wait time information can fluctuate and is an approximation only
- wait times may not reflect the actual time one may wait for affordable housing

**Quarterly Report on Cash / Investments / Reserves for Period Ending December 31, 2018** 

NRH 4-2019 19-178-4.3. App A

	Арр А						
	This Quarter Balance	Last Quarter Balance	Variance \$	Variance %	Comments		
BANK ACCOUNTS							
Current Bank Account: Royal Bank account used for day-to-day operations for the owned units. Also to cash flow various short terms programs funded by Prov and Fed gov't usch as development, homeownership and capital repair programs.	\$6,693,118.16	14,961,182.38	(8,268,064.22)	-55.26%	Since the February 2016 transition to PeopleSoft, day-to-day accounts payable transactions are paid by the Region through PeopleSoft. Reconciliation of the due to the Region account will be performed on a regular basis to transfer amounts due to the Region.		
Investment Bank Account: Used to hold funds "In Trust" for designated Housing Providers for capital work.					Interest earned at a rate of RBC Prime minus 1.70% on balances in bank and investment accounts.		
A CMHA: Reserves held for CMHA Units.	4,592.36	4,592.36	-	0.00%			
B Ganawageh Capital Fund:	97,971.49	97,971.49	-	0.00%	Withdrawals are made in accordance with approved procedures. Current quarter interest.		
C Due (From) Current Account	277,719.84	275,734.45	1,985.39	0.72%			
Total Investment Bank Accounts	380,283.69	378,298.30	1,985.39	0.52%			

	This Quarter Balance	Last Quarter Balance	Variance \$	Variance %	Comments				
INVESTMENT VEHICLES - FUND ACCOUNTING									
Various investment vehicles are used to protect and optimize the cash that is he long-term in nature. These funds are intended to ensure continued growth witho			short-term and						
Current Instruments:	2 Year GIC, \$521,565; due date is 05/16/2019; interest rate of 1.26% to 1.63%								
RBC Investment Savings = \$4,437,374.76	2 Year GIC, \$497,0 2.25%.	00; due date is 08/15/2	2019; interest rate of	f 1.45% to					
	2 Year GIC, \$188,0 2.74%	00; due date is 08/17/2	2020; interest rate of	f 2.65% to					
	2 Year GIC, \$376,000; due date is 08/20/2020; interest rate of 2.60% to 2.65%								
	2 Year GIC, \$264,2	80; due date is 08/21/2	2020; interest rate of	f 2.53%					
1 PASS THROUGH FEDERAL/PROVINCIAL PROGRAM FUNDING									
A AHP - New Development	65,375.90	65,375.90	-	0.00%					
2 ADMINISTRATION FUNDING									
B Affordable Housing Prog & Housing Allowance Prog		-	-	0.00%					
C IAH - Admin Fee	1,090,167.09	199,517.61	890,649.48	446.40%					
3 RECONCILIATION									
D Due (From)Current Account	5,160,310.63	6,024,337.39	(864,026.76)	-14.34%	Due to current account				
Total	6,315,853.62	6,289,230.90	26,622.72	0.42%					

#### Q4 Report on Reserves as at December December 31, 2018

Description	Balances at December 31, 2017	Year-to-date Net Transfers from (to) Operating	Year-to-date Capital Transfers		Balance at December 31, 2018
NRH Owned Units Public/Local					
Housing Corp:	\$ 4,327,035	\$ 389,782	\$ (596,001)	\$	4,120,816
Niagara Regional Housing:					
Emergency Capital Funding for Housing Providers	1 004 071				1 004 971
Title Normalization for NRH Owned	1,924,871				1,924,871
Units	712,381				712,381
New Initiatives, other social housing					
purposes and any new deposits are	4 540 047		(4, 440, 000)		0 400 047
added to this category Niagara Regional Housing TOTAL:	4,513,047 7,150,299	-	 (1,110,000) (1,110,000)		3,403,047 6,040,299
	, ,			•	
Total NRH Capital Reserves	\$ 11,477,334	\$ 389,782	\$ (1,706,001)	\$	10,161,115
NRH Rent Supplement:	\$ 302,301	\$ (24,000)			278,301
Total NRH Stabilization Reserves	\$ 302,301	\$ (24,000)	\$ -	\$	278,301
NRH Employee Future Benefits:	\$ 792,733	\$ -	\$ -		792,733
Total Future Liability Reserves	\$ 792,733	\$ -	\$ <u> </u>	\$	792,733
Total	\$ 12,572,368	\$ 365,782	\$ (1,706,001)	\$	11,232,149

\* 2018 Budget amounts

Interest no longer applied by approval of Regional Council (CSD 02-2013).

503 NRH Owned Units Public/Local Housing Corp: This reserve was set-up by the Board of Directors as a Reserve Fund in September 2004 for capital expenses related to the NRH owned units.

#### 502 Niagara Regional Housing

This reserve includes three major elements: (1) Emergency Capital Funding for Housing Providers - *intent to support capital repair program for housing providers; surplus* from housing programs should be directed to this component of the reserve (2) Title Normalization for NRH Owned Units (3) New Initiatives / New Development - \$2.29M is restricted to future development/intensification in Niagara Falls (see 2017 Year-End Transfer) - expected to cover \$810k - 100% costs related to 2019 NF capital project; remainder unrestricted; Potential acquisition / intensification effort identified by NRH SMT utilizing Provincial SIF funds currently utilizes \$275k of unrestricted balance

NRH Rent Supplement: This fund was set-up by the Board of Directors in December 2008 (year end) for a new Rent Supplement program. This Rent Supplement progran is budgeted annually and withdrawal from the Reserve matches that year's expenditures.

NRH Employee Future Benefits: This fund was set-up by the Board of Directors in 2011 to fund Employee Future Benefits. (retiree benefits, sick leave, vacation. etc.).

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