

Board Members:

Phil Squire- Chair

Shellie Chowns

Gary Bezaire

John Corboy

Shawn Lewis

Hadleigh McAlister

Mayor Grantham

Cara Awcock

LMCH Leadership

Paul Chisholm,
CEO

Andrea Mackenzie,
Director of Tenant
Services

Trevor
Whittingham,
Senior Manager,
Asset Management

Christine Poirier,
Senior Manager,
Property Services

Dirk Volschen,
Manager of Human
Resources

PUBLIC AGENDA

**LONDON & MIDDLESEX COMMUNITY HOUSING
(LMCH)**

Board of Directors Meeting

**Corporate Boardroom
1299 Oxford Street East, Unit 5C5
London, Ontario, N5Y 4W5**

Thursday, September 21, 2023

5:30 PM – 7:30 PM

Item	Lead	Time
1. Call to Order	P. Squire	5:30
2. Recognition of Indigenous Peoples and Lands Statement	P. Squire	
3. Completion and Acceptance of Agenda	P. Squire	
4. Disclosure of Interest	P. Squire	5:35
5. Approval of Minutes of Previous Meetings a. August 17, 2023, Public Minutes	P. Squire	
6. Communications None		
7. Delegations None		
8. Presentations None		
9. In-Camera • To provide an opportunity for the board to discuss particularly sensitive matters within the jurisdiction of the board (such as litigation, labour relations, or management performance.	P. Chisholm	
10. Consent Agenda Items: a) Staff Report 2023- 49 CEO Report b) Staff Report 2023- 50 Vacancy Management Update Report	P. Chisholm A. MacKenzie	5:50
11. Reports and Business <u>Finance Committee Reports for Information:</u> <i>Reports overview provided by Committee Chair, S. Chowns</i> <ul style="list-style-type: none"> • FC- 23- 43 Senior Manager of Capital Update • FC- 23-44 CMCH Quarterly Update • FC- 23-45 Q2 Financial Results • FC- 23-46 Q2 KPI Report • FC- 23-47 HDN 2023-262 Treatment of temporary Covid-19 Benefits for RGI calculations • FC- 23-48 HDN 2023-263 Calculating Minimum Rent c) Staff Report 2023- 51 Reimagine Southdale RFQ <ul style="list-style-type: none"> • Report for approval 		
11. New Business / Enquiries	P. Squire	
12. Meeting Adjournment	P. Squire	7:30pm

Recognition of Indigenous Peoples and Lands Statement

We would like to begin by acknowledging the treaty territory of the Anishnaabeg, which is defined within the pre-confederation treaty know as the London Township Treaty of 1796. Throughout time, this region has also become the current home to the Haudenosaunee and Lenni-Lenape Nations.



BOARD OF DIRECTORS MEETING MINUTES

August 17, 2023 at 5:30 p.m.
London & Middlesex Community Housing
Boardroom, 1299 Oxford Street East, Unit 5C5, London, Ontario, Canada

Board Members in Attendance:

Phillip Squire, Chair*

Shawn Lewis**

Hadleigh McAlister*

John Corboy*

Cara Awcock *

Not in Attendance

Gary Bezaire*

Shellie Chowns*

Mayor Grantham*

Senior Leadership in Attendance:

Paul Chisholm, CEO

Andrea Mackenzie, Director of Tenant Services

Christine Poirier, Senior Manager Property Services

Ryan Winter, Business Planner

Trevor Whittingham, Senior Manager Asset Management

* Virtual Attendance via Zoom

1. Call to Order	P. Squire called the meeting to order at 5:34 p.m.
2. Recognition of Indigenous Peoples and Lands	P. Squire provided the recognition address at 5:35 p.m. <i>We would like to begin by acknowledging the treaty territory of the Anishnaabeg, which is defined within the pre-confederation treaty know as the London Township Treaty of 1796. Throughout time, this region has also become the current home to the Haudenosaunee and Leni-Lenape Nations.</i>
3. Completion and Acceptance of the Agenda	Regarding the completion and acceptance of the agenda,



	<p>MOVED by S. Lewis, seconded by C. Awcock, ALL Members AGREED that the agenda BE ACCEPTED and APPROVED as presented. PASSED at 5:35 p.m.</p> <p>Item added to New Business: Committee and Board Attendance - Chair</p>
4. Disclosures of Interest	P. Squire called for conflict-of-interest declarations with respect to the agenda. No conflicts - of- interest was declared at 5:36 p.m.
5. Approval of Board Meeting Minutes	Regarding the Board Meeting Minutes of June 15, 2023, MOVED by C. Awcock, seconded by H. Mcalister, that the Minutes BE ACCEPTED and APPROVED , item CARRIED at 5:36 p.m. ALL In Favour.
6. Communications	The Council Resolution City of London, the overview provided by P. Chisholm. Reviewed in the CEO report.
7. Delegations	None
8. Presentations	None
9. In Camera	None
10. Consent Items a) Staff Report 2023- 43 CEO Report	<p>MOTION to RECEIVE the report for Information, MOVED by S. Lewis seconded by H. McAlister, PASSED at 6:17pm.</p> <p>P. Chisholm provided an overview of the report.</p> <p>Recognition of the passing of G. McCormick, LMCH community at 30 Baseline greatly impacted as well as staff.</p> <p>AMG was held in June with the City council, The Annual report was presented to the council, and LMCH financials were of interest regarding bad debt and overstated revenue. The council inquired about safety and cleanliness.</p> <ul style="list-style-type: none"> - Board Chair – Addressed concerns on the City Council environment when presenting during AGM presentation. - S. Lewis noted support when LMCH and other presenters addressed Council that they should be on the floor and will raise this with City Clerks and staff, The Chair to put this request in writing and the Deputy Mayor will put this request forward. - The Board reviewed Tenant Placement and it was noted that in September or October a Staff report will come from Mr. Dickins



around tenant placement and approvals, to address the tenant selection process.

- H. Mcalister Comments: Will review these concerns and will align with the Deputy Mayor to push the tenant selection process, to act as a bridge between City Hall and LMCH.

-Rookie ball finished its 30th year.

-Tenant Director Interviews will take place next week, 16 applications were relieved.

- Community and Protective Services Committee has requested LMCH to assume a Property Management role for a site.

The second request is that the LMCH Board be appointed to the Additional Housing Site Board, 3 Directors from the LMCH Board would sit on the board of the assumed Property.

Discussion on reimbursement for work completed and clarification on LMCH not being liable for Capital repairs.

Should request an extension of the September 1st take-over deadline, LMCH is requesting a 30-60-day extension to take this site over and assume Board responsibility.

-Action required from the Board is that the Chair has the authority, to appoint LMCH board members to the Additional Housing Site Board. A process needs to be put into place to Identify who will sit.

-The building will be part of our portfolio Temporarily, the City of London will determine if legally LMCH Board members to sit on the Additional Housing Site board.

The board of the Additional Housing Site would manage the business of that Housing site under a separate umbrella apart from LMCH.

-The new board would function as a subcommittee and deal with the site so reporting remains consistent.

- Discussion on this site being revenue neutral, and that sufficient staffing to manage the property is in place.

-City Solicitor needs to determine if this process, can be transferred.

-The intent is to get the site to through its mortgage when it expires in 2024.

- Legal parameters are a concern to the Board and this will need to



b) Staff Report
2023- 44 Vacancy
Management
Update Report

be clarified.
-The Share Holder direction does indicate that our role is to manage and govern RGI housing

- **MOTION:** P. Chisholm reach out to the City and arrange an information meeting for the member of the LMCH Board to provide a better understanding of what is being asked. This is to be scheduled before the next LMCH board meeting. Note- LMCH Board member’s attendance is voluntary if a member is interested in participating. **MOVED** by S. Lewis, seconded by Corboy.
ALL IN FAVOUR – 6:17pm

A. Mackenzie & C. Poirier provided a report overview.

- Challenges on restoration details were reviewed as well as plans for the remainder of the month to get the number back up.
- Units reviewed by site type

- 122 Baseline and 241 Simcoe fires played a significant role in the units in restoration. Discussion on the number of units impacted by fires.

- Discussion: Is there a way to divert resources to assist in the restoration timeline.
LMCH now has a new vendor pool to complete units in a timeline manner, with the main goal to complete units that have been sitting the longest.
- Discussion on monthly target:
Moving into Q4 , we need to asses monthly targets. Large job units are now going to vendors as we work through the backlog.
50 + units are currently with vendors.
- Noted that in the future if reports could include statistics that give context such as fire, flood, and units assigned to vendors.
This will better help to gauge progress.

MOTION to RECEIVE the report for information **MOVED** by J. Corboy seconded by C. Awcock, All in Favour, **PASSED** at 6:38pm.

<p>g. Staff Report 2023- 48 Change Order report Limberlost Paving</p>	<p>Report overview provided by T. Whittingham MOTION to APPROVE the report, MOVED by J. Corboy, seconded by H.McAlister, ALL IN FAVOUR PASSED at 6:54pm.</p> <p><u><i>Tenant Services Committee Reports for Information: Reports overview provided by Committee Chair, J. Corboy</i></u></p> <ul style="list-style-type: none"> • TSC-23-10 Community Safety Unit Status Report and KPI Review • TSC-23-11 Update Community Development and Tenant Engagement Strategy • TSC-23-12 Re-Imagine Southdale Tenant Engagement and Support Plan • TSC-23-13 TAC Update • TSC-23-14 Work order and service report Q1 2023 – Property Services • TSC-23-15 Upcoming Policies for LMCH Update • Vacancy Management Report 2022- 23 <p>- MOTION to APPROVE reports, MOVED by S. Lewis, seconded by C. Awcock, All in Favour , PASSED at 7:04pm.</p> <p>An overview of TAC and current status update was given by L. Luther.</p>
<p>New Business</p>	<p>Board Quorum - Will be raised with all Board members, so all Committee and Board meetings are attended by all members.</p>
<p>13. MEETING ADJOURNMENT</p>	<p>ADJOURNED, MOVED by S. Lewis, seconded by C. Awcock. ALL in Favour, PASSED at 7:06pm.</p>

Phil Squire, Chair

Paul Chisholm, CEO

STAFF REPORT 2023- 49

TO: LMCH Board of Directors

FROM: Paul Chisholm, Chief Executive Officer

SUBJECT: CEO Update

DATE: September 15, 2023

PURPOSE:

The purpose of the report is to provide updates to the Board on the status of key initiatives previously approved, introduce items that may come before the Board in future meetings, and provide updates on meetings, events, or operational activities that may be of interest to the Board.

RECOMMENDATION:

That the CEO Update report **BE RECEIVED** for information.

UPDATES:

Southdale Back to School Event

LMCH was pleased to partner with Shaedon Sharpe to hold a back-to-school event at our Southdale Community on August 29, 2023. Shaedon Sharpe grew up in London and was drafted 7th overall in the 2022 NBA Draft. He plays with the Portland Trail Blazers. The event included activities for school-age children including basketball clinics, face painting, a photo booth and more. The highlights of the event included a Q&A with Shaedon and backpacks with school supplies for school-age children. This event was made possible by contributions from Shaedon Sharpe and his family, the Portland Trail Blazers, Nike, Staples, Scholars Ed, the London Community Chaplaincy, and staff across LMCH.

Tenant Director Recruitment Update

The LMCH Board Subcommittee created to review applications for the vacant Tenant Director position on the Board has concluded its work and a letter of recommendation has been sent to the City of London. Hadleigh Mcalister was nominated chair of the Subcommittee with additional members including Director John Corboy, Director Colin Grantham, Director Shawn Lewis, and Chair Phil Squires. Cathy Urquhart of Fanshawe College was the community representative and Paul Chisholm, CEO also participated in the subcommittee.

Five candidates were shortlisted for interviews and four candidates participated in the interview process. After interviews concluded on August 28, 2023, the Subcommittee selected Kathleen Savoy as the tenant recommended to fill the vacant position.

Local Housing Corporation Updates

The Local Housing Corporation (LHC) group in Ontario has been active in the sector.

Members of the LHC made a presentation to senior staff at the Ontario Ministries of Municipal Affairs and Housing as well as the Ministry of Health on August 23, 2023. The Local Housing Corporations presented an overview of the current challenges in the sector that include the increasing support needs of the tenants we serve and service system gaps that need to be addressed in partnership with housing providers.

At the Quarterly Meeting held on September 14, 2023, we were provided updates on a number of key initiatives supported by Housing Services Corporation (HSC):

- The insurance program administered by HSC is advising of increasing program costs expected for the 2023/24 renewal period. LMCH has seen annual insurance premium increases of approximately 15% in past years. HSC indicates current rates are being finalized and providers may see increases of up to 24% in annual premiums.
- HSC administered a bulk gas purchase program for large providers. LMCH purchases about 50% of our natural gas from the program. HSC reports that volatility in the market has stabilized. LMCH's bulk rate cost will be reset at the end of 2023 and we can expect an increase of approximately 20-30% as our previous rate was locked in five years ago. This increase may be offset by reduced volatility in the portion of natural gas costs not covered under the program.

Request to Assume Property Management Services

As discussed at the last LMCH Board meeting in August, LMCH will be assuming Property Management Services for 728-792 Ladybrook Crescent, London Ontario. Discussions are underway to support a transition date of September 28, 2023. LMCH will continue to work closely with the City of London to ensure property management services are provided, capital planning is reviewed, and that tenants understand the role and relationship of LMCH as the new Property Manager.

Separate discussions will need to take place about the governance transition. This work is still being finalized and there is no update at the time of this report.

Security Services Contract

LMCH has identified that the current security services provider is not meeting the service levels as set out in the contract. The provider is not able to provide the required number of staff to meet contract obligations. This is resulting in significant underspending in the program and more importantly diminished service for our tenants. The decision has been made to end the contract earlier than the December 2023 end date.

LMCH has released an RFP for security services to replace the vendor for a period of up to 8 months to get through the busier winter season. Vendors have responded and a contract award is expected in the coming week. Once the contract is awarded a transition plan will be finalized to return to planned service levels across our communities.

PREPARED BY:
PAUL CHISHOLM, CHIEF EXECUTIVE OFFICER

STAFF REPORT 2023- 50

TO: LMCH Board of Directors

FROM: Christine Poirier, Senior Manager - Property Services
Andrea Mackenzie, Director of Tenant Services

SUBJECT: Vacancy Management Report

DATE: September 15, 2023

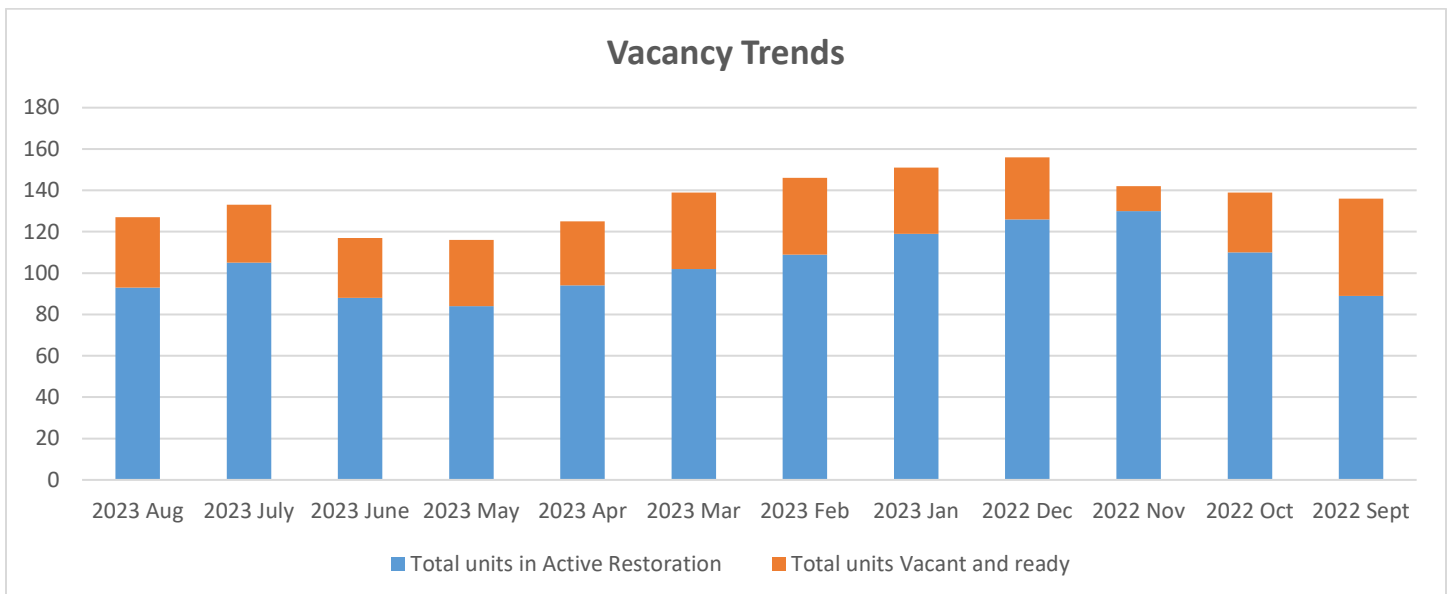
Purpose:

To update the Board of Directors regarding the status of LMCH’s Vacancy Management progress with the objective of achieving a three percent (3%) total vacancy.

RECOMMENDATION:

That the Vacancy Management Update report **BE RECEIVED** for information.

OVERVIEW:



Monthly Vacancy Progress (Reported as of August 31st, 2023)

- Total Vacancy:** This includes all units within LMCH portfolio that are not occupied. It is inclusive of units that are Non-Rentable or in Active Restoration and Rent Ready Stock. (Target: 3%)

Count (Units)	2023 Aug	2023 July	2023 June	2023 May	2023 Apr	2023 Mar	2023 Feb	2023 Jan	2022 Dec	2022 Nov	2022 Oct	2022 Sept
Total units in Active Restoration	93	105	88	84	94	102	109	119	126	130	110	89
Total units Vacant and ready	34	28	29	32	31	37	37	32	30	12	29	47
Total Vacancy (Units Available)	127	133	117	116	125	139	146	151	156	142	139	136

Vacancy Rate	2023 Aug	2023 July	2023 June	2023 May	2023 Apr	2023 Mar	2023 Feb	2023 Jan	2022 Dec	2022 Nov	2022 Oct	2022 Sept
Total units in Active Restoration	2.8%	3.2%	2.7%	2.6%	2.9%	3.1%	3.3%	3.6%	3.8%	4.0%	3.4%	2.7%
Total units Vacant and ready	1.0%	0.9%	0.9%	1.0%	0.9%	1.1%	1.1%	1.0%	0.9%	0.4%	0.9%	1.4%
Total Vacancy (Units Available)	3.9%	4.1%	3.6%	3.5%	3.8%	4.2%	4.4%	4.6%	4.8%	4.3%	4.2%	4.1%

2. Non-Rentable Units:

The non-rentable category includes units that do not have a predictable rent ready projection date due to an insurance claim or a major construction project (e.g., units that are being used for broader portfolio improvements).

- 34 units are on hold as part of CMHC Accessible Unit Project.
- 10 units are vacant and undergoing restoration for fire or as part of insurance claims.
- 18 units at our Southdale Project are vacant awaiting demolition as part of the Reimagine Southdale project.

3. Active Restoration:

The active restoration category includes all remaining units that are slated for restoration and rental. The target for units in active restoration is 2% of the portfolio or 66 units. At the end of August there were 93 units in active restoration which was 2.8 % of the portfolio.

There were 41 units restored in August that took an average of 96 days to return to rent ready.

Age of Units Restored in Period (Count)	2023 Aug	2023 July	2023 June	2023 May	2023 Apr	2023 Mar	2023 Feb	2023 Jan	2022 Dec	2022 Nov	2022 Oct	2022 Sept
0-15 days	3	0	1	0	0	1	1	0	0	0	0	1
16-30 days	0	1	4	4	1	2	2	2	1	0	1	4
31-60 days	17	8	9	13	3	6	1	4	4	1	5	7
61-90 days	5	6	5	5	7	10	2	8	4	3	6	7
91+ days	16	8	10	16	18	20	29	24	23	6	8	14
Total units restored	41	23	29	38	29	39	35	38	32	10	20	33
Average # of days in restoration	96	109	80	95	137	103	156	122	116	124	95	84

At the end of August 2023 there were 93 units in active restoration down from 105 at the end of July 2023. Units in active restoration at the end of August had been vacant for an average of 87 days as of 31st August 2023.

Age of Units in active Restoration (Count)	2023 Aug	2023 July	2023 June	2023 May	2023 Apr	2023 Mar	2023 Feb	2023 Jan	2022 Dec	2022 Nov	2022 Oct	2022 Sept
0-15 days	16	28	18	17	16	16	15	9	10	15	18	9
16-30 days	11	15	14	16	9	11	11	18	18	15	14	18
31-60 days	26	25	23	10	19	20	22	22	24	29	20	20
61-90 days	17	15	4	11	13	12	24	20	26	17	17	23
91+ days	23	23	29	30	37	43	37	50	48	54	41	19
Total units in Active Restoration	93	105	88	84	94	102	109	119	126	130	110	89
Average # of days in restoration at month end	87	80	100	100	101	100	92	101	97	90	82	71

4. Active Rental Stock: These are the units that are rent ready and available to offer. Units leave this category when they are future leased or leased (when the actual lease is signed, and keys are handed to the new tenant). The target for Active Rental Stock is 1% of the portfolio or 33 units.

In the month of August, 34 units were leased that had been rent ready for an average of almost 22 days. In addition to units leased an additional 19 units were accepted by tenants to be leased in September and future periods.

Age of Units Leased in the Period (Count)	2023 Aug	2023 July	2023 June	2023 May	2023 Apr	2023 Mar	2023 Feb	2023 Jan	2022 Dec	2022 Nov	2022 Oct	2022 Sept
0-15 days	17	11	23	16	20	20	22	11	8	6	11	3
16-30 days	11	7	10	10	8	8	5	5	6	9	8	8
31-60 days	3	4	3	4	9	6	3	2	4	4	5	11
61-90 days	2	2	1	3	1	0	1	0	1	4	1	4
91+ days	1	0	1	0	0	1	0	0	3	4	9	9
Total units Leased	34	24	38	33	38	35	31	18	22	27	34	35
Average # of days to commit the unit	22	21	20	21	19	21	17	14	54	48	56	64

At the end of August, the active rental stock was 34 units or 1.0 % of the portfolio. The average days units were in Active Rental at the end of August was 13 days.

Age of Units Vacant and Available (Count)	2023 Aug	2023 July	2023 June	2023 May	2023 Apr	2023 Mar	2023 Feb	2023 Jan	2022 Dec	2022 Nov	2022 Oct	2022 Sept
0-15 days	31	16	16	26	20	24	31	29	23	7	17	25
16-30 days	0	2	8	1	5	4	3	2	3	2	6	9
31-60 days	0	6	4	2	2	9	3	0	2	0	2	1
61-90 days	1	3	0	1	4	0	0	0	1	3	2	4
91+ days	2	1	1	2	0	0	0	1	1	1	2	8
Total units Vacant and ready	34	28	29	32	31	37	37	32	30	12	29	47
Average # of days vacant and ready	13	22	17	13	16	14	13	13	13	24	32	41

Period Summaries:

LMCH had a total of 31 new units confirmed vacant in the month of August which have been added to the active restoration stock.

LMCH restored a total of 41 units during this same period.

LMCH leased 34 units and future leased an additional 19 during this reporting period.

Conclusion

The corporate target for vacant units is 100 units. The sub-targets set are 66 units in Active Restoration and 33 units in Active Rental stock.

Work will continue to reduce the number of units in active restoration to below 66 to meet the target by the end of 2023. Transition of units to the CMHC Unit Accessibility Program will reduce the number of vacant units moving to active restoration resulting in a decreased number of units and the length of time a unit is in the active restoration phase.

PREPARED and RECOMMENDED BY:	PREPARED and RECOMMENDED BY:
Christine Poirier, Senior Manager, Property Services	ANDREA MACKENZIE, Director, Tenant Services

Finance Committee Report 2023- 43

TO: LMCH Finance Committee

FROM: Trevor Whittingham, Senior Manager of Asset Management

SUBJECT: Senior Manager Monthly Update

DATE: August 31, 2023

PURPOSE:

The purpose of this report is to provide the Finance Committee with an update on the status of the work happening within the Asset Management Division.

RECOMMENDATION:

That, the Finance Committee **RECEIVE** the September 2023 Senior Manager update report for information.

UPDATES:

Reimagine Southdale

The Reimagine project has reached an exciting milestone: We are finally out for tender. The tender period began August 3rd and is expected to close on September 14th. Previously we have completed a prequalification process for the general contractor, as well as the mechanical and electrical subcontractors. After this step, four general contractors were invited to bid on the project. All are local – three from London and one from Kitchener – and all are capable of doing a good job on the project.

In parallel to the tender process, our consultant team is leading us through the permitting process. The City of London has reviewed our documents and come back to us with a few questions. The architect responded to the City's queries on August 25th, and we expect the City's next response within 10 business days. The first round of questions did not raise any concerns and LMCH does not expect any new issues to emerge from the process. LMCH expects the building permit to be issued in late.

Based on the last report from our cost consultant, the project is still expected to come in on budget. The local construction industry is very busy at the moment though, this may affect how the contractors bid on the project.

As long as there are no irregularities with the bids, LMCH plans to bring a general contractor recommendation directly to the Board in late September. This keeps LMCH on schedule to break ground this fall and complete construction early in 2025.

CMHC Energy and Accessibility Projects

The CMHC projects are moving forward. These funds are having a huge impact on the common spaces and elements of our buildings. This summer a significant amount of paving and concrete work has been completed, which has greatly improved the safety, accessibility, and appearance of our parking lots.

LMCH has been able to include a number of projects that would normally be funded through the regular capital budget into the CMHC scope of work. This has freed up annual capital funding to spend on other priorities. For a full review of the CMHC program, see the accompanying staff report.

HR Challenges

Since the start of July, the Asset Management team has been dealing with a reduced staff complement. LMCH has engaged with two consulting firms to act as owner’s representatives to keep current projects moving and initiate additional projects. BES Construction Consulting has taken the lead on our generator replacement projects, and Pretium Engineering has been engaged to lead the design on a number of civil projects. These are short-term relationships to give us an opportunity to increase our internal resources. Job postings for two permanent and two temporary positions are currently active and recruitment is underway. These postings will restore staffing levels in the Capital program and add an additional capital resource to further increase capital planning and delivery capacity.

PREPARED and SUBMITTED BY:
TREVOR WHITTINGHAM, SENIOR MANAGER OF ASSET MANAGEMENT

Finance Committee Report 2023- 44

TO: LMCH Finance Committee

FROM: Trevor Whittingham, Senior Manager of Asset Management

SUBJECT: CMHC Q2 – 2023 Update

DATE: August 31, 2023

PURPOSE:

This report is to provide an update to the LMCH Finance Committee on the CMHC Program, and the status of key projects with the allocated budgets representing the secured funding of \$40,136,090 through CMHC.

RECOMMENDATION:

It is recommended that the LMCH Finance Committee **RECEIVE** this report for information.

BACKGROUND:

LMCH began collaborating with CMHC in 2019 to define projects that meet the CMHC requirements under the Renovation, Repair, and Renew funding program. The program developed by LMCH team members followed the guidelines of the National Housing Co-Investment Fund – “Minimum Environmental & Accessibility Requirements – Repairs and Renewals”. The criteria requirements include increasing accessibility in common areas and retrofitting 20% of the unit’s interior in order to meet accessibility requirements, while also achieving 25% energy savings and GHG reductions by year-end 2027.

On February 25, 2021, CMHC confirmed to LMCH that the provided documentation met the criteria for funding. The City of London, denoting its commitment to the program, agreed to act as guarantor on June 16, 2021.

On November 25, 2021, LMCH, in conjunction with the City of London (COL) as guarantor, executed the loan agreement with CMHC for \$40,136,090. The funding allocation consists of \$ 15,533,989 as a forgivable loan and \$24,602,101 repayable loan with the City of London guaranteeing \$37,000,000.

PROJECT UPDATES:

The funding can be categorized into three divisions: Energy, Accessibility, and Property Works. The below summary provides the project status of each division.

Energy

Energy Management System (EMS)

In 2022 Demtroys thermostats were installed at 7 of the 8 designated CMHC high-rises buildings. The installation at Dundas was put on hold when it was discovered that the existing wiring was insufficient to power the thermostats. In addition, it was found that many existing thermostats were placed on outside walls rather than inside walls. An altered scope, which will enable the Demtroys units to work at Dundas has been developed, and unit pricing has been received for the installation. A business case will be proposed for this work due to increased installation costs. If approved, this work will likely proceed in 2024.

Windows and Doors

In order to improve energy efficiency, new windows and doors will be installed at our Alan Rush and Pond Mills family sites. Alpeza General Contracting Inc. is the successful bidder for this tender. A mockup, to ensure product quality and to test install methodology was completed in late July. This proved successful and was signed off by all parties. Work is scheduled to commence at Pond Mills on Sept. 11th, 2023, and Alan Rush will follow shortly thereafter.

Future Works

Plumbing Fixture Replacement: This work will be part of a phased project.

- **Phase 1:** Plumbing fixtures will be changed during unit turnovers and when work for CMHC unit modifications are being completed. Work to commence during unit turnovers.
- **Phase 2:** Units not completed through Phase 1 will be addressed in a structured program later in the coming years.

LED Retrofits: LMCH will audit our sites and confirm areas that have not already been transitioned to LED lighting. LED lighting will be installed in chute rooms, laundry rooms, and staff areas and will be combined with sensor lighting to maximize energy savings.

Furnace & Hot Water Tanks: As there is already significant work underway at some of the family sites, and current hot water tanks in use are under rental agreement until 2027, this work is scheduled for future years. A schedule will be finalized by the end of 2023 for this scope.

Accessibility Common Areas Updates

Simcoe Paving

Phase 1, which consisted of installing improved ramps from the parking lot to the front entry to meet AODA requirements was completed in mid-August. Phase 2, which includes repaving the front parking lot and shrinking the turning circle island, is scheduled to begin Sept. 11th, 2023.

Family Site Paving

Paving and exterior work projects at both Marconi and Allan Rush are complete. These projects began in 2022 and carried over into the spring of 2023. The scopes at both sites are now complete.

Highrise Paving

The scope of the exterior accessibility projects includes the installation of level surfaces in parking lots and sidewalks, curb cutouts, installation of tactile pads, railings, and bollards, and improved line markings for accessible parking. Work is substantially complete at 345 & 349 Wharncliffe, Baseline, Walnut, & McNay. Kent St. substantial completion is expected by August 30th and Dundas by September 15th.

Benches and Furniture

New exterior furnishings have been installed at McNay, Baseline, and Kent.

Highrise Doors

Installation of new stairwell doors with 20" x 24" vision light is scheduled to commence at Dundas mid-September. In addition, the installation of new doors to amenity rooms (lounges, kitchens, laundry rooms, etc) with vision lights, handicap buttons and fob access has been completed at Kent and Walnut. Simcoe is expected to be completed in mid-September.

Future Works

- Installation of new playgrounds at the Huron and Alan Rush family sites are scheduled for late September.
- Drawings are being finalized to re-purpose the lounge at 345 Wharncliffe into a more usable space.
- Paving and other hard surface repairs at the Boulee and Huron family sites are planned to be completed in the spring and summer of 2024
- Development of standards and requirements to modify common area kitchens to meet accessibility guidelines;
- Development of a wayfinding signage standard that can be adopted not just within the CMHC portfolio, but also throughout all LMCH sites;
- A refresh of high-rise laundry rooms to address accessibility requirements

Accessibility / Barrier-Free Requirements – In Suite

LMCH currently has various levels of retrofits in units that have occurred over the years to meet the on-demand accessibility requests of the residents. CMHC funding provides the opportunity to develop a systematic and consistent program to meet future tenant needs. Implementing a complete program of modifications will ensure LMCH has an inventory of accessible units to meet growing demands rather than completing a reactive retrofit in response to a specific tenant request.

The unit accessibility modifications program will be rolled out to many sites over the next three years. The tentative schedule is shown in the table below:

Unit Modifications	Simcoe	Baseline (seniors)	Mc Nay (seniors)	Dundas	Walnut (senior)	Kent (senior)	345 & 349 Wharncliffe
2023 Q1- Q2		2	1		6		6
2023 - Q3 - Q4	14	26	29		14	15	10
2024 - 2025	21	54	58	20	55	50	35
Total	35	82	88	20	75	65	51

- Actual timeline of the project, and the number of units completed each year is dependent on the quantity of tenant move-outs.
- Project work can continue into 2026 to address issues that arise in meeting the required program target.

TENANT IMPACT:

Tenant impact varies from project to project. Disruptions for all projects are communicated to the tenants via notice drop-offs at each unit explaining the project and possible impacts. When regular paths of travel are interrupted or parking lots are closed, signage and maps are provided denoting alternate routes.

FINANCIAL IMPACT

Budget estimates were submitted for the CMHC program contract. On a quarterly basis, submissions are made to the CMHC to confirm our spending to date and more accurately project future spending. Interest on the repayable portion of the loan is calculated only on actual spending and is locked in on an annual basis. The table, shown in 'Appendix A' represents the spending since the start of the program.

CMHC Quarterly Draw and Funds received:

Draw 1 - 7	Repayable 61%	\$ 1,833,817
	Forgivable 39%	\$ 1,073,586
Total		\$ 2,907,384

LEGAL IMPACT / RISK MANAGEMENT:

All tender responses for construction projects require the submission of WSIB, insurance and any relevant certificates. Projects are reviewed individually for surety and bonding requirements.

Where Asbestos Containing Materials have been identified, this information has been included in the bid documents and all required precautions will be taken by the selected vendor for the project (s).

Excess soils regulation 406/19 came into effect Jan. 1, 2023. Under this regulation soil testing can be required for the dumping of 'excess soils' when completing excavation works. Due to the large volume of paving works occurring it is prudent to be aware that additional costs that may stem from soil contamination.

PREPARED and SUBMITTED BY:	STAFF CONTACT:
Trevor Whittingham Senior Manager, Asset Management	Wendy Groves Project Manager, CMHC Repair and Renew

Finance Committee Report 2023- 45

TO: LMCH Finance Committee

FROM: Bushra Walji, Finance Manager

SUBJECT: Q2 2023 Financial Results

DATE: August 31, 2023

RECOMMENDATION:

That the June 30, 2023, Financial Performance Results, and its Operating Summary Report be RECEIVED for information.

REASONS FOR RECOMMENDATIONS:

The following report provides a high-level analysis of LMCH's June 30, 2023, Operating Financial Results. The YTD operating results on June 30, 2023, ended with an operating deficit of (\$214,732) a favorable result of (\$450,090) to the budget.

Operations Revenue

Total revenue showed a small unfavorable variance of (\$5,372) compared to the 2023 budget:

- The negative variance was primarily driven by a decrease in rental revenue, which showed an unfavorable (\$69,237), This indicates that the actual rental revenue collected was lower than what was budgeted.
- However, there were some positive variances in other revenue components that partially offset the negative impact.
- **Tenant Recoveries:** Showed a favourable variance of \$25,099. This means that the actual recoveries from tenants for expenses or damages exceeded the budgeted amount.
- **Interest Revenue:** Had a favourable variance of \$ 4,387 suggesting that the interest income received was higher than anticipated.

Expenditures

Total expenditures showed a favorable variance of \$ 227,223 over the 2023 budget.

Salaries, wages, and benefits have a favorable variance of \$ 94,520.

Tenant Services showed a favourable variance of \$105,831. Driven by a favourable variance of \$61,311 in Security Services and \$44,520 in Social/Recreation Programs.

Building Maintenance, Materials, and Services had a small unfavorable variance of (\$19,546). A review of this category indicates a number of program areas as overspent including Electrical Building (\$ 39,405), Building General (\$ 38,049) Landscaping and parking Lot Maintenance (\$32,393), Heating & Ventilation (33,727) Cleaning (\$29,386), Painting (\$13,751), Vandalism (\$10,434), Plumbing (\$ 9,916) and Elevators (\$6,744). This is offset by favourable variances in Pest Control \$91,511, Equipment \$40,017, Life Safety Systems \$17,795 and Waste Removal \$32,253.

Corporate Costs including Legal, Consulting, and Human resources Expenses have a favourable variance of \$69,663.

Utilities have a favorable variance of \$21,023 in this Second quarter with unfavorable variances reported in Property Taxes (\$ 7,038) due to Tax adjustments and in Transport and communication (\$4,324).

Please see the attached report for a detailed analysis.

Appendix A – June 30, 2023, Operating Results

SIGNATURE:

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
BUSHRA WALJI MANAGER of FINANCE	PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

Appendix A – June 30, 2023, Operating Results



	2023 YTD Actuals	2023 YTD Budget	Variance from BUDGET Better (Worse)	% Var	2022 YTD Actuals	Variance from 2022 Better (Worse)	% Var	2023 FY Budget	2023 FY Actuals
OPERATING INCOME STATEMENT									
REVENUES									
RENT REVENUES	6,677,915	6,747,152	-69,237	-1%	6,862,666	-184,752	-3%	13,883,347	13,621,605
TENANT RECOVERIES	101,357	76,258	25,099	33%	119,648	-18,291	-15%	118,258	226,385
NET BAD DEBT WRITE OFF	-451,232	-471,626	20,394	-4%	-227,143	-224,089	99%	-953,614	-976,877
ANTENNA LICENSES	81,135	80,818	317	0%	79,031	2,104	3%	161,675	159,092
INTEREST	81,967	77,580	4,387	6%	51,087	30,880	60%	107,580	142,054
SUNDRY & OTHER REVENUE	131,910	118,242	13,668	12%	100,157	31,752	32%	181,278	222,100
MUNICIPAL BASE FUNDING	7,338,326	7,338,326	0	0%	6,950,091	388,235	6%	14,676,651	13,900,182
TOTAL REVENUES	13,961,377	13,966,749	-5,372	0%	13,935,538	25,838	0%	28,175,174	27,294,541
OPERATING EXPENDITURES									
SALARIES, WAGES & BENEFITS	3,878,412	3,972,931	94,520	2%	3,371,127	-507,284	-15%	7,945,863	6,702,575
TENANT SERVICES									
SECURITY	288,272	349,583	61,311	18%	320,780	32,508	10%	638,000	592,398
SOCIAL & REC PROGRAMS	18,316	62,836	44,520	71%	7,693	-10,623	-138%	125,671	88,987
TENANT SERVICES	306,588	412,419	105,831	26%	328,473	21,885	7%	763,671	681,385
MAINTENANCE, MATERIALS & SERVICES									
ROOFING	10,968	19,404	8,436	43%	20,399	9,431	46%	43,609	50,956
BUILDING GENERAL	674,088	636,038	-38,049	-6%	597,704	-76,384	-13%	1,230,910	1,379,290
CLEANING	531,607	502,222	-29,386	-6%	487,642	-43,965	-9%	1,004,037	1,011,680
PEST CONTROL	269,750	361,261	91,511	25%	357,734	87,983	25%	721,666	996,811
ELEVATORS	53,139	46,395	-6,744	-15%	108,051	54,912	51%	93,587	174,044
ELECTRICAL	113,155	73,750	-39,405	-53%	119,474	6,318	5%	148,089	206,663
EQUIPMENT	5,301	45,318	40,017	88%	56,464	51,162	91%	87,566	10,972
LANDSCAPING & PARKING LOT MTCE.	115,417	83,024	-32,393	-39%	132,761	17,345	13%	221,397	305,810
MOLD	26,167	34,436	8,269	24%	18,055	-8,112	-45%	61,872	37,169
SNOW REMOVAL	470,877	451,128	-19,749	-4%	456,121	-14,756	-3%	658,542	771,594
LIFE SAFETY SYSTEMS	143,038	160,833	17,795	11%	127,659	-15,379	-12%	264,938	354,752
HEATING & VENTILATION	133,570	99,843	-33,727	-34%	136,479	2,909	2%	206,652	215,779
PLUMBING	281,711	271,795	-9,916	-4%	283,690	1,980	1%	541,992	615,648
PAINTING	224,512	210,761	-13,751	-7%	143,207	-81,304	-57%	374,015	259,746
VANDALISM	46,614	36,180	-10,434	-29%	22,292	-24,322	-109%	69,762	66,614
WASTE REMOVAL	178,752	211,005	32,253	15%	225,895	47,143	21%	415,411	351,862
SUNDRY MATERIALS & SERVICES	4,494	20,220	15,727	78%	987	-3,507	-355%	40,441	4,299
TOTAL MAINTENANCE, MATERIALS & SERVICES	3,283,161	3,263,614	-19,546	-1%	3,294,614	11,454	0%	6,184,485	6,813,690



UTILITIES									
ELECTRICITY	915,309	928,442	13,134	1%	990,546	75,238	8%	1,615,850	1,729,694
WATER HEATER RENTAL	122,890	121,728	-1,162	-1%	122,841	-50	0%	247,728	250,991
WATER	832,981	800,952	-32,029	-4%	727,683	-105,298	-14%	1,651,572	1,500,973
NATURAL GAS	648,348	689,429	41,080	6%	642,100	-6,248	-1%	1,192,177	1,068,158
TOTAL UTILITIES	2,519,529	2,540,552	21,023	1%	2,483,170	-36,358	-1%	4,707,327	4,549,817
PROPERTY									
INSURANCE	513,632	513,715	83	0%	429,959	-83,673	-19%	1,065,959	860,366
MUNICIPAL TAXES	2,712,138	2,705,017	-7,121	0%	2,640,226	-71,912	-3%	5,410,034	5,285,587
MORTGAGE PAYMENTS	0	0	0		9,275	9,275	100%	0	9,046
TOTAL PROPERTY	3,225,770	3,218,732	-7,038	0%	3,079,460	-146,310	-5%	6,475,992	6,154,999
ADMINISTRATION									
CORPORATE									
FINANCE	40,653	34,275	-6,378	-19%	19,851	-20,803	-105%	89,455	87,006
HR	67,372	81,252	13,881	17%	66,996	-376	-1%	162,505	199,928
L&C	102,485	198,000	95,515	48%	210,019	107,534	51%	396,000	438,166
OFFICE	237,617	235,664	-1,952	-1%	237,012	-604	0%	471,329	480,392
OTHER	42,652	11,250	-31,402	-279%	73,397	30,745	42%	22,500	86,968
TOTAL CORPORATE	490,779	560,442	69,663	12%	607,275	116,496	19%	1,141,789	1,292,460
TRANSPORTATION & COMMUNICATION									
TELECOM	107,635	115,082	7,448	6%	119,482	11,847	10%	230,165	224,283
TRAVEL & TRANSPORTATION	40,698	40,209	-489	-1%	28,997	-11,701	-40%	80,418	73,887
OTHER	11,783	500	-11,283	-2257%	376	-11,407	-3037%	1,000	553
TOTAL TRANSPORTATION & COMMUNICATION	160,116	155,792	-4,324	-3%	148,855	-11,261	-8%	311,583	298,723
SUPPLIES & EQUIPMENT									
EQUIPMENT	17,050	5,075	-11,975	-236%	14,172	-2,878	-20%	60,151	158,459
OTHER	258,211	237,281	-20,930	-9%	326,144	67,933	21%	484,312	543,005
TOTAL SUPPLIES & EQUIPMENT	275,261	242,357	-32,905	-14%	340,316	65,055	19%	544,463	701,464
TOTAL ADMINISTRATION	926,156	958,590	32,434	3%	1,096,445	170,289	16%	1,997,835	2,292,646
TOTAL OPERATING EXPENDITURES	14,139,615	14,366,838	227,223	2%	13,555,429	-584,187	-4%	28,075,174	27,195,112
EXTRAORDINARY LOSS	36,494	50,000	13,506	27%	45,049	8,556	19%	100,000	83,420
NET SURPLUS (DEFICIT)	-214,732	-450,090	-235,357	52%	335,060	-549,793	-164%	0	16,009

Finance Committee Report 2023- 46

TO: LMCH Board of Directors

FROM: Ahmad Mian, Business Analyst

SUBJECT: Key Performance Indicators (KPIs)

DATE: August 31, 2023

RECOMMENDATION:

That, the following report **BE RECEIVED** for information purposes.

Data Revisions:


LMCH has restated the data provided for Finance Surplus/Deficit. The numbers provided for Q1, Q2 & Q3 2022 did not follow the data Dictionary and report the surplus/(deficit) against the budget for the Quarter. These changes are marked with a '*' as noted in the appendix.

Appendix A is LMCH BOD KPI summary, with unaudited, preliminary Q2 2023 data.
Appendix B is the data dictionary for LMCH BOD reported KPIs.

SIGNATURE:

PREPARED and SUBMITTED BY:	STAFF CONTACT:
PAUL CHISHOLM CHIEF EXECUTIVE OFFICER	AHMAD MIAN BUSINESS ANALYST

Appendix A: LMCH Board of Directors KPI Summary

 LONDON & MIDDLESEX COMMUNITY HOUSING	Q2 2023	Q1 2023	Q4 2022	Q3 2022	Q2 2022	Q1 2022	Avg. 2023	Avg. 2022
Category/Metrics	Current Quarter	Previous Quarter						
Human Resources KPI Metric Summary								
Full Time Staff [^]	83	85	84	75	69	72	84	74
Full Time Equivalent (FTE) ^{Ω*}	84.57	86.36	85.39	76.43	70.47	73.26	85.36	75.39
Business Case 19 Related Hires	19	19	21	20	19	19	19	20
Finance, Information Technology and Data Science KPI Metric Summary								
Surplus/(Deficit)*	\$235,357	(\$502,204)	\$16,009	\$1,258,212*	\$481,339*	\$65,138*	N/A	N/A
Rent Arrears	\$962,814	\$1,094,658	\$1,143,684	\$1,065,373	\$869,969	\$676,415	\$962,814	\$1,143,684
Rent Collection Percentage	85.58%	69.21%	91.60%	89.59%	87.32%	80.71%	75.05%	84.42%
Percentage of Tenants in Good Financial Standing	79.74%	80.07%	78.44%	76.52%	77.22%	77.35%	78.57%	76.95%
Tenant Services KPI Metric Summary								
Total Evictions	18	17	4	3	16	13	35	36
Units Leased	109	84	83	89	81	97	193	350
Property Services KPI Metric Summary								
Total Vacant Units	117	139	156	136	134	146	256	572
Total Vacancy Rate**	3.56%	4.24%	4.75%	4.14%	4.08%	4.44%	4.03%	4.52%
Cost of Vacancy [†]	\$96,660	\$117,720	\$117,990	\$114,210	\$115,830	\$132,840	\$107,190	\$120,218
Capital KPI Metric Summary								
Percentage Spent vs Approved Budget [‡]	61.08%	47.57%	25.64%	12.31%	6.78%	4.12%	61.08%	25.64%
FCI Score		-	-	-	-	-		-
<p>Ω Derivation excludes On Call Manager Hours Percentage Spent vs Approved Budget[‡] has been adjusted to reflect projects with anticipated spend in 2023. [†] Derived from KPMG 'Cost of Vacancy' Metric. [^] Full Time Staff and FTE has been updated for Q1 * Surplus/Deficit updated for Q1, Q2 & Q3 2022 ** Total Vacancy Rate is adjusted for the avg. 2022</p>								

Appendix B: LMCH Board of Directors KPI Data Dictionary

Human Resources KPI Metric Summary

Full-Time Staff – The number of full-time employees at the end of the reporting period

Full Time Equivalent (FTE) – Quarterly average FTE based on overtime hours, with respect to work (paid) days for a given period

Business Case 19 Related Hires – The number of accumulated LMCH staff related to Business Case 19 for a given period.

Finance, Information Technology and Data Science KPI Metric Summary

Surplus/(Deficit) – The amount leftover / (excess of expenditure) compared to the budget for a given period.

Rent Arrears – Total money owing by tenants for rent, for a given period.

Rent Collection Percentage – The percentage of tenant rent collected with respect to amount owing, year-to-date for a given period

Percentage of Tenants in Good Financial Standing – The number of tenants who are current with rent charges for a given period

Tenant Services KPI Metric Summary

Total Evictions – The total number of evicted LMCH tenants for a given period.

Average Length of Tenancy for Current Tenants – The time duration as an LMCH tenant (Current) for a given period

Units Leased – The total number of units rented for a given period.

Property Services KPI Metric Summary

Total Vacant Units – The total number of vacant units for a given period.

Total Vacancy Rate – The percentage of the total vacant units with respect to our total LMCH portfolio count (3282) for a given period

Cost of Vacancy – The cost due to lost rent revenue on vacant units for a given period

Capital KPI Metric Summary

Percentage Spent vs Approved Budget – (Money Spent/Approved Budget) x 100% For projects with anticipated spend within the reporting year

FCI Score – The percentage within each FCI score status ("Excellent", "Very Good", "Good", "Fair", "Poor", "Deficient") for a given period.

Finance Committee Report 2023- 47

TO: LMCH Finance Committee

FROM: Paul Chisholm, Chief Executive Officer

SUBJECT: Housing Division Notice (HDN) #2023 - 262

DATE: August 31, 2023

PURPOSE:

To inform the LMCH Finance Committee of the receipt of a new Housing Division Notice received from the Service Manager for the City of London and identify issues, risks, and impacts associated with the new guideline.

RECOMMENDATION:

That the Housing Division Notice (HDN) #2022 - 262 Report **BE RECEIVED** for information.

BACKGROUND:

From time to time, Housing Division Notices (HDN's) are issued by the City of London in its capacity as Service Manager, to communicate the mandatory policies and procedural guidelines that housing providers must follow. As best practice, these guidelines are provided to the Board of Directors for their review.

OVERVIEW:

The Housing Services Act (HSA) establishes the Service Manager's authority to determine the amount of rent payable by a household receiving Rent-Geared-to-Income (RGI) assistance. While the legislation and associated regulations set out most program requirements, Service Managers have flexibility in specific areas to set local rules or provide local direction. This includes the ability to provide direction for housing providers to estimate income and deductions when the income tax filed by tenants in the prior year is not a reflection of the current household financial position.

HDN #2023-262 provides specific direction to housing providers on the treatment of COVID-19 emergency and/or recovery benefits (Canada Emergency Response Benefit - CERB, Canada Emergency Student Benefit - CESB, and temporary increases of the Guaranteed Annual Income System - GAINS payments). Housing Providers are to exclude this income from RGI calculations if the household is no longer receiving the benefits.

Through the pandemic period, the introduction of COVID-19 benefits supported financial stability for low- and moderate-income households. The negative impact of these benefits for tenants receiving RGI started becoming clear in 2021 when RGI calculations for future periods included the benefits which had the impact of increasing the rent payable by tenants based on income they no longer receive.

This HDN formalizes the direction received by the City of London over the past 18 months on this matter and balances the requirements of the Housing Services Act with the reality of the unintended consequences on RGI calculations that included the temporary COVID-19 benefits.

COMMUNICATIONS IMPLICATIONS:

Changes in policy or procedure resulting from guidelines are communicated to London & Middlesex Community Housing staff and this updated HDN has already been implemented.

CONCLUSION:

Based on direction from the Service Manager, LMCH will implement the updated policies and procedures as outlined in the HDN immediately.

ATTACHMENTS:

Appendix A: HDN #2022-262

PREPARED and SUBMITTED BY:
Paul Chisholm Chief Executive Officer



Corporation of the City of London
Housing, Social Services & Deerness
Home Citi Plaza, 355 Wellington Street,
Suite 248 London, ON N6A 3N7

Housing Division Notice

Date: July 1, 2023

HDN#: 2023-262

This applicable legislation/policy is to be implemented by the housing provider(s) under the following programs:

Please note if your program is **not checked**, this change is **not applicable** to your project.

√	Federal Non-Profit Housing Program (Rent Supplement Units (Only))
√	Private Non-Profit Housing Program
√	Co-operative Non-Profit Housing Program
√	Rent Supplement Program
√	Local Housing Corporation

Subject: LOCAL RULE – TREATMENT OF TEMPORARY COVID-19 BENEFITS FOR RGI CALCULATIONS

1. PURPOSE:

To inform all Community Housing Providers of the local rule, background and compliance standard under the *Housing Services Act, 2011 (HSA)* and associated regulations related to the treatment of temporary COVID-19 emergency and recovery benefits for rent-g geared-to-income assistance calculations.

2. BACKGROUND AND COMPLIANCE STANDARD:

As Service Manager under the *Housing Services Act, 2011*, the City of London has the responsibility to determine the amount of rent payable by a household receiving rent-g geared-to-income (RGI) assistance for a unit in a housing project in the service manager service area.

For London, the new geared-to-income rent rules as prescribed within the O. Reg. 316/19 under the *Housing Services Act, 2011* took effect on July 1, 2021. O. Reg. 316/11 Section 6(4), allows the service managers the flexibility to project income and deductions for the 12-month period following an annual RGI review if the net income amount on the most recent income tax return does not accurately reflect the current financial position of a member of a family unit. This may occur in a situation where a household member received taxable

COVID-19 emergency and/or recovery benefits (Canada Emergency Response Benefit - CERB, Canada Emergency Student Benefit - CESB, and temporary increases of the Guaranteed Annual Income System - GAINS payments) in the past that exceeded their pre-pandemic income, but whose ongoing income has since decreased.

The City of London Municipal Housing expects Housing Providers to exclude income from temporary COVID-19 benefits provided that a household is no longer receiving such as CERB or the doubling of GAINS payments from RGI calculations.

Under Section 11 of the O. Reg 316/19, households may also request that the Housing Provider conduct an in-year RGI recalculation if their household income has decreased by 20 per cent or more since their last review. RGI households are limited to one in-year recalculation for loss of income between annual reviews.

Note that in the situation where an RGI household continues to receive a COVID-19 related emergency benefit, the Housing Provider should remind the household of their ability to require an in-year recalculation once the benefit is exhausted, should their household income drop by 20 per cent or more since their last review.

3. ACTION:

Effectively immediately, the policies and procedures in this Housing Division Notice are to be implemented by all Housing Providers in the City of London and County of Middlesex included under the provisions of Ontario Regulation 367/11, under the Housing Services Act, 2011 S.O. 2011, c. 6, Sched. 1.

4. AUTHORIZATION:

Original signed by

Dave Purdy,
Manager, Municipal Housing

Finance Committee Report 2023- 48

TO: LMCH Finance Committee

FROM: Andrea Mackenzie, Director of Tenant Services

SUBJECT: HDN# 2023 – 263 Calculating Minimum rents

DATE: August 30, 2023

PURPOSE:

To inform the LMCH Finance Committee of the receipt of a new Housing Division Notice received from the Service Manager for the City of London and identify issues, risks, and impacts associated with the new guideline

RECOMMENDATION

That the Housing Division Notice (HDN) #2022 - 263 Report **BE RECEIVED** for information.

BACKGROUND:

From time to time, Housing Division Notices (HDN's) are issued by the City of London in its capacity as Service Manager, to communicate the mandatory policies and procedural guidelines that housing providers must follow. As best practice, these guidelines are provided to the Board of Directors for their review.

OVERVIEW:

The Housing Services Act (HSA) establishes the Service Manager's authority to determine the amount of rent payable by a household receiving Rent-Geared-to-Income (RGI) assistance. The legislation and associated regulations set out most program requirements including the determination of the minimum amount of rent that a household can be charged under the RGI Program.

New regulations were put in place under the HSA that increased the minimum RGI rent to \$129 per household per month effective July 1, 2020. New households were to be charged the new minimum rent if their calculated rent was below the minimum rent.

A process was put in place to increase the minimum rent payment for existing RGI Households annually until the minimum rent was reached.

This HDN does not impact the minimum rent amounts of single-benefit unit households who receive Ontario Works (\$85/month) or Ontario Disability Support Program (\$129/month).

This HDN replaces HDN # 2020 – 246.

COMMUNICATIONS IMPLICATIONS:

Changes in policy or procedure resulting from guidelines are communicated to London & Middlesex Community Housing staff and this updated HDN has already been implemented.

CONCLUSION:

Based on direction from the Service Manager, LMCH will implement the updated policies and procedures as outlined in the HDN.

Attachments:

Appendix A: HDN #2023-263

PREPARED BY:
Paul Chisholm Chief Executive Officer



Housing Division Notice

Date: July 1, 2023

HDN# 2023 - 263

This applicable legislation/policy is to be implemented by the housing provider(s) under the following programs:

Please note, if your program is **not checked**, this change is **not applicable** to your project.

✓	Federal Non-Profit Housing (Rent Supplement Units Only)
✓	Program Private Non-Profit Housing Program
✓	Co-operative Non-Profit Housing Program
✓	Municipal Non-Profit Housing Program (Pre-986)
✓	Local Housing Corporation

Subject: CALCULATING MINIMUM RENTS (Replaces HDN # 2020 - 246)

BACKGROUND:

The *Housing Services Act, 2011 (HSA)* (O. Reg. 316/19: Determination of Geared-To-Income Rent Under Section 50 Of The Act, Section 2. (2). introduced a new minimum geared-to-income rent of \$129 per household **effective July 1, 2020. Minimum rent will increase annually on July 1st of each year at the same rate as the Rent Increase Guideline under the Residential Tenancies Act, 2006 (annually adjusted minimum rent).**

For new households, their minimum rent for the purposes of their rent-geared-to-income (RGI) determination will be the annually adjusted minimum rent and adjusted annually at the same rate as the Rent Increase Guideline under the Residential Tenancies Act, 2006.

For existing households currently paying less than the annually adjusted 'Phased-in' minimum rent as determined by their most recent RGI calculation, their rent will be increased gradually by \$8 a year until the household reaches the annually adjusted 'Phased-in' minimum rent which also increases by \$8 annually until the 'Phased-in' minimum rent equals the annually adjusted minimum rent.

Minimum rent change within existing households will occur during the Annual Review process.

The process for new households should be as follows:

1. Continue to calculate the household rent under O. Reg. 316/19: Determination Of Geared-To-Income Rent Under Section 50 of the Housing Services Act, 2011.
2. Compare the resulting calculated rent to the annual adjusted minimum rent.

3. If the final calculation is less than annual adjusted minimum rent, adjust the rent to the annual adjusted minimum rent amount.
4. If the final calculation is equal to the annual adjusted minimum rent, then the calculated amount becomes the household rent.
5. If the final calculation is greater than the annual adjusted minimum rent, then the calculated amount becomes the household rent.

The process for existing households should be as follows:

1. Continue to calculate the household rent under O. Reg. 316/19: Determination Of Geared-To-Income Rent Under Section 50 of the Housing Services Act, 2011.
2. Compare the resulting calculated rent to the annual adjusted minimum rent.
3. If the final calculation is less than the 'Phased-in' minimum rent, continue to increase the rent by \$8 until the rent equals the 'Phased-in' minimum rent. (Refer to the 'Phase-in Amount' table below).

Note: RGI for an OW or ODSP single benefit unit will continue to be based on the rent scale amount as long as the non-benefit income does not exceed the Non-Benefit Income Limit as set out in the Social Assistance Rent Scales.

- Minimum rent for an OW single benefit unit is \$85
- Minimum rent for an ODSP single benefit unit is \$109

4. If the final calculation is equal to the 'Phased-in' minimum rent, then the calculated amount becomes the household rent.
5. If the final calculation is greater than the 'Phased-in' minimum rent, then the calculated amount becomes the household rent until the calculated amount is equal to or greater than the annually adjusted minimum rent.

The table below shows the 'Phased-in' Minimum Rent for current households with RGI rent calculated less than the annually Adjusted Minimal Rent of \$136 as of July 1, 2023.

Review Period	Phased-in Minimum Rent
July 1, 2022 – June 30, 2023	\$109
July 1, 2023 – June 30, 2024	\$117
July 1, 2024 – June 30, 2025	\$125
July 1, 2025 – June 30, 2026	\$133

Note: the 'Phased-in' Minimum Rent would continue until it equals the annually adjusted minimum rent amount after annual increases are applied (based on annual Ontario Rent Increase Guidelines)

At each RGI review, the household's RGI calculation will be compared to the 'Phased-in' Minimum Rent amount. If their RGI calculation is below the 'Phased-in' Minimum Rent amount applicable for the review period, then their RGI will be increased to the 'Phased-in' Minimum rent amount.

In addition, the minimum rent is charged to the whole household as part of the rent calculation, not to each individual **family and/or benefit unit**.

ACTION:

Effective immediately, housing providers are required under O. Reg. 316/19 of the *Housing Services Act, 2011* to ensure that the minimum rent is being applied **appropriately** to each rent-gear-to-income subsidized unit under their management.

Original signed by

Dave Purdy,
Manager, Municipal Housing

STAFF REPORT 2023-51

TO: LMCH Board of Directors

FROM: Paul Chisholm, Chief Executive Officer

SUBJECT: Phase 1 Reimagine Southdale – Procurement for General Contractor

DATE: September 15, 2023

PURPOSE:

To seek authorization from the Board of Directors to award the contract for Phase 1 of Reimagine Southdale to Jackman Construction Limited to supply all materials, labour and equipment for the project.

RECOMMENDATION:

That the Board of Directors RECEIVE this report and APPROVE the following recommendations:

1. Approve the award of the contract for Phase 1 of the Reimagine Project to Jackman Construction Limited in the amount of \$23,804,400 (excluding taxes) to perform the work specified in RFQ for Project 2021-2027 issued August 03, 2023.
2. Authorize the appropriate LMCH staff to take the necessary actions to give effect to the above recommendations.

BACKGROUND:

Reimagine Southdale will revitalize the property at Southdale and Millbank. This community is home to over 500 tenants. Over the course of the three-phase project, the site will be upgraded to a total of 265 units, including 98 townhouses and 167 apartments. Existing townhouses will also be upgraded with new siding and outdoor improvements. Phase 1 of this project is expected to start in Fall 2023 with substantial completion at the end of 2024. It is expected the building will be ready for occupancy in Q1 2025.

The selection of the Southdale Community for LMCH first redevelopment project was made in December 2020 and the architect was selected in Q2 2021. Over the past two years, LMCH has engaged with CGS Architects to complete the design process, receive required municipal approvals and permits, and issue the RFQ for this project.

LMCH along with our design team have completed our planning process with the City of London to include an approved Zoning Bylaw Amendment and Site Plan Approval and we currently have the Building Permit Application under final review with the City of London.

On April 20, 2023, LMCH issued an RFPQ – Request for Prequalification for General Contractors for our Reimagine Southdale Project. Our RFPQ closed on May 12th, 2023, after an extensive review by LMCH staff and CGS Architects four (4) General Contractors, five (5) Mechanical Subcontractors, and five (5) Electrical Subcontractors were prequalified to bid.

On August 3rd, 2023, LMCH issued an RFQ – Request for Quotation to the prequalified General Contractors noted above.

This RFQ was for Phase 1, the first six (6) story, 53-unit apartment building, with community uses over much of the ground floor. The building consists of one-, two-, three- and four-bedroom units, including 20% barrier-free units. Sitework includes all surface parking, extensive landscape improvements, and the demolition of 18 existing townhouses. The remaining 148 existing townhouse units will receive new siding, landscaping, fencing, and hardscape. With the completed Request for Qualifications the approved General Contractors will be based on the low price at the close of our Request for Quotation.

The RFQ closed on September 14, 2023. The results of the RFQ are attached as Appendix A.

TENANT IMPACT:

Over the last two years of the planning process, LMCH staff has engaged Southdale tenants regarding the Reimagine Southdale Project. Community meetings and door-to-door information has been delivered to our tenants at Southdale with every effort to answer any questions or concerns regarding Reimagine Southdale.

Over the course of construction, there will be impacts to the tenants in regard to noise and dust. The General Contractor will be required to install dust mitigation measures

where possible. The General Contractor will also be limited to construction noise between the hours of 7:00am and 6:00pm per City of London Construction Noise Bylaw. We will also be taking additional measures with our General Contractor to ensure site safety for our tenants and General Contractor is a number one priority.

As part of the Reimagine project the remaining 148 townhomes will be receiving exterior upgrades to include new siding, landscaping, and upgrades to hardscape areas.

FINANCIAL IMPACT:

LMCH and our consultants completed detailed cost estimates (construction costs) at every stage of the design process. The results of these estimates are as follows:

Class A Estimate	\$24.8M	Accurate to within 5% of the actual contract value
Class B Estimate	\$24.9M	Accurate to within 10% of the actual contract value
Class C Estimate	\$24.2M	Accurate to within 15% of the actual contract value
Recommended Contract	\$23.8M	Actual RFQ Costing inclusive of contingencies but excluding taxes

LMCH has received \$30M in funding for regeneration planning and the implementation of Phase 1 of the Reimagine Southdale Project. Based on the current project costing additional seed money of approximately \$300,000 remains available for regeneration planning work required for future phases of Reimagine Southdale and other regeneration projects.

CONCLUSION:

It is the recommendation of CGS, the Project Architect, and LMCH Staff that the Board approve LMCH to enter into a contract with Jackman Construction Limited to complete Phase 1 of Reimagine Southdale.



PREPARED and SUBMITTED BY:
PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

APPENDIX:

- Attachment A – Bid Summary -In-Camera Attachment
- Attachment B – Prequalified List of Bidder
- Attachment C – CGS Award Recommendation

APPENDIX B

London & Middlesex Community Housing

REIMAGINE SOUTHDALE PHASE 1

931 Southdale Road East, London, Ontario

August 3, 2023

PREQUALIFIED CONTRACTORS

General Contractors:

1. Jackman Ltd.
2. Michael + Clark Construction
3. Norlon Builders
4. SEM Construction

Mechanical Subcontractors:

1. Besterd Mechanical
2. Brenner Mechanical
3. CJS Mechanical
4. J.M.R. Electric
5. Soan Mechanical

Electrical Subcontractors:

1. Arcon Electric
2. Dielco Electric
3. J.M.R. Electric
4. O'Connor Electric
5. RA Barnes Electric

London & Middlesex Community Housing
1299 Oxford St E Unit 5c5
London, Ontario
N5Y 4W5

September 14, 2023

Attention: Scott Robertson
Construction and Project Manager

Reference: LMCH Reimagine Southdale – Building A Phase 1 – RFQ 2021-0027

931 Southdale Road East, London, ON
Summary of Bids and Award Recommendation

CGS Project No.: 21023

Dear Mr. Robertson,

We have reviewed the bids received for your project, Reimagine Southdale – Building A Phase 1, and can recommend that you proceed to enter into a contract with Jackman Construction Ltd. based on their bid of \$23,804,400 (\$21,433,000 Bid Price + \$2,371,400 Alternate Price), all plus HST. As determined by the rigorous prequalification process, Jackman Construction Ltd. has the capabilities to undertake this project.

In addition to CGS's review, Jackman Construction Ltd.'s submission should also be reviewed by LMCH to confirm it is deemed complete and in accordance with the bid documents.

We believe that the bids received were all excellent. The reasonable spread of bidders is reflective of the current very competitive marketplace, and of a cohesive set of tender documents.

Yours very truly,



Kyle D Slote, M.Arch, OAA,
Principal