



KLH Housing Corp.

Make The Right Move

2018 - 2019 **Annual Report**

Table of Contents

Message from our CEO.....3

Corporate Governance.....4

Vision.....4

Mission.....4

Values4

KLH Housing Communities.....5

The Balancing Act of Maintaining and Growing.....7

2018 - 2019 Goals and Accomplishments.....8

2018 - 2019 Asset Management Highlights10

2018 - 2019 Financial Highlights.....11

Tenants Engaging in Their Community.....12

Looking Ahead.....13

Contact.....14

Board of Directors and Officers

Chair • Pat Dunn **Vice Chair •** Brent Devolin

Director • Fay Martin

Director • Bob Carter

Director • Dana Bowman

Chief Executive Officer • Hope Lee

Director • Suzanne Tigwell

Treasurer • Carolyn Daynes

Director • Doug Elmslie

Deputy Treasurer • Nancy Paish

Director • Jody Curry

Secretary • Hope Lee

Message from our CEO

We believe in investing in good quality affordable housing. It provides a solid cornerstone for our communities. KLH Housing continued to work together with tenants, staff, board members, and volunteers to provide good quality, safe, accessible, sustainable and affordable housing in the City of Kawartha Lakes and Haliburton County.

In cooperation with other organizations, KLH Housing is committed to creating communities that foster good health and well-being by ensuring our tenants receive the services they require. Our commitment is to our tenants and staff and we thank each of them for their dedication to the wellbeing of our communities.

We have and will continue to work with non-profit housing providers, other organizations and all levels of government to find ways of better meeting the needs of the people we jointly serve through advocacy, better coordination of services, and joint planning and development of new and enhanced services.

KLH Housing has taken a leadership role in the provision of affordable housing over the past several years creating new housing opportunities in various communities. We thank all who have joined with us in the many endeavours to provide a continuum of housing within our communities.

KLH Housing will continue to **move forward together** in the provision of affordable housing in our communities.

Sincerely,

A handwritten signature in black ink that reads "Hope Lee". The signature is fluid and cursive, with a small dot at the end.

Hope Lee
KLH Housing CEO

Corporate Governance

KLH Housing is a housing provider regulated by the **Housing Services Act, 2011** (HSA). KLH Housing is incorporated under the **Ontario Business Corporations Act**, and it is responsible for owning and operating affordable residential rental housing. The City of Kawartha Lakes is the sole shareholder of the Corporation.

A Board of Directors is responsible for the governance of KLH Housing.

The Board establishes the Vision, Mission, Values, Commitments and Goals for the corporation.

Vision

Quality affordable housing with support services across all of our communities.

Mission

Lead and collaborate with others to create a variety of quality, safe, accessible, sustainable and affordable housing for the residents of Kawartha Lakes and the County of Haliburton.

Values

We are committed to:

Our Tenants

Our foremost commitment is to our tenants, to whom we will provide quality, safe, accessible and sustainable affordable housing. In doing so, we will recognize and respect the diversity of our communities and the people we serve.

Our Staff

We are committed to providing the staff who deliver our services the resources and training they need to be effective in their work.

Our Partners

We are committed to collaborate with our stakeholders to combine resources and address the needs of our communities. We will foster positive and fruitful working relationships.

Leadership

We will continue to lead and be the catalyst for affordable housing, remaining bold and innovative, exercising due diligence, while pursuing opportunities as they arise.

Fiscal Responsibility

We are committed to fiscal responsibility and accountability. We will demonstrate value for money.



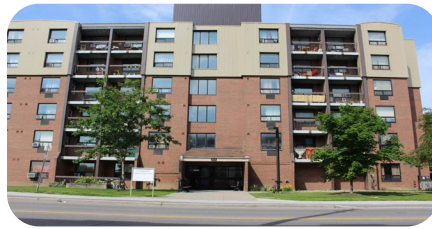
KLH Housing Communities



71 Melbourne Street East Lindsay

Built in: 1972
1 bedrooms: 50

Total
bedrooms
 50



111 William Street North Lindsay

Built in: 1974
1 bedrooms: 64
2 bedrooms: 1

Total
bedrooms
 66



123 Need Street Bobcaygeon

Built in: 1975
1 bedrooms: 32

Total
bedrooms
 32



Mary & James Street Lindsay

Built in: 1975
2 bedrooms: 12
3 bedrooms: 12

Total
bedrooms
 60



8 James Street Omeme

Built in: 1976
1 bedrooms: 28

Total
bedrooms
 28



40 Francis Street East Fenelon Falls

Built in: 1976
1 bedrooms: 69
2 bedrooms: 1

Total
bedrooms
 71



20 Sussex Street South Lindsay

Built in: 1976
1 bedrooms: 65
2 bedrooms: 2

Total
bedrooms
 69



610 Mountain Street Haliburton

Built in: 1978
1 bedrooms: 34
2 bedrooms: 1

Total
bedrooms
 36



6 Parkside Street Minden

Built in: 1978
1 bedrooms: 19
2 bedrooms: 1

Total
bedrooms
 21



40 Dominion Drive Lindsay

Built in: 1979
3 bedrooms: 10
4 bedrooms: 2

Total
bedrooms
 38



19 Hamilton Street Lindsay

Built in: 1982
1 bedrooms: 45
2 bedrooms: 15

Total
bedrooms
 75



92 Albert Street South Lindsay

Built in: 1985
2 bedrooms: 24
3 bedrooms: 24
4 bedrooms: 2

Total
bedrooms
 128

KLH Housing Communities



45 Durham Street East Lindsay

Built in: 1986
2 bedrooms: 26
3 bedrooms: 24



45 St Patrick Street Lindsay

Built in: 1991
1 bedrooms: 10



48 St Paul Street Lindsay

Built in: 1991
Addition in: 2018
1 bedrooms: 39
2 bedrooms: 17



4977 County Road 21 Haliburton

Built in: 2013
Addition in: 2019
1 bedrooms: 24
2 bedrooms: 6
3 bedrooms: 6



1 Devan Court Lindsay

Built in: 2015
1 bedrooms: 14
2 bedrooms: 2
3 bedrooms: 13



57 Parkside Street Minden

Built in: 2017
1 bedrooms: 12



68 Lindsay Street North Lindsay

Built in: 2019
1 bedrooms: 24



5 Bond Street East Lindsay

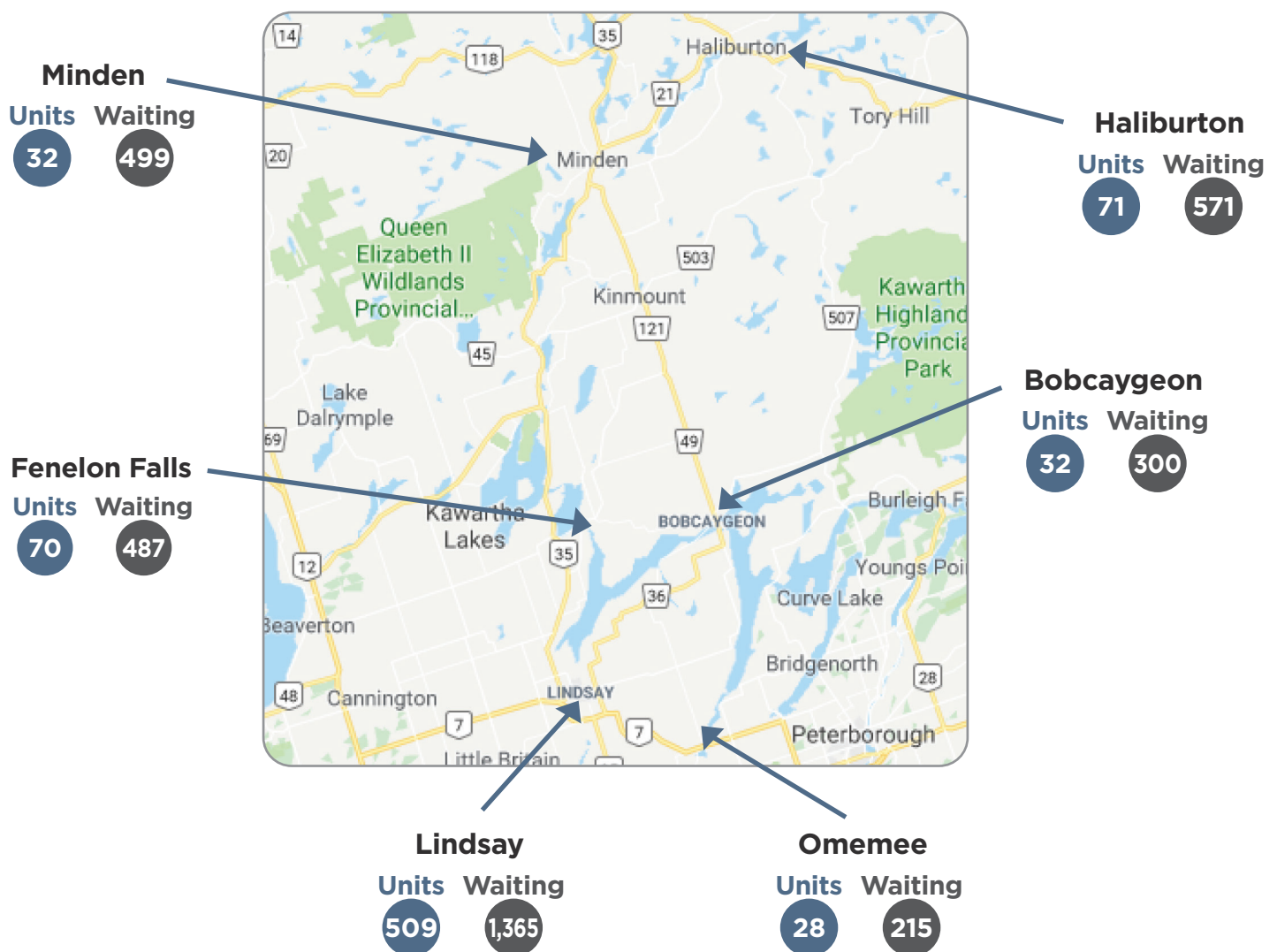
Built in: 2019
3 bedrooms: 12



The Balancing Act of Maintaining and Growing

While KLH Housing strives to maintain its current communities it can't ignore the local needs.

| Community | Number of KLH Housing units in that community | Number of households waiting in that community |
|---------------|---|--|
| Haliburton | 71 | 571 |
| Minden | 32 | 499 |
| Bobcaygeon | 32 | 300 |
| Fenelon Falls | 70 | 487 |
| Lindsay | 509 | 1,365 |
| Omeme | 28 | 215 |
| Total | 742 | 2,534 |



2018 - 2019 Goals and Accomplishments



Goal

To explore funding options, prepare plans and secure approvals in order to construct new affordable housing projects where land options are currently available at 106 Murray Street in Fenelon Falls and at Parkside Street in Minden.

Accomplishments



106 Murray Street, Fenelon Falls

Purchased and zoned property at 106 Murray Street in Fenelon in order to create a 30 unit building with 16 one beds, 12 two beds and 2 three beds.



Parkside Street, Minden

Secured land and funding on Parkside Street in Minden in order to create a 21 unit building with 12 one beds, 3 two beds and 6 three beds (occupancy planned for 2021).



Goal

To explore, evaluate and identify the future housing needs throughout the City and County in order to seek land opportunities, explore funding options and prepare plans in order to secure approvals for new affordable housing projects.

Accomplishments



21 Hamilton Street, Lindsay

Secured land at 21 Hamilton Street in Lindsay in order to create a 46 unit building with 28 one beds, 12 two beds and 6 three beds. (occupancy planned for 2022).



Hwy 35, Minden

Developed our first public private partnership for land on Hwy 35 in Minden in order to create 30 two-bedroom townhouse units. (occupancy planned for 2022).



2018 - 2019 Goals and Accomplishments



Goal

To explore, evaluate and identify gaps that exist in support services or programs which are necessary to ensure that KLH Housing tenants have long and successful tenancies.

Accomplishment



68 Lindsay Street North

Entered in a lease arrangement at 68 Lindsay Street North in Lindsay in order to offer the first supportive housing building to those experiencing chronic homelessness within 24 one bedroom units. The units include intensive support services.



2018 - 2019 Asset Management Highlights

KLH Housing believes strongly in following capital asset practices to ensure preservation of our building and to maintain the quality of life for our tenants. KLH Housing utilizes Asset Planner Software and its Building Condition Assessment for each community when planning and prioritizing annually to ensure the best investment of resources. In 2019 KLH participated in the City's project to create the first Housing Asset Management Plan.

The current construction value of KLH Housing's housing portfolio is just over **168 million** (excludes the cost of land and primary site servicing).

KLH Housing invested close to **2.3 million** from a variety of funding sources toward capital projects in 2018-19 including:

2018

Omemee Kitchen Replacement



Replace kitchens including cabinetry, electrical fixtures, plumbing fixtures, paint, flooring and countertops.



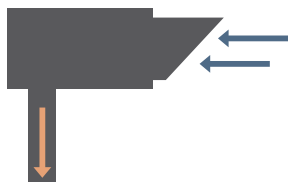
Nayaro Park Roof Replacement

Replace existing asphalt shingle with new.

Hamilton Place Roof Replacement

Replace existing asphalt shingle with new.

2019



Replace air make up systems, at end of useful life.

Replace two air make up units at Sussex and one air make up unit at William.

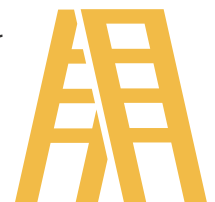


William Water Shut Offs Replacement.

Replace water shut off valves in hallways for individual units.

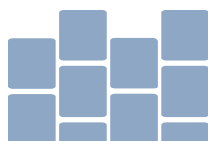
William T-Bar Ceiling Replacement.

Replace T-Bar ceilings in first floor and sixth floor hallways after water shut off project complete.



William, Sussex and Fenelon Entrance Refurbishment.

Replace ceramic tile in entrances and lobby's.



2018 - 2019 Financial Highlights

KLH Housing ended 2018 and 2019 with an operating surplus

KLH Housing Income Statement

* To be read in conjunction with the audited financial statements available at www.klhhousingcorp.ca

| | Approved Budget 2018 | Year End Actuals 2018 | Approved Budget 2019 | Year End Actuals 2019 |
|---|----------------------------|-----------------------------|----------------------------|-----------------------------|
| Revenue | | | | |
| Municipal Subsidy | \$1,917,050 | \$1,917,050 | \$1,917,050 | \$1,917,050 |
| Federal Subsidy | \$0 | \$402,562 | \$428,116 | \$428,116 |
| Rental Revenue | \$3,783,482 | \$4,246,052 | \$4,054,979 | \$4,180,438 |
| Micro Fit Revenue - Hydro One | \$18,000 | \$16,914 | \$17,000 | \$16,477 |
| Other Revenue | \$132,614 | \$120,419 | \$113,753 | \$316,018 |
| KLH Housing Reserve | \$150,000 | \$150,000 | \$150,000 | \$150,000 |
| Total Revenue | \$6,001,146 | \$6,852,997 | \$6,680,898 | \$7,008,099 |
| Expenses | | | | |
| Administration | \$1,173,409 | \$1,225,628 | \$1,313,569 | \$1,270,784 |
| Bad Debts | \$20,000 | \$43,915 | \$35,000 | \$100,902 |
| Insurance | \$215,000 | \$153,020 | \$160,500 | \$182,293 |
| Building and Maintenance | \$501,595 | \$682,835 | \$558,125 | \$890,426 |
| Fleet Charges | \$25,000 | \$55,113 | \$40,000 | \$66,303 |
| Municipal Taxes | \$1,068,387 | \$1,060,896 | \$1,123,715 | \$1,144,200 |
| Professional Fees | \$11,685 | \$11,355 | \$11,685 | \$10,685 |
| Board Expenses | \$8,000 | \$7,457 | \$10,000 | \$18,366 |
| Fees and Charges (Tribunal, Sheriff, Bank) | \$8,105 | \$11,208 | \$11,450 | \$21,953 |
| Utilities | \$1,837,710 | \$1,616,810 | \$1,690,124 | \$1,674,081 |
| Mortgages & Debentures | \$867,255 | \$1,178,826 | \$1,508,950 | \$1,252,850 |
| Lease Payments | | | \$124,300 | \$49,076 |
| KLH Housing Reserve | \$265,000 | \$256,820 | \$93,480 | \$67,456 |
| Total Expenses | \$6,001,146 | \$6,303,883 | \$6,680,898 | \$6,749,374 |
| Surplus | \$0 | \$549,114 | \$0 | \$258,725 |

Tenants Engaging in Their Community



"Any Requests?"

Tenant in Omemee taking requests for the top Christmas songs at their annual Christmas Luncheon.



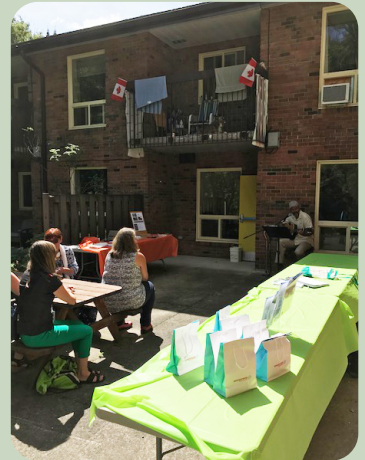
"Apple Tree Planting"

Planting the Apple Trees that were donated (Northern Community).



"Live Music"

Tenant planned event with live music.



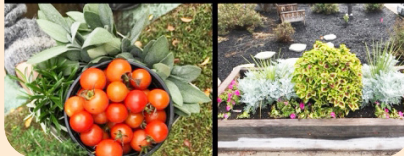
"Ornament Making"

Children's Christmas Event where they were able to make ornaments to give as gifts to family over the holidays.



"Bountiful Gardens"

Garden's at KLH communities.



"Essential Oil Workshop"

An essential oil workshop offered to children in our communities. They were able to make their own items and learn how essential oils can enhance different areas of their lives.

Looking Ahead

The KLH Housing Board, Officers and Management staff held a planning session in the fall of 2019 focused on looking at the next 10 years. This has resulted in the creation of a 10 Year (2020-2029) Strategic Plan.

The plan includes 5 Strategic Priorities:



Strengthen Our Relationships



Provide Quality Housing



Ensure Sustainable Funding



Build More Affordable Housing



Invest in Our People

Each strategic area includes a number of goals and objectives which KLH Housing will work toward achieving over the next 10 years. On an annual basis, KLH Housing will report success toward these.

One of the most ambitious goals of this plan includes a commitment to assist the City and County to reach affordable housing targets by developing approximately 650 new units over the 10 years.

A comprehensive review of the governance and operations will take place over 2020 exploring recommendations that will ensure KLH Housing is in a position to meet these strategic priorities.

An important element of KLH Housing's ongoing success is the governance role of the KLH Housing Board of Directors. We acknowledge their leadership in providing a solid foundation to create and maintain communities for the tenants we serve.

Contact

KLH Housing Corp.



KLH Housing Corp.

Make The Right Move



705- 324-9870
1-800-463-4120



klhhousingrequests@kawarthalakes.ca



www.klhhousingcorp.ca

Office

PO Box 2600, 68 Lindsay Street North
Lindsay, ON K9V 4S7

