



KLH Housing Corp.

Make The Right Move



2016 - 2017 Annual Report

Table of Contents

Message from our Chair and CEO.....	3
Corporate Governance.....	4
Vision.....	4
Mission.....	4
Values and Commitments.....	4
KLH Housing Communities.....	5
The Balancing Act of Maintaining and Growing.....	7
2016 - 2017 Goals and Accomplishments.....	8
2016 - 2017 Asset Management Highlights	10
2016 - 2017 Financial Highlights.....	11
2016 - 2017 Tenants, Communities and Partnerships.....	12
Bi-Annual Survey – 2016 Results.....	12
Partnership with Community Agencies & Local Services	12
Tenants Engaging in Their Community.....	13
Looking ahead to 2018 - 2019.....	14
Contact.....	15
KLH Housing Corp.....	15

Board of Directors and Officers

Chair • Eleanor Harrison

Vice Chair • Patrick O'Reilly

Director • Brent Devolin

Chief Executive Officer • Hope Lee

Director • Larry O'Connor

Treasurer • Carolyn Daynes

Director • Fay Martin

Deputy Treasurer • Nancy Paish

Director • Dana Bowman

Secretary • Hope Lee

Director • Stephen Strangway

Director • Suzanne Tigwell

Director • Elizabeth Howell-Jones

Message from our Chair and 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,



Eleanor Harrison
KLH Housing Chair



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

Our vision is of good quality affordable housing with support services across all of our communities.

Mission

The KLH Housing provides a variety of good quality, safe, accessible, sustainable and affordable housing options for households in the City of Kawartha Lakes and the County of Haliburton, with a priority focus on low income, homeless and people with special needs. In cooperation with other organizations, we create communities that foster good health and well-being by advocating for our tenants to receive the services they require.

Values and Commitments

- Provide good quality affordable housing
- Recognize the diversity of our tenants and treat all with dignity and respect
- Provide opportunity for expression of concerns and respond in timely manner
- Provide resources to staff and Board Members to work effectively
- Advocate for funding
- Work with other organizations and government levels
- Plan, budget and manage our finances responsibly



KLH Housing Communities



71 Melbourne Street East

Lindsay

Built in: 1972

1 bedrooms: 50



111 William Street North

Lindsay

Built in: 1974

1 bedrooms: 64

2 bedrooms: 1



123 Need Street

Bobcaygeon

Built in: 1975

1 bedrooms: 32



Mary & James Street

Lindsay

Built in: 1975

2 bedrooms: 12

3 bedrooms: 12



8 James Street

Omeme

Built in: 1976

1 bedrooms: 28



40 Francis Street East

Fenelon Falls

Built in: 1976

1 bedrooms: 69

2 bedrooms: 1



20 Sussex Street South

Lindsay

Built in: 1976

1 bedrooms: 65

2 bedrooms: 2



610 Mountain Street

Haliburton

Built in: 1978

1 bedrooms: 34

2 bedrooms: 1



6 Parkside Street

Minden

Built in: 1978

1 bedrooms: 19

2 bedrooms: 1



KLH Housing Communities



40 Dominion Drive

Lindsay

Built in: 1979

3 bedrooms: 10

4 bedrooms: 2



19 Hamilton Street

Lindsay

Built in: 1982

1 bedrooms: 45

2 bedrooms: 15



92 Albert Street South

Lindsay

Built in: 1985

2 bedrooms: 24

3 bedrooms: 24

4 bedrooms: 2



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

1 bedrooms: 30

2 bedrooms: 10



4977 County Road 21

Haliburton

Built in: 2013

1 bedrooms: 24



1 Devan Court

Lindsay

Built in: 2015

1 bedrooms: 14

2 bedrooms: 2

3 bedrooms: 13



57 Parkside Street

Minden

Built in: 2017

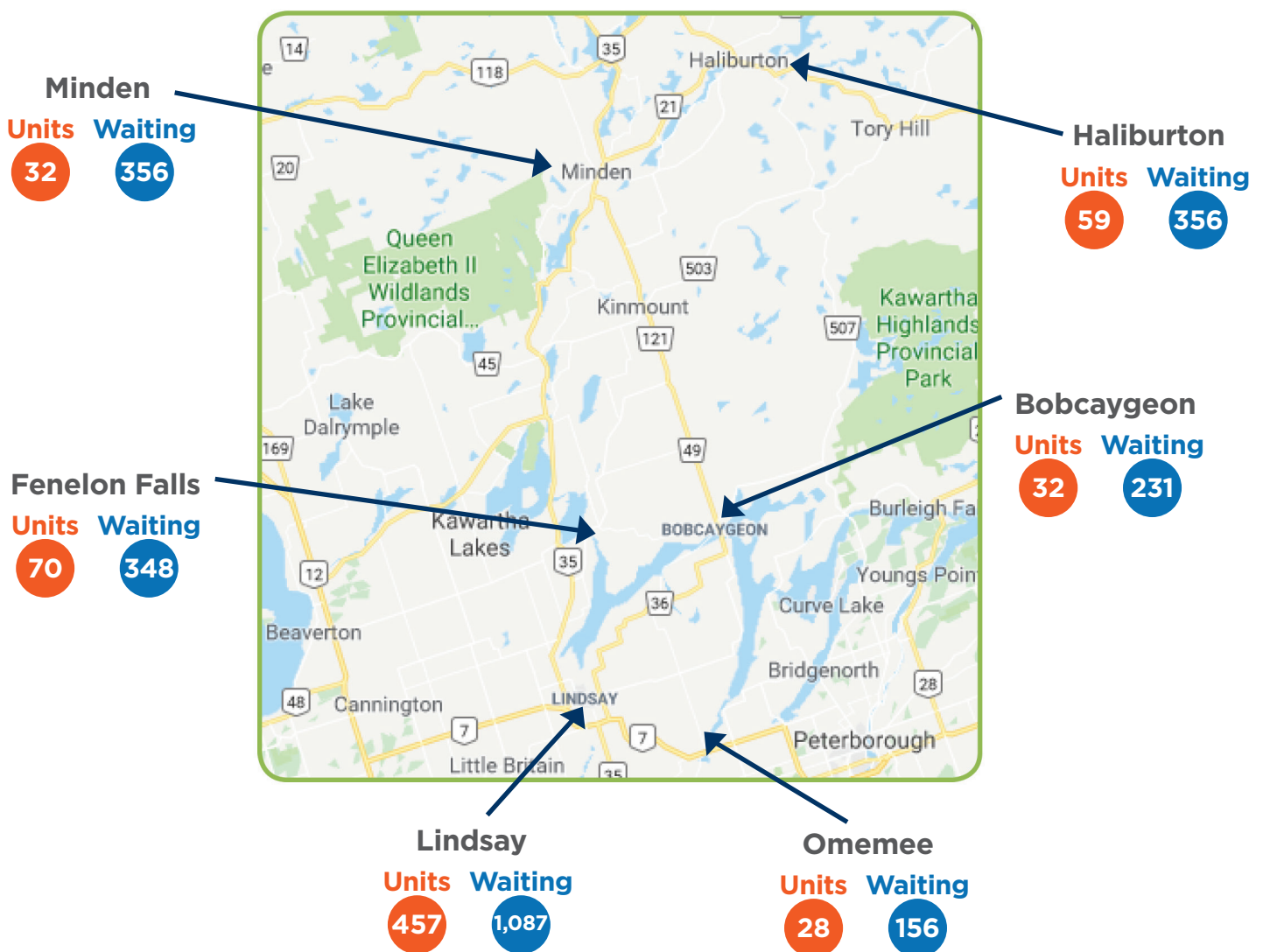
1 bedrooms: 12



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	59	356
Minden	32	356
Bobcaygeon	32	231
Fenelon Falls	70	348
Lindsay	457	1,087
Omeme	28	156
Total	678	2,534



2016 - 2017 Goals and Accomplishments



Goal

To continue toward leveraging 25 of the KLH Housing's older and less efficient single and semi-detached housing assets in order to complete Phase 2, the construction of 25-36 new townhouse and one bedroom apartment units in Lindsay.

Accomplishments



48 St Paul Street addition

Used revenue from 10 home sales to create 9 one bedroom and 7 two bedroom units (occupancy July 2018).



5 Bond Street East

Used revenue from 9 home sales to create 12 three bedroom townhouses (occupancy late 2018).



Goal

To explore, prepare plans and secure approvals in order to construct new affordable housing projects in the County of Haliburton utilizing Investment in Affordable Housing rental funding and existing land for Phase 1 and Phase 2 in Minden Hills and a possible Phase 2 in Dysart et al.

Accomplishments



57 Parkside Street, Minden

Used Investment in Affordable Housing funding to create 12 one bedroom apartments (occupancy April 2017).



4977 County Road 21, Haliburton

Used Investment in Affordable Housing funding to create 6 two bedroom and 6 three bedroom townhouses (occupancy May 2019).



2016 - 2017 Goals and Accomplishments



Goal

To explore, evaluate, identify options and prepare plans which include municipal financial and planning incentives, funding, land and partnership opportunities in order to recommend new affordable housing projects in both the City and the County based on the communities needs while assisting both municipalities to meet affordable housing targets established in their official plans.

Accomplishment



68 Lindsay Street North

Through a partnership with the City, KLH will be able to provide 24 one bedroom units for the homeless population (occupancy early 2019).



Goal

To develop for consideration, a communication strategy which will incorporate the goals, audience, message, forms, resources and timelines of the communication as well as methods for evaluating the success of the communication strategy.

Accomplishment



New branding and tag line and a board adopted communications strategy (see below).



The butterfly icon conveys the key components of KLH Housing Corp.

- Security through structure
- Care through softness
- Potential through imagery
- Dignity through colour and symmetry.

2016 - 2017 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 (updated in 2017) for each community when planning and prioritizing annually to ensure the best investment of resources.

The current construction value of KLH Housing's housing portfolio is **130 million** (excludes the cost of land and primary site servicing).

- KLH Housing added approximately **2 million** to the asset base with the construction of 57 Parkside in 2017.



- KLH Housing invested close to **2 million** from a variety of funding sources toward capital projects in 2016-17 including:



Updating older common area lighting to LED, estimated to **save \$20,000 annually in utility costs.**

Installation of security cameras to **improve safety.**



Refreshed older kitchens with new cabinets, countertops, taps, flooring, etc.



Replaced **140 hot water heaters** with new energy efficient models.



Installation of a system to control wattage to electric baseboard heating in a building where other energy methods are not possible, estimated **annualized savings of \$18,000.**

Replaced aging **shingles.**



Replaced **windows** to conserve energy.

2016 - 2017 Financial Highlights

KLH Housing ended 2016 and 2017 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 2016	YEAR END ACTUALS 2016	APPROVED BUDGET 2017	YEAR END ACTUALS 2017
Revenue				
Municipal Subsidy	(2,628,901)	(2,628,901)	(2,728,895)	(2,728,895)
Federal Subsidy		(14,500)	-	(379,542)
Rental Revenue	(3,288,228)	(3,369,384)	(3,415,360)	(3,548,754)
Management Fee	(4,891)	(4,891)	-	-
Micro Fit Revenue - Hydro One	(17,000)	(18,929)	(17,000)	(16,888)
Other Revenue	(139,621)	(133,616)	(163,082)	(123,341)
Bad Debts	-	(7,245)	-	-
KLH Housing Reserve		(1,832)	-	(2,315)
Total Revenue	(6,078,641)	(6,179,298)	(6,324,337)	(6,799,735)
Expenses				
Administration	1,247,021	1,296,589	1,355,371	1,324,710
Bad Debts	29,692	10,835	30,000	37,284
Insurance	220,000	212,500	225,500	159,446
Building and Maintenance	449,251	413,591	401,549	746,794
Fleet Charges	25,000	47,944	25,000	40,288
Municipal Taxes	952,044	944,691	1,011,609	999,840
Professional Fees	9,960	13,336	12,500	10,504
Board Expenses	5,500	7,149	5,500	9,786
Fees and Charges (Tribunal, Sheriff, Bank)	9,038	9,999	12,200	10,668
Utilities	2,134,909	1,859,804	2,244,829	1,595,419
Mortgages & Debentures	959,006	819,463	965,479	1,185,775
KLH Housing Reserve	37,220	14,894	34,800	251,860
Total Expenses	6,078,641	5,650,796	6,324,337	6,372,375
Surplus (-) / Deficit	-	(528,502)	-	(427,360)

2016 - 2017

Tenants, Communities and Partnerships

Bi-Annual Survey – 2016 Results

Every two years KLH Housing conducts a comprehensive survey of our tenants. We use the information to make any necessary changes, gather ideas for capital improvements and review community activities.

Here are a few highlights of the survey (based on those who responded to the following questions):



90%

rated KLH
Housing Overall
Administration as
Good or Excellent.

87%

rated KLH Housing
Overall **Maintenance**
as **Good or**
Excellent.

89%

noted that they Agree or
Strongly Agree that they **feel**
safe in their communities.

83%

noted that they live in a
community where **people**
help their neighbours.

68%

rated **Contractors** as
Good or Excellent.

95%

liked to receive
the **newsletter.**

80%

said the **Community Programs**
were of **good quality.**

Partnership with Community Agencies & Local Services

1. Blood Pressure Clinics, Income tax clinics, Closing the Gap (Falls prevention and education) – Community Care and Health Unit
2. Providing Direct Support to tenants through our Community Housing Support Workers
3. Facilitating Agency assistance with organizations such as Fourcast, Community Living, CMHA, Community Care, Haliburton Highlands Mental Health Services, etc



Tenants Engaging in Their Community



"Coming Together"

Seniors created a Task Group and applied for and received grant for common room refurbishing at 19 Hamilton St.



An embroidery group was the first group to use the Common Room:



"Annual Spring Clean Up"

Tenants taking ownership and pride in their communities.



"Green Peppers in the Greenhouse"



In partnership with Master Gardeners of Lindsay and Sir Sanford Fleming College-Ag Program, the green house continues to produce vegetables for tenants.



"Celebrating"

To Celebrate Canada's 150 years, communities were offered \$150 to organize their own Community Canada Day Celebrations.



"Paying it Forward"

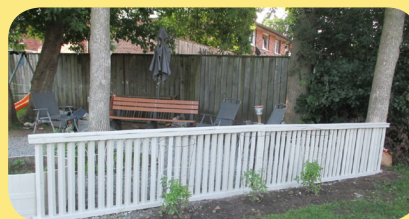


Tenants making dresses for children in Africa.



"Community Smoking Area"

Tenants working together to create and maintain a community smoking area.



"Kids and Food"

The children enjoyed making their own jam at a workshop presented by the Health Unit. KLH Housing has partnered with Food Source to plant 73 fruit trees throughout our KLH Housing Communities.

Looking ahead to 2018 - 2019

The KLH Housing Board and Officers reviewed its direction and goals in its bi-annual Strategic Planning Session in October 2017.

KLH Housing adopted four strategic goals and a number of actions to meet those goals through 2018-19:



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. Plans should focus on a mixed community that provides housing options for low to modest income households, singles, couples, seniors and families, with a portion of each community dedicated to homelessness and to those with special needs



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. Plans should focus on a mixed community that provides housing options for low to modest income households, singles, couples, seniors and families, with a portion of each community dedicated to homelessness and those with special needs



To explore, evaluate and prepare plans that consider a variety of financing tools such as refinancing of existing assets once their mortgages expire with a goal to support the continuing capital needs, KLH Housing existing or new services and the creation of additional affordable housing.



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. KLH Housing will take a lead role in collaborating with agencies in order to seek out new funding opportunities or suggest ways to restructure current funding and resources in order to address gaps and secure the dedication of programs and services needed.

KLH Housing will increase its portfolio in 2018-19 with new developments being ready for tenants at 48 St Paul Street in Lindsay, 5 Bond Street in Lindsay, 68 Lindsay Street North in Lindsay and 4977 County Road 21 in Haliburton.

It will also begin work toward new developments in Minden, Fenelon Falls and Lindsay.

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



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