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Date December 6, 2023 **Report No.** 2023-671

To Chair and Members
Brant and Brantford Local Housing Corporation

From Brian Hutchings, Chief Administrative Officer
Acting Commissioner, Community Services and Social Development

1.0 Type of Report

Consent Item [X]
Item For Consideration []

2.0 Topic **Brant and Brantford Local Housing Corporation Third Quarter Report (July - September 2023) [Financial Impact: None]**

3.0 Recommendation

- A. THAT Report 2023-671 Brant and Brantford Local Housing Corporation Third Quarter Report (July - September 2023) BE RECEIVED; and
- B. THAT the City Clerk BE DIRECTED to forward a copy of the final resolution and staff report to the County of Brant.

4.0 Executive Summary

This is the Brant and Brantford Local Housing Corporation Third Quarter (Q3 2023) report covering the time period July 1 – September 30, 2023 to keep the Board of Directors informed of the operations and management of the Brant and Brantford Local Housing Corporation (LHC) portfolio.

Highlights from Q2 2023 include:

- 2,388 completed work orders;
- 14 capital projects currently in progress;

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- 24 unit turnovers; and
 - Rental arrears owing to the LHC have decreased by \$8,663

This report provides current twelve month data and previous year results for comparative purposes. The LHC portfolio is well managed, providing much needed community housing for citizens in the County of Brant and the City of Brantford.

5.0 Purpose and Overview

The purpose of this report is to provide Social Services Committee, as Members of the Brant and Brantford Local Housing Corporation (LHC), an update on the operations of the LHC in Q3 2023.

6.0 Background

On January 1, 2001, Local Housing Authority properties were transferred to the City of Brantford as Phase 1 of the transfer of community housing (formerly called social housing). Within the County of Brant and the City of Brantford, Local Housing Authority units were transferred to the newly incorporated Brant and Brantford Local Housing Corporation (LHC). The Corporation of the City of Brantford is the sole shareholder of the LHC.

Effective January 1, 2002, the City of Brantford took over the management of the LHC portfolio.

Ministerial consent for the sale of ten LHC single family homes was received on February 10, 2016 from the Ministry of Municipal Affairs and Housing. In May 2016 by way of in-camera report PHSSS2016-44 *Approval for the disposition of ten (10) LHC Single Family Homes*, staff were directed to proceed with the sale of these LHC housing assets. Report 2019-146 *Approval for the disposition of Eighteen (18) Brant and Brantford Local Housing Corporation (LHC) single Family Homes*, approved staff to proceed with the sale of the remaining eighteen (18) properties in the Woodlawn Meadows housing portfolio. One single family unit in the Woodlawn Meadows portfolio was sold in the month of January 2023 for \$580,000. This represents the eleventh Woodlawn Meadows property to be sold.

There were zero (0) sales of Woodlawn Meadows properties in Q3 2023. The remainder of the 17 Woodlawn Meadows properties will be sold through natural attrition.

7.0 Corporate Policy Context

[Brantford-Brant Housing Stability Plan \(2014-2024\)](#)

The City of Brantford Council's 2023-2026 Strategic Theme:

4. Create a vision and strategy for managing development and affordable housing.

County of Brant's 2019-2023 Strategic Priorities:

4. Reliable Infrastructure; and
5. Healthy, Safe and Engaged Citizens.

8.0 Input From Other Sources

City of Brantford - Finance Department

City of Brantford - Facilities Division

9.0 Analysis

The Brant & Brantford Local Housing Corporation (LHC) is a corporation subject to the *Ontario Business Corporations Act*. The LHC currently owns 863 units of community housing assets. The Corporation of the City of Brantford is the sole shareholder. Management of the LHC housing portfolio is provided through the Housing and Homelessness Services Department.

The following activities and financial information from Q3 2023 are provided in Appendix A of this quarterly report, demonstrating the ongoing effective management of the City's community housing infrastructure assets:

- Ongoing partnerships with various community-based organizations which offer tenant supports and programming to allow life skill training, food security, recreation and personal growth opportunities such as:
 - Brantford Food Bank – supporting the weekly food share at Winston Court with overflow (e.g., baby products) delivered to family housing sites;
 - Brant County SPCA, Pets for Life Program – Offering food for pets, access to emergency clinics for spay and neutering, and vaccines;

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- Brant Skills Centre – partnerships at family housing sites to connect tenants with resources and funding. BSC provides support for those who may want to return to school or work (e.g., safe food handling training); and
 - Community Paramedicine Program - a relatively new and evolving healthcare model. It allows paramedics to operate in expanded roles by assisting with public health, primary healthcare and preventive services to underserved, at-risk, and/or identified populations in the community.
- 2,388 work orders were completed in Q3 2023. This is a 4% increase from Q2 2023 when 2,302 work orders were completed and a 40% increase in comparison to Q3 2022 when 1,678 work orders were completed.

In 2023, staff reviewed and updated the process for issuing internal work orders to maintenance staff. Previously, a single work order would be issued for a unit which could include numerous repairs in different work programs: e.g., one work order could have included multiple repairs such as carpentry, plumbing, and drywall repair. Work orders are now issued to internal maintenance staff, by program and priority. Staff will be assessing the process change impact and providing an update in the Q4 2023 LHC report.

- Fourteen (14) capital projects are currently in progress (Appendix A) including:
 - **170 Trillium Way, Paris – Window and Balcony Door Replacment.**
Windows and balcony doors are to be replaced. The project will be completed over a two year period (2023-2024);
 - **Sunrise Villa, Willow Street, Paris - Window Replacement**
This Request for Quotes has closed, the contract has been awarded and work will commence by December 2023; and
 - **Riverside Gardens: 17 Marie, 43 Tecumseh, 46 and 50 Pontiac Roof Replacement**
Project reached completion at end of Q3.

- Twenty-four (24) household turnovers (move-outs). This is a 20% decrease from Q2 2023 (n = 5) and a 4% increase in comparison to Q3 2022 (n = 1):
 - Turnovers at senior complexes (due to death and health related issues combined) account for the highest turnover rates in Q3 (n=9, 37%);
 - Tenant transfers to other buildings account for the second highest turnover rate this quarter (n=5, 21%). Most internal transfers are due to overhousing (too many bedrooms for the number of household members who live in the unit).

Figure 1 - Tenant Move-Outs by Reason

Unit Turnover Reason	Q3 2023		2023 Total	
Deceased	7	29%	16	18%
Transfer	5	21%	23	26%
None Given	3	13%	20	22%
Purchased Home	2	8%	2	2%
Health	2	8%	15	17%
Evicted	2	8%	4	4%
Other	2	8%	8	9%
Left Municipality	1	4%	1	1%
Left without Notice	0	0%	1	1%
Totals	24	100%	90	100%

- Rental arrears as a percentage of revenues has decreased by \$8,663 from 25% (\$108,724) in Q2 2023 to 23% (\$100,061) in Q3 2023.

Staff continue to review and monitor causes and are continuously working with households and implementing strategies to address outstanding rental arrears.

Tenants experiencing difficulties with rental arrears are being referred to the Housing Stability Worker pilot program and are being paired with a Housing Stability Worker in an effort to preserve their tenancy and assist in addressing issues that may be impacting housing stability.

The Landlord and Tenant Board is actively working to improve service standards. This includes hiring more staff and adjudicators, and streamlining processes.

On average, a hearing for an L1 *Application to Evict a Tenant for Non-Payment of Rent and to Collect Rent the Tenant Owes* is now being scheduled within five months by the LTB. This is an improvement from earlier this year, when the average wait time was 8-10 months for a hearing.

10.0 Financial Implications

There are no direct financial implications associated with this report however, the 2023 LHC Operating Budgets are showing a deficit at the end of Q3 2023. The primary reason for this is the missing County of Brant revenues which will be reconciled at the end of the calendar year.

Rental revenues are over budget target and expenditures are lower in Q3 2023 than Q2 2023. The LHC is on track to be within budget for 2023. Staff will continue to monitor spending to be within budget or realize a surplus in 2023.

11.0 Climate and Environmental Implications

There are no direct climate or environmental implications directly associated with this report. However, municipal housing assets account for 38% of corporate building greenhouse gas (GHG) emissions as of 2022. In order for the City of Brantford to reach its target of net-zero emissions by 2050, capital repairs to existing buildings need to be completed in a way that reduces energy consumption and GHG emissions.

12.0 Conclusion

This report is provided to keep the Board of Directors updated on the operations and management of the Brant and Brantford Local Housing Corporation (LHC) portfolio.

The report provides both current twelve month data and previous year results for comparative purposes.

The LHC portfolio is well managed, providing much needed community housing for citizens in the County of Brant and the City of Brantford.



Brian Hutchings
Chief Administrative Officer

Reviewed By:

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Prepared By:

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Attachments:

Appendix A - LHC Q3 2023 Report

Appendix B - LHC Q3 2023 Arrears Report

Copy to: NA

In adopting this report, is a by-law or agreement required? If so, it should be referenced in the recommendation section.

By-law required yes no

Agreement(s) or other documents to be signed by Mayor and/or City Clerk yes no

Is the necessary by-law or agreement being sent concurrently to Council? yes no