



Brant and Brantford  
Local Housing Corporation  
Quarterly Report

July – September 2020  
2020-515

Submitted by:

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**QUARTERLY REPORT**  
**July 1-September 30, 2020**

**TABLE OF CONTENTS**

1. Local Housing Corporation .....	1
1.1 Community Partnerships .....	2
1.2 Day-to-Day Maintenance – Work Orders .....	2
1.4 Tenant move outs .....	5
1.5 Applicant/Tenant Internal Reviews .....	6
1.6 Arrears .....	6
1.7 Insurance .....	8
1.8 Sale of Ten Units - Woodlawn Meadows Portfolio .....	8

APPENDIX B	Community Partnerships Report
APPENDIX C1 & C2	Arrears Report

## **1. Local Housing Corporation**

The Brant and Brantford Local Housing Corporation (LHC) currently owns 865 units of housing. The sole shareholder is the City of Brantford. This portfolio is managed by City of Brantford and consists of high-rise and low-rise apartment buildings, townhouses and detached houses.

Over 2,600 residents (families, single adults and seniors) live in the LHC units and pay geared-to-income rent (RGI), which is approximately 30% of the gross monthly household income. Social Assistance recipients pay rent based on prescribed social assistance rent scales.

Housing Services staff provides day-to-day property management, rent collection, building maintenance, lease enforcement, and capital asset management functions. Tenants living in LHC units, have a range of service requirements that may include eviction prevention services, mediation and problem solving in order to maintain their tenancies.

<u>Housing Community</u>	<u>Address</u>	<u>Number of units</u>
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Riverside Gardens	17 Marie Street, 46-52 Pontiac Street, 43, 45 Tecumseh Street, Brantford	50
Daleview Gardens	676 Grey Street, Brantford	30
Brant Towers	5 Fordview Court, Brantford	201
Eastdale Gardens	359 Darling Street, Brantford	50
Northland Gardens	332 North Park Street, 50 Hayhurst Road, 56, 68 Memorial Drive, Brantford	70
Willow Street	40-50 Willow Street, Paris/County	6
Lorne Towers	24 Colborne Street West, Brantford	159
Winston Court	18 Aberdeen Avenue, 124 Ontario St., 22 Gladstone Avenue, Brantford	124
Sunrise Villa	11 Park Street, Burford/County	12
Woodlawn Meadows	Various addresses, Brantford	19
Albion Towers	45 Albion Street, Brantford	70
Trillium Way	170 Trillium Way, Paris/County	50
Walker's Green	33 Main Street, Paris/County	24

## 1.1 Community Partnerships

Housing Services partners provide a range of supports and services in our communities. These events, presentations, activities and programs help to mitigate the effects of poverty by building community spirit, offering life skills training and enhancing the lives of the tenants.

***See Appendix B: Community Partnerships Report***

## 1.2 Day-to-Day Maintenance – Work Orders

In order to maintain the buildings work orders are issued to local contractors and maintenance staff. In the third quarter of 2020, 1,442 work orders were completed. Last year 1,159 work orders were completed during the third quarter. This represents an increase of 283 work orders.

To date, a total of 4,620 work orders have been completed in 2020; compared to 3,474 for the same period last year which represents an increase of 1,146 completed work orders.

## 1.3 Capital Projects

Ongoing capital projects approved in previous years are listed below, including current status:

- **Brant Towers – Generator Replacement:** Initial COVID-related generator delivery delays have been resolved. However, the project has been further delayed by non-delivery of the automatic transfer switch (ATS). An alternate ATS has been substituted and the contractor is expected to resume construction mid-November with project completion by year end 2020.
- **Northland and Eastdale Properties – Steel Fencing (Capital):** Metal fencing at these two properties has reached the end of its useful life. However, comparisons to new products available have lead staff to consider the cost of repairing and painting some of the existing and replacing areas that cannot be repaired. This work has been deferred to 2021 due to other priorities.

The approved capital upgrades for 2019, as well as projects funded through the Social Housing Improvement Program (SHIP) and the Social Housing Apartment Improvement Program (SHAIP) are listed below.

- **Complete - Trillium Way – Exterior Insulating Finish System (Capital):** The construction work is complete. Project close-out will be completed Q3 2020.
- **Complete - Brant Towers - Window Replacement (SHAIP):** All window replacements have been completed.
- **Complete - Walkers Green - Elevator Modernization (Capital):** The elevator modernization work was completed in July and the elevator has been returned to service. This project is complete.
- **In service - Lorne Towers – Automated Heat Management System (SHAIP):** The automated heat management system is now in service at Lorne Towers. This system controls the temperature of the boiler water temperature, and regulates the flow of the heating water to the different zones in the building. The intent is to provide sufficient heating to maintain comfortable conditions, while discouraging unnecessary heat loss through open windows or excessively warm temperature settings. Individual unit temperatures are measured, recorded, and can be remotely monitored. Information has been provided to the tenants.
- **In Progress – Daleview Gardens – LED Lighting Upgrades (SHIP):** A 2017 SHIP-funded project for lighting upgrades was completed with a project surplus due to energy efficiency rebates received from the local distribution

companies. These rebates provided enough money to fund additional interior lighting upgrades at Daleview Gardens, which will be completed by year end 2020.

- ***In Progress - Building Condition Assessments (Capital)*** Jones Lang Lasalle is performing the building condition assessments (BCA) of the LHC properties. The field assessments are underway and will be completed by the end of November. The BCA project includes for energy audits of the larger apartment buildings. A final report is expected by year end 2020.
- ***Deferred - Brant Towers – Automated Heat Management System (Capital)***: This project will replicate the automated heat management system installed on Lorne Towers. The project has been delayed to 2021 to permit testing and verification of the Lorne Towers system through the 2020 winter heating season.

The approved capital upgrades for 2020 – 2021 are:

- **Northland Gardens - Asbestos Abatement:** A 2009 survey by Jagger Hims Limited identified the potential for asbestos containing materials (wallboard and/or insulation) in the unit garbage closets. A contract has been awarded to Wood Environmental for further assessment and sampling to verify the Jagger Hims findings and determine the extent of ACMs, determine the abatement requirements and prepare a technical specification and scope of work. Tendering for the abatement work will be done Q1 2021, with the execution phase to proceed through Q2 – Q3 2021.
- **Winston Court Windows:** Gravity Engineering has completed a survey of the existing Winston Court windows and provided a condition assessment report with recommended options for replacement. Vinyl replacement windows have been selected for superior thermal performance and proven durability. Gravity is preparing a technical specification and scope of work which will be completed by year end 2020. Tendering for the construction work will be done Q1 2021, with the construction phase expected to proceed through Q2 – Q3 2021.
- **Lorne Towers - Generator Replacement:** Moon-Matz Limited has completed the design and technical specifications for the generator replacement. Tendering for the construction work will be done Q1 2021, with the execution phase to proceed through Q2 – Q3 2021.
- **Walkers Green, Balcony Replacements:** Gravity Engineering has completed a survey of the balconies and has provided a report with

recommendations and budget estimates. The recommended repairs are less extensive than was initially expected. Gravity is preparing a scope of work and technical specification to be complete Q4 2020. Tendering for the construction work will be done Q1 2021, with the execution phase to proceed through Q2 – Q3 2021.

- **Riverside Gardens – Foundation Work:** Gravity Engineering has completed a survey of the townhouse foundations and has provided a report with recommendations and budget estimates. The recommended repairs are less extensive than was initially expected. Gravity is preparing a scope of work and technical specification to be complete Q1 2021. Tendering for the repair work will be done Q1 2021, with the construction phase expected to proceed through Q2 – Q3 2021.
- **Brant and Lorne Towers Common area flooring:** Existing flooring is showing signs of aging and should be replaced to improve building condition. This project is presently on hold due to other priorities.
- **Brant and Lorne towers Interior finishes:** The common areas, hallways, common room and lobbies are finished with painted drywall and include grab bars along the corridors and all are showing signs of aging and should be replaced to improve building condition. This project is presently on hold due to other priorities.
- **Various LHC Properties – Kitchen cabinets, countertop, sink and faucet:** Kitchen millwork requires replacement and will be done at move out and as requested and required. The Consultant Services will prepare specifications in 2020 with construction to begin in 2021 and continue as required

#### 1.4 Tenant move outs

In the third quarter of this year, thirteen (13) households moved out of LHC properties. This is two (2) less than the same quarter last year.

##### Tenant move-outs by reason

	Third Quarter 2020			2020 Total	
Purchased Home	0	0%		0	0%
Deceased	3	23%		17	30%
Health	2	15%		9	16%
*Evicted	0	0%		1	2%%

Left on Notice/Mediated agreement	0	0%		0	0%
Left without Notice	0	0%		1	3%
Transfer	5	38%		14	25%
Other Accommodation	0	0%		0	0%
Left Municipality	0	0%		0	0%
None Given	2	15%		11	20%
Other	1	8%		3	5%
<b>Total 3<sup>Rd</sup> Quarter 2020</b>	13	100%	<b>Total 2020</b>	56	100%

Table 1 Tenant move-outs by reason

Most people, more than half, leave because they pass away or require a nursing home or other supportive facility. Others transfer to another unit because they are overhoused (too many bedrooms for the number of people in household) or for medical reasons (no elevator in building and can no longer negotiate the stairs).

\*Evictions – due to COVID-19 all eviction actions have been postponed by the Landlord and Tenant Board.

## 1.5 Applicant/Tenant Internal Reviews

One internal review request related to an LHC rent subsidy decision was received for the third quarter of 2020 . The outcome of the review was to uphold the original decision.

## 1.6 Arrears

Arrears	3rd Quarter July - Sept 2020	Previous Quarter April – June 2020	Increase/ (Decrease)	Previous Year 3rd Quarter	Increase/ (Decrease)
Current Month End Revenues Charged	\$429,082	\$422,149	(\$2,067)	\$407,354	\$12,728
Current Month End Rent Payable Arrears	\$68,825	\$60,398	\$8,427	\$43,890	\$24,935

Month End Arrears as % of Month End Revenues	16.0%	14.3%%	1.7%	10.8%	5.2%
Current Month End Total Arrears (including maintenance arrears & misrepresentation)	\$94,536	\$82,283	\$12,253	\$60,676	\$33,860
Total Arrears as % of Revenues	22.0%	19.5%	2.5%	15.0%	7.0%

Table 2 - Rent arrears for 3<sup>rd</sup> quarter 2020

In mid-2018, Housing Services began a renewed focus on eviction prevention efforts, which have caused arrears to exceed the target of 4%. The year to date month end net rent arrears average is currently 15.0%.

Staff work with households that incur arrears to make reasonable repayment agreements when practical to do so, prior to pursuing eviction. The arrears reported in Table 2 include arrears that are being repaid by tenants who have entered into a negotiated repayment agreement, as part of eviction prevention efforts.

In addition to eviction prevention efforts, a significant contributing factor to arrears is the length of time to get a hearing at the Landlord Tenant Board. The current waiting time is approximately ten months.

Table 4 shows that there are 100 households represented in the arrears of \$96,174.40, which includes rent and miscellaneous charges, and indicates the actions and next steps to be taken.

<i><b>Number of Households</b></i>	<i><b>Amount Owing</b></i>	<i><b>Actions</b></i>	<i><b>Next Steps</b></i>
<b>14</b>	\$5877.00	Arrears paid in full after last day of September	Continue to work with tenants to pay on the 1 <sup>st</sup> when rent due
<b>1</b>	\$1,837.50	No longer eligible for subsidy	Tenant must comply with requirements of HSA to receive subsidy or is charged market rent
<b>2</b>	\$1,180.00	Successful working with tenant, subsidy was reinstated, arrears credited	Continue to support tenant to ensure subsidy remains in good standing
<b>17</b>	\$15,456.32	Eviction Prevention, tenant has been referred to HCOW to pay arrears in full or set up repayment plan to avoid LTB application	Pending outcome from HCOW
<b>26</b>	\$17,628.91	Eviction Prevention, tenant has agreed to	Continue to monitor



		repayment agreement, default will result in application being filed with LTB	account on monthly basis,
9	\$33,067.17	Filed with the LTB for hearing	Awaiting LTB hearing date, attempt to collect prior to hearing – will mediate at hearing if tenant attends
3	\$7,131.00	LTB hearing held – mediated a repayment agreement - in good standing	Monitor monthly to ensure tenant complies with agreement/order
18	\$8,997.00	Application has been heard at the LTB, standard order has been received.	Tenant either pays as per the order, or will be evicted.
1	\$3,553.50	Tenant owes arrears, however has provided notice to vacate	Repayment agreement to be arranged prior to/or after move-out. Tenant's name will be added to Provincial Arrears Database
2	\$841.00	COVID affected arrears	Tenants insist on paying cash, arrangements are being made to have appointments scheduled to attend offices to pay
7	2,572.97	Misc arrears – not rent	Misc charges repayment as per collection process

Table 3 - Households owing arrears

### See Appendix C1 and C2: Arrears Report

#### 1.7 Insurance

There were no new insurance claims for the period of July to September 2020.

#### 1.8 Sale of Units - Woodlawn Meadows Portfolio

This information is provided in relation to report PHSSS2016-61 and the approval to sell ten (10) single family homes from the Woodlawn Meadows portfolio. The initiative reinvests the proceeds from the sale of the homes to help increase the supply of affordable housing throughout the Brant and Brantford community. This initiative has helped to create 87 affordable housing units in the community.

Five units were sold in 2017, two in 2018, and two units were sold in the 2<sup>nd</sup> quarter of 2019. All nine (9) units sold to date were vacated through attrition with tenants either leaving voluntarily or through natural program attrition.

In February, 2019, the LHC Board and Council approved the sale of the remaining 18 units of housing within this portfolio. The sale of these units will also occur through natural attrition over time.