

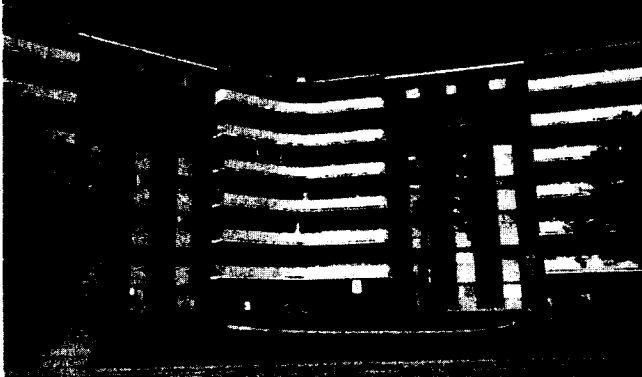


NRH 1-2012
12-108-3.2.
January 27, 2012

Report to: Niagara Regional Housing Board of Directors

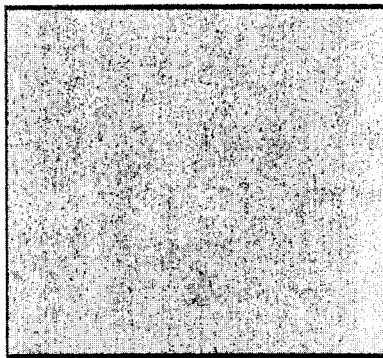
Subject: Niagara Regional Housing Quarterly Report to Council

QUARTERLY REPORT TO REGIONAL COUNCIL October 1, 2011 - December 31, 2011 HIGHLIGHTS



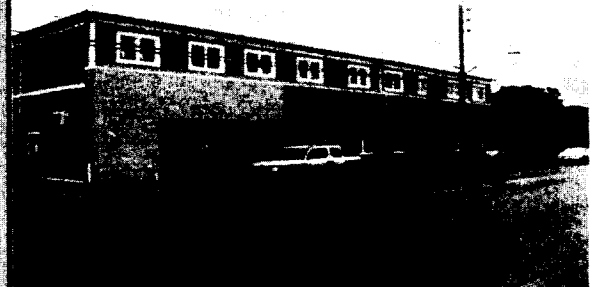
FIVE NEW UNITS

Through \$565,000 in funding from the Canada-Ontario Affordable Housing Program 2009 Extension, this existing private sector landlord converted locker space into five one-bedroom units on Scott Street in St. Catharines, allowing increased rental capacity without changing the building's footprint.



38 New Units

Seniors have 38 new affordable housing units to choose from on Merritt Street in St. Catharines, also made possible by \$4 million from the Canada-Ontario Affordable Housing 2009 Extension. This building is already 100% occupied.



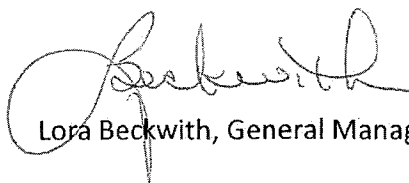
20 NEW UNITS

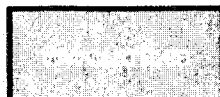
More than \$2 million in funding from the Canada-Ontario Affordable Housing Program Extension 2009 resulted in 20 new units of affordable housing and three market rent units for mental health clients at Gateway's Repei Place in Port Colborne.

RECOMMENDATION


That Niagara Regional Housing Quarterly Report be approved and forwarded to the Public Health & Social Services Committee and subsequently to Regional and Municipal Councils for information

Submitted By:


Lora Beckwith, General Manager



Approved By:


Karen Murray, NRH Chair



BOARD DIRECTORS
4th Quarter 2011

KAR EN MURRAY
Chair
Public at Large
St. Catharines

HENRY D'ANGELA
Vice-Chair
Regional Councillor
Thorold

CATHERINE JOLLIFFE
Treasurer
Stakeholder, Welland

BETTY ANN BAKER
Secretary
Stakeholder, Welland

DAVID BARRICK
Regional Councillor
Port Colborne

KAREN BLACKLEY
Stakeholder
Thorold

SHIRLEY CORDINER
Public-at-large
Fort Erie

BARBARA HANNAH
Tenant
Niagara Falls

ALAN KING
Stakeholder
Welland

GEORGE MARSHALL
Regional Councillor
Welland

PATRICK O'NEILL
Stakeholder
St. Catharines

JOHN OSCZYPKO
Public-at-large
Welland

TIM RIGBY
Regional Councillor
St. Catharines

BRUCE TIMMS
Regional Councillor
St. Catharines

GOVERNANCE

Niagara Regional Housing is governed by a cross-representational Board of Directors which consists of 14 members, representing regional council, tenants, housing providers, and the public-at-large. This section describes key activities and decisions made by the Board during the period of the report.

Reports

The following reports were received and/or approved by the Board:

1. Action Item – Architect RFP
2. Action item – Housing Allowance Program Results
3. Operational Reports 3rd Quarter – July 1-Sept. 30, 2011
4. Quarterly Report to Council – July 1 – Sept. 30, 2011
5. Gateway Residential and Community Support Services of Niagara Transition Housing Project
6. 235 Fitch Street Development Update
7. Financial Statements as at September 13, 2011
8. Updated Interim Organizational Chart
9. Bill 140- *Housing Services Act 2011*
10. IAH Funding – PDFP
11. Financing of 2012 Capital Budget
12. Pending Acquisition of Land-Phase 2 Financing By-Law #2 - Borrowing
13. Manchester 2012 Mould Remediation
14. Financial Statement –Oct. 31, 2011
15. NRH Homeownership Program
16. 235 Fitch Street – Development Update
17. Investment in Affordable Housing (IHA) Funding –PDFP
18. 2011 Building Condition Assessment
19. Pending Acquisition of Land – Phase 2 Financing

Note: The above list does not include confidential reports



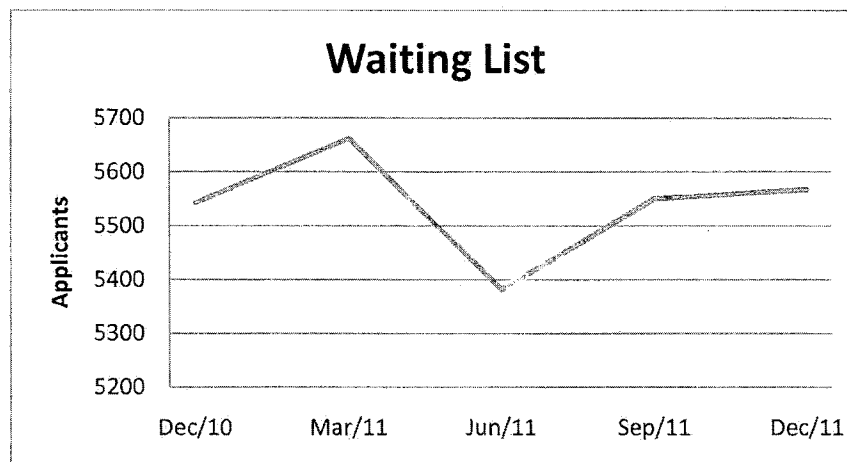
APPLICANTS FOR AFFORDABLE HOUSING

Households interested in affordable housing submit their application and have their eligibility assessed to be on the Affordable Waiting List for Niagara region. This Waiting List offers applicants the choice of where they would like to live including: accommodation with non-profit and co-operative housing providers; NRH owned units; or privately owned buildings.

Affordable Housing Wait List

The waiting list is reviewed on an ongoing basis. Households are given the opportunity to confirm their interest and update their information, allowing NRH to verify ongoing eligibility. If a household is no longer interested or ineligible, their application is cancelled. In 2010, the 2-year eligibility review process was stopped in favour of the "unit readiness" approach, where the top few applicants in each of the subsidiary lists had their eligibility reviewed to ensure quick turnaround once a unit was available. This method of review proved to be more administratively onerous and time consuming, with little success, and is the reason for the increase in applicant numbers in March 2011. In April 2011, the 2-year eligibility review was reinstated and, as a result, a noticeable decrease occurred in the waiting list numbers as of June 2011. As expected, however, as of September 2011, the numbers on the waiting list are increasing.

Waiting List Dec 31, 2011	Waiting List Sept 30, 2011	Waiting List Jun 30, 2011	Waiting List Mar 31, 2011	This Quarter			
				Applications Received	Ineligible Applications	Cancelled Applications	Housed Applications
5,567	5,550	5,381	5,662	536	27	260	161



Priority Groups

Applicants are offered units based on their date of application (chronological) with the exception of three groups that are granted priority status through Legislation: Victims of Violence, Health & Safety and Homeless. This allows households to be offered units before other applicants on the Waiting List. There has been a 17% increase in priority groups in the past year.

4 th Quarter 2011					
Priority Group	Total as of Dec 31, 2011	% of Total Wait List	Received	Approved	Denied
Victims of Violence	127	2.3	81	64	17
Health & Safety	124	2.2	93	49	44
Homeless	582	10.5	97	85	12
Total	833	15	271	198	73



NRH OWNED UNITS

Niagara Regional Housing owns and manages a portfolio of 2,636 units consisting of high-rise and low-rise apartment buildings, townhouses and detached houses. Over 6,500 residents (families, single adults and seniors) live in these units and pay rent based on their household income. The Operations Division oversees day-to-day building maintenance, renovations and capital upgrades, and provides tenant services.

TENANT MOVE-OUTS

There has been a 32% increase in move-outs this quarter over the same quarter last year. The higher number of move outs is mainly a result of households being transferred where vacancies are required for substantial unit repairs or community remediation.

Number of Move-outs

	1 st Q Monthly	2 nd Q Monthly	3 rd Q Monthly	4 th Q Monthly	Annual/ YTD Total
2009	75	109	103	78	365
2010	87	84	77	90	338
2011	70	76	93	119	358

2011 Tenant Move-outs by Reason

Health	24	NRH Transfer	78
Long Term Care Facility	35	Moved to Coop or NFP	3
Deceased	50	Bought a Home	9
Private Rental	70	Left Without Notice	11
Voluntarily Left Under Notice	21	None Given	31
Eviction - Tribunal	14	No Longer Eligible for Subsidy	0
Other	12	Total Move-outs	358

Note: Of the above evictions, 6 were assisted by the Sheriff, the balance left voluntarily under an Ontario Landlord Tenant Board (LTB) order.

APPLICANT/TENANT APPEALS

Status of Appeals

Year to date, there were 19 fewer appeals in 2011 than in the prior year.

The Social Housing Reform Act 2000 stipulates that applicants and tenants be provided with an opportunity to appeal any specific adverse decision and comment on any third party information that might form a significant basis for the decision.

Total Appeals		This Quarter		
2010	2011	Total	Upheld	Overtured
43	24	5	5	0

DAY-TO-DAY MAINTENANCE

Work Orders

There were 214 less work orders issued in this quarter than for the same quarter in 2010.

	1 st Quarter	2 nd Quarter	3 rd Quarter	4 th Quarter	Total Annual/YTD
Avg. Work Orders Issued 2009	2,310	2,115	2,403	2,313	9,141
Avg. Work Orders Issued 2010	2,307	2,346	2,481	2,694	9,828
Act. Work Orders Issued in 2011	2,450	2,263	2,353	2,480	9,546

CAPITAL PROGRAM

Capital Works Projects

The capital program is on target

	2011 Total to Date				4 th Quarter Activity	
	Total	Tendered/ Quoted	Awarded	Completed	Tendered/ Quoted	Awarded
# of Capital Projects	37	37	37	27	1	1



NON-PROFIT AND CO-OPERATIVE HOUSING PROVIDERS

Niagara Regional Housing administers the affordable housing program to 67 non-profit and co-operative housing providers. These independent corporations own and manage a portfolio of over 4,100 market and rent-geared-to-income units. NRH also administers the rent supplement program with private market landlords who offer an additional 907 units of rent-geared-to-income housing.

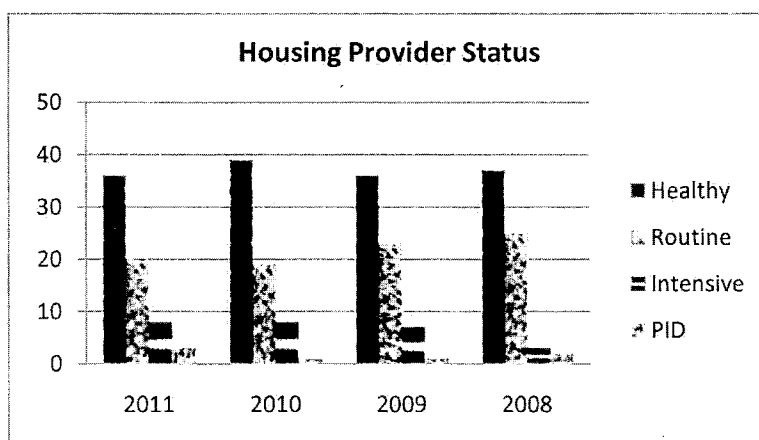
OVERSIGHT OF HOUSING PROVIDERS

Operational Reviews

The Social Housing Reform Act allows a service manager “to appoint any of its employees or agents to conduct an audit or investigation for the purpose of ensuring that a housing provider operating a housing project is complying with the Act and the Regulations.”

NRH undertakes operational reviews of its housing providers on a 4 year cycle, depending on the provider’s overall performance rating. Providers that are rated as a potential risk are reviewed more frequently (i.e., annually), while providers that are in full compliance are reviewed on a 4-year cycle, which allows staff to work closely with providers who need the additional assistance to bring them into compliance.

The majority of housing providers (54%) are healthy indicating that there is good governance and management. However a number of providers require additional support with 30% needing routine monitoring and 12% requiring intense monitoring. The remaining 4% are deemed projects in difficulty and corrective action is underway with these providers.



COMMUNITY PARTNERSHIPS

The following is a full list of services and supports in **this quarter** that were offered to NRH households in need through partnerships with community agencies, regional departments and municipal recreational departments.

Community	Partner	Program / Age Group	Average # of Participants per Program/Class
Fort Erie			
20 Bowden	Adult Literacy	Coffee & Conversation (adults)	2 - 6
		Game Night / Craft Night (all ages)	10 - 15
		Parenting support group (parents)	2 - 6
		Parents and tots	2 - 6
		Yoga (adults)	4 - 6
	Big Brothers Big Sisters Niagara	Big and Little meetings (6 and over)	Individual meetings
		Individual homework help (all ages)	2 - 6
	Bridges Community Health Centre	Community Outreach meetings(all ages)	Individual meetings
		You Are The Chef Program (12-18)	6 - 9
	Fort Erie Multicultural	Language and support meetings (adults)	Individual meetings
Grimsby			
30 Robinson	Seniors Community Programs	Healthy Safe and Strong Exercise program (seniors)	10 - 15
Lincoln (Beamsville)			
4278 Queen	Seniors Community Programs	Healthy Safe and Strong Exercise program (seniors)	10 - 15
Niagara Falls			
6868 Ailanthus	Project Share/ YMCA & Community Health Centre	Community Conversation (seniors & families)	21
4900 Buckley	Community Health Centres	Wellness Clinic (seniors)	20 - 30
	Wellness Supportive Living Program (WSL) March of Dimes (MOD) /Community Support Services of Niagara (CSSN) /Seniors Community Programs (SCP)	Christmas Breakfast (seniors)	40 - 50

Community	Partner	Program / Age Group	Average # of Participants per Program/Class
	(WSL) Community Support Services Niagara	Assisted Shopping (seniors)	10
		Craft Program (seniors)	10 - 20
		Friendly Recipe Club (seniors)	7 - 10
		Good Food Box (seniors)	5 - 12
		Security Checks (seniors)	N/A
	(WSL) March of Dimes)	Supportive Independent Living (seniors)	48/Quarter
	(WSL) Seniors Community Programs	Diabetic Foot Care Clinic (seniors)	5 - 10
		Exercise Program (seniors)	10 - 20
		Wellness Clinic (seniors)	20 - 30
3874 Portage	Seniors Community Programs	Healthy Safe and Strong Exercise program (seniors)	15 - 20
Warden & Waters	Niagara Worship Centre	Drop-in Centre (all ages)	11
	YMCA	After School Program (6-18)	15
Niagara-on-the-Lake			
300 Davy	Reflexology	Reflexology - fee for service (seniors)	N/A
Port Colborne			
561 & 557 Steele	Seniors Community Programs	Healthy Safe and Strong Exercise program (seniors)	8 - 12
St. Catharines			
479 Carlton	The Salvation Army	Warm Meal Program (seniors)	60
	Wellness Supportive Living Program (WSL) March of Dimes (MOD) /Community Support Services of Niagara (CSSN) /Seniors Community Programs (SCP)	Christmas Breakfast (seniors)	50 - 60
	(WSL) Community Support Services Niagara	Assisted Shopping (seniors)	10
		Craft Program (seniors)	10 - 20
		Friendly Recipe Club (seniors)	7 - 10
		Good Food Box (seniors)	5 - 12
		Security Checks (seniors)	N/A
	(WSL) March of Dimes	Supportive Independent Living (seniors)	74/Quarter
	(WSL) Seniors Community Programs	Diabetic Foot Care Clinic (seniors)	8 - 12
		Exercise Program (seniors)	9 - 16
		Wellness Clinic (seniors)	20 - 30

Community	Partner	Program / Age Group	Average # of Participants per Program/Class
14 Centre	Seniors Community Programs	Healthy Safe and Strong Exercise program (seniors)	8 - 15
15 Gale	Wellness Supportive Living Program (WSL) March of Dimes (MOD) /Community Support Services of Niagara (CSSN) /Seniors Community Programs (SCP)	Christmas Breakfast (seniors)	40 - 50
	(WSL) Community Support Services of Niagara	Assisted Shopping (seniors)	10 - 15
		Craft Program (seniors)	10 - 20
		Friendly Recipe Club (seniors)	6 - 10
		Good Food Box (seniors)	5 - 12
		Security Checks (seniors)	N/A
	(WSL) March of Dimes	Supportive Independent Living (seniors)	50/Quarter
	(WSL) Seniors Community Programs	Diabetic Foot Care Clinic (seniors)	5 - 10
		Exercise Program (seniors)	15 - 20
		Wellness Clinic (seniors)	20 - 30
45 Manchester	Start Me Up Niagara	Drum Making Projects (55 & over)	15 - 20
	Bethlehem Place	Drop-in Centre (0-6 and parents)	61 adults & 47 children
	Niagara Child & Youth Services	Music Program (12-18)	11
	The Boys & Girls Club	Homework Help (12-18)	13
	The RAFT	After School/Evening Program (12-18)	11 - 13
		Good Food Box (families)	3 - 5 families
10 Old Pine Trail	YWCA	Girls Group (12-18)	11
	The RAFT / Community Connector	Community Development in progress	N/A
	Scott Street Mennonite Church	Arts / crafts / cooking / baking / movie nights (all ages)	15
59 Rykert	The RAFT	Rykert Youth Program - homework, cooking, science, drama, etc. (12-16)	12 - 20
	The RAFT / Community Connector	Community Development in progress	N/A
	4 Squares	Family connection (families)	20 - 40
Welland			
124/140 Elmview	Seniors Community Programs	Healthy Safe and Strong Exercise program (seniors)	10 - 15

Community	Partner	Program / Age Group	Average # of Participants per Program/Class
235 Fitch	Community Care Access Centre	Support and Visits (seniors)	5 - 8
211 King	Wellness Supportive Living Program (WSL) March of Dimes (MOD) /Community Support Services of Niagara (CSSN) /Seniors Community Programs (SCP)	Christmas Breakfast (seniors)	20 - 30
		Assisted Shopping (seniors)	3
		Craft Program (seniors)	5 - 10
		Friendly Recipe Club (seniors)	6 - 10
		Good Food Box (seniors)	5-12
		Security Checks (seniors)	18
	(WSL) Community Support Services of Niagara		
	(WSL) March of Dimes	Supportive Independent Living (seniors)	N/A
	(WSL) Seniors Community Programs	Diabetic Foot Care Clinic (seniors)	5 - 10
		Exercise Program (seniors)	10 - 20
		Wellness Clinic (seniors)	20 - 30
McLaughlin	Faith Welland	"Banana Café" (variety of after-school programs) (school-age)	20 - 30
		Family Ties (families)	20
		Homework Club (school-age)	18
		Life Tree Café Ladies Group (cooking, sewing and knitting, etc.) (adults)	15
		Music lessons (children & adults)	17
		Salvation Army / Red Cap Anger Management Program (school-age)	20 - 30
		Sunday Coffee Break Celebrating Friendship (all ages)	7
	The RAFT	Good Food Box (families)	3 - 5 families
	Welland Library	Book Nook / Not Just Homework (school-age)	20 - 30

Approximately **110** tenants were supported by community partnerships (programs and services) in the 4th Quarter 2011

WSL = Wellness Supportive Living; N/A = not available



PRIVATE MARKET ASSISTANCE PROGRAMS

NRH has two key programs that make private market accommodation available to the residents of Niagara:

1. The Rent Bank Program, provides financial assistance to help tenants under threat of eviction to make their rental payments.
2. The Rent Supplement program which makes privately owned units available to applicants from the centralized waiting list on a rent-geared-to-income basis or a set allowance basis.

Rent Bank Program

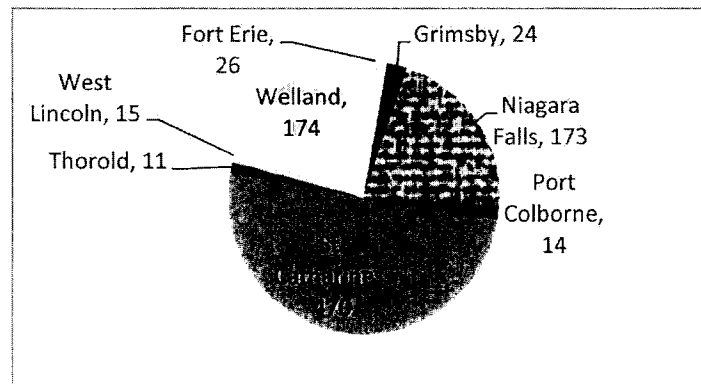
NRH has partnered with Credit Counseling of Regional Niagara to administer the Rent Bank program. Tenants access the program through a network of community and social service agencies, landlords and the Credit Counseling of Regional Niagara. **Twenty seven clients** received assistance this quarter.

<u>Quarter</u>	<u># Clients</u>	<u>Approved</u>	<u>Denied</u>	<u>Appeals</u>	<u>Average Payout per client</u>
1st Quarter Jan. 1 – Mar 31, 2011	38	34	4	0	\$1,080.09
2nd Quarter Apr. 1 – Jun 30, 2011	34	28	6	0	\$1,334.89
3rd Quarter Jul. 1 – Sept 30, 2011	26	21	7	0	\$1,204.00
4th Quarter Oct. 1 – Dec. 31, 2011	27	23	4	1	\$1,218.68

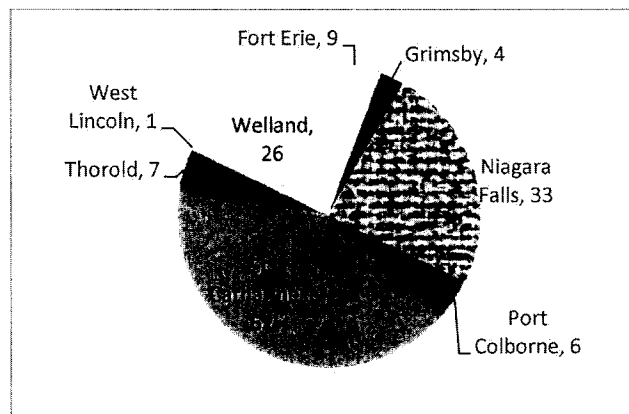
Rent Supplement Program

Rent Supplement Programs				
Program	Units			
	1 st Quarter 2011	2 nd Quarter 2011	3 rd Quarter 2011	4 th Quarter 2011
Regular-Commercial (Includes 94 OCHAP Units)	430	420	421	427
New NRH Rent Supplement	97	103	125	137
Strong Communities	175	175	175	171
Supportive Housing	80	83	85	77
Eviction Prevention Program	10	10	7	2
Housing Allowance	95	88	94	93
TOTAL	887	879	907	907

Total Rent Supplement Units December 31, 2011



Total Rent Supplement Landlords December 31, 2011



CANADA-ONTARIO AFFORDABLE HOUSING PROGRAM (AHP)

The Homeownership component of the Canada-Ontario Affordable Housing Program (AHP) assists low to moderate income rental households in the purchase of a home by providing down payment assistance in the form of a forgivable loan. This program was extended to include an allocation to Habitat for Humanity.

Under the development component of the *Canada-Ontario Affordable Housing* program funding is provided to private developers and non-profit agencies develop affordable housing through the renovation of existing buildings or new development. This program funding only exists as provided by the Federal and Provincial levels of government.

Homeownership Component

No new homes have been purchased under this program in this reporting period. NRH received repayment of one loan from the sale of a house increasing the fund balance to \$58,503.

New Development Component

There have been 3 development programs since 2006 resulting in a total of 530 new units of affordable housing in Niagara.

1. **Opening Doors Together – Pilot Program (2006)** **COMPLETED**
*Total Federal/Provincial Funding \$5,117,182**
*Total # of Units: 178 **
*Total # of Proponents: 7 **
*(*Pending sale of 2 units in St. Catharines estimated for February 2012. The totals here do not yet reflect this change)*

2. **Wave 1 Program (2008)** **7 Projects COMPLETED**
Total Federal/Provincial Funding: \$11,489,900 **1 Under Construction (23 units)**
Total # of Units: 165
Total # of Proponents: 8

3. **2009 Extension Program** **0 COMPLETED in 2011**
Total Federal/Provincial Funding: \$21,373,934 **8 UNDER CONSTRUCTION (187 units)**
Total # of Units: 187
Total # of Proponents: 8



PUBLIC AWARENESS

Affordable housing communities are an inextricable piece of Niagara's neighbourhoods and depend on positive relationships with local partners and surrounding communities to create healthy, productive environments. It is important that the public is made aware of the many progressive programs and initiatives that take place in affordable housing communities to improve the lives of the tenants and, through them, the larger neighbourhoods of which they are a part.

National Housing Day

NRH recognized National Housing Day on November 30 by highlighting the community partnerships that contribute to our affordable housing communities. 28 agencies participated and it is estimated that more than 200 people visited the displays throughout the day. 148 people completed surveys designed to gain insight into the public perception of affordable housing in Niagara.

Bowden Open House

In November, approximately 100 people attended the ribbon-cutting for the refurbished Bowden Street Community House. Visitors learned about the new programs offered at Bowden and enjoyed a cooking demonstration by Fort Erie Multicultural Centre.

Welland Healthy Homes Display

On October 22, NRH hosted a display at Welland's Healthy Homes Day to provide information and answer questions about affordable housing in the region.

Housing Herald Newsletter

NRH's tenant newsletter, The Housing Herald, provided NRH tenants with information on the following topics in the Fall 2011 issue:

- Planning for emergencies
- Tenant insurance
- Mould
- Electricity costs
- Programs and services
- Flu immunization clinics
- Health bus schedule

Niagara Region Bursary

45 of the 142 successful applicants to the Niagara Region Bursary were affordable housing tenants and applicants. Each received full bursaries of \$352.11 (funds divided by successful number of applicants)

Culture Capital of Canada Funding

In partnership with the RAFT, NRH received \$18,000 as part of the Region's Capital Culture of Canada funding application. RAFT will run a "Culture Connect Program" to deliver enhanced culture and creative art activities in after-school and summer programs in six NRH communities.

Media

In October, NRH contributed to the Niagara Falls Review's series on homelessness with "From Housing to Homelessness", which chronicled the challenges of providing enough affordable housing in Niagara and the positive impact that stable housing makes in the lives of those who need it.



Affordable Housing by Municipality

<u>Fort Erie</u>		<u>Grimsby</u>		<u>Lincoln (Beamsville)</u>	
Type of Unit	Units	Type of Unit	Units	Type of Unit	Units
NRH Owned Units	116	NRH Owned Units	55	NRH Owned Units	61
Housing Providers	429	Housing Providers	N/A	Housing Providers	120
Rent Supplement	26	Rent Supplement	24	Rent Supplement	N/A
New Development	N/A	New Development	N/A	New Development	N/A
Households on Waiting List	699	Households on Waiting List	154	Households on Waiting List	331
<u>Niagara Falls</u>		<u>NOTL</u>		<u>Pelham</u>	
Type of Unit	Units	Type of Unit	Units	Type of Unit	Units
NRH Owned Units	836	NRH Owned Units	40	NRH Owned Units	N/A
Housing Providers	883	Housing Providers	N/A	Housing Providers	64
Rent Supplement	173	Rent Supplement	N/A	Rent Supplement	N/A
New Development	60	New Development	N/A	New Development	N/A
Households on Waiting List	2,030	Households on Waiting List	65	Households on Waiting List	118
<u>Port Colborne</u>		<u>St. Catharines</u>		<u>Thorold</u>	
Type of Unit	Units	Type of Unit	Units	Type of Unit	Units
NRH Owned Units	88	NRH Owned Units	1017	NRH Owned Units	29
Housing Providers	139	Housing Providers	1766	Housing Providers	124
Rent Supplement	14	Rent Supplement	470	Rent Supplement	11
New Development	15	New Development	157	New Development	21
Households on Waiting List	427	Households on Waiting List	2,771	Households on Waiting List	366
<u>Welland</u>		<u>West Lincoln (Smithville)</u>		<u>Region Wide</u>	
Type of Unit	Units	Type of Unit	Units	Type of Unit	Units
NRH Owned Units	394	NRH Owned Units	N/A	NRH Owned Units	2,636
Housing Providers	427	Housing Providers	86	Housing Providers	4,038
Rent Supplement	174	Rent Supplement	15	Rent Supplement	907
New Development	67	New Development	N/A	New Development	320
Households on Waiting List	1,139	Households on Waiting List	164	Households on Waiting List (see pg 3)	5,567

*There are no affordable housing units in Wainfleet

*Note: The Rent Supplement figures include units under the Housing Allowance, OCHAP, and Eviction Prevention Programs.