



- Tenant Focused**
- Leaders**
- Respectful**
- Accountable**
- Collaborative**
- Innovative**
- Inclusive**

**— About —
LMHC**

Our Mission

To provide quality, affordable and sustainable housing accessible to those who are eligible.

Our Vision

To be the preferred housing choice for people in need



**—Assets and Property—
Services**







508 <small>Tenants Served</small>	Over 15,000 <small>Completed Repairs and Service Orders</small>
\$1,492,898 <small>Allocated to Energy Efficient Retrofits</small>	517 <small>Home Restorations</small>

2016 will be focused on optimizing an even greater level of energy saving incentives.

Unit Restoration

517 units were restored and made ready for renting, putting LMHC in a positive position to provide community members with homes more quickly in 2016

-Tenant Administration -

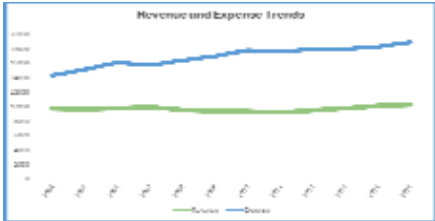
<p>3,200 annual Lease Renewals</p>	<p>Provided 422 Referrals to Partner Agencies and Service Providers</p>	 Meal and Food Initiatives  Gardening and Clean and Green  Parenting Groups  Health and Wellness Programs  Education Initiatives and Homework Clubs  Social and Recreational Activities
<p>1,492 Rent Calculations</p>	<p>Investigated and Resolved Over 2,000 Tenant Concerns</p>	
<p>102 Saved Tenancies Through negotiated mediated agreements</p>	<p>91% Of Tenants that moved from LMHC properties experienced positive housing transitions</p>	

-Community Partners-

<p>Officers from London Police Service have volunteered their time for over 20 years leading the Rookie League Baseball program for children living in our communities</p>	<p>For close to 25 years, the Victorian Order of Nurses (VON) has offered support programs such as: Supportive Housing; The Wellness Link Program; and The Hope Help Program.</p>	<p>The London Community Chaplaincy and ELUCO provide onsite chaplaincies offering counseling, advocacy, basic needs and educational programs for our tenants.</p>
<p>South London Neighbourhood Resources Centre provides essential resources for LMHC families including parenting education, informal child care, and a baby food bank.</p>	<p>London CAREs offers a highly collaborative community-based housing-first service aimed at improving the health and housing outcomes for individuals experiencing homelessness.</p>	<p>Learning it Together (LIT) focuses on literacy and health for children from grades 1 to 3 via one-on-one mentoring with university students, mostly from Western University's Faculty of Health Sciences.</p>
<p>The Addictions Supportive Housing program is run in partnership with Addiction Services of Thames Valley, CMHA Middlesex.</p>	<p>Canadian Mental Health Association, Middlesex offers Supportive Housing in 20 LMHC rental units for tenants in need of assistance in order to achieve sustainable housing</p>	<p>Health Zone clinics funded by the Ontario Ministry of Health and Long-Term Care offer client-centered, primary health care services, with an emphasis on health promotion and illness prevention.</p>

- 2015 - Financial Information

Operating Revenue	
Rental Revenue	\$69,637,627
Municipal Fees/Pending	6,508,988
Other	252,575
Operating Expenditures	
Salaries, wages and benefits	\$4,534,538
Property Taxes Insurance & Mortgage	5,632,338
Building Maintenance & Repair	4,344,306
Utilities	4,187,979
Administration	986,226



- The Year - Ahead

- New CEO
- Updated Strategic Plan
- Building Assessments
- Office Relocation