



MY PLACE TO CALL HOME

Annual Report 2018

PRESENTATION TO SPPC • JUNE 24, 2019



“A home is more than just an address. Having a home makes it possible to access employment, enroll in school, and open a bank account. A home provides shelter, security, and a place to raise our families. All Canadians deserve a dignified place to call home.”

-Canada's National Housing Strategy



OUR NEW NAME

London & Middlesex Community Housing

- Our focus as a community housing provider
- Renewed commitment to creating and supporting community in our buildings
- Created Community Development team to support this work



“I’m new here. I had a great job but things happened and I’m grateful that LMCH is here to help. Everyone has been so welcoming and kind, so it really is the people that make it great here.”

-Vincent, LMCH resident





OUR TENANTS

Collecting Insights

In 2018, we worked with tenants to achieve improvements, supports and housing stability:

- 214 saved tenancies
- 2287 complaints investigated and resolved
- 553 referrals to partner agencies
- 335 new tenancies*



OUR TENANTS

Collecting Insights

In 2018, we provided homes for:

- 1,132 Seniors
- 1,970 Adults
- 1,606 Youth and Children
- 4,708 Total Individuals & Families**

In 2018, the sources of income for our tenants were:



LMCH WE CARE



OUR SYSTEM NAVIGATORS

Helping tenants solve problems

- Acting as partners in problem-solving
- Asking questions to find solutions
- Meeting tenants where they are



OUR COMMUNITY PARTNERS

59 partners providing 130 programs

- Creating new partnerships
- Expanding existing partnerships
- Better supports and outcomes for tenants



“Playing basketball with different kids from different areas is awesome. People on your team might be from other neighbourhoods so you get to meet new kids who have different skills and grow together with the help of our coaches”

– Joe League Participant

"Rookie League and Joe League are both beneficial partnerships for all involved. The most obvious is the benefit for all kids who participate in an organized sport and the lessons that come with this, such as teamwork, dedication and learning how to lose gracefully. The partnership also benefits the volunteer coaches -- putting officers with kids in a positive environment humanizes the relationship and connection. These relationships can last a lifetime and really impact the decisions they make in the future."

- PC Chris Golder, London Police Service



OUR COMMUNITY-LED PROGRAMS

Empowering tenants to build community & provide support

- Creating new partnerships
- Expanding existing partnerships
- Better supports and outcomes for tenants



[There's] “a room full of laughter and conversation! Nothing like a home cooked meal to bring people together” at the community meals. “Each of these activities are impacting the building in different ways. It's exciting and exhilarating and it makes your heart smile...I'm inspired and proud to be a part of. For myself, just seeing people smiling, chatting and enjoying life is the best payoff ever! Thank you so much Tim and Kristen, along with your team, for all your encouragement, support and hard work.”

-Mary, Resident Contact



OUR ASSETMANAGEMENT

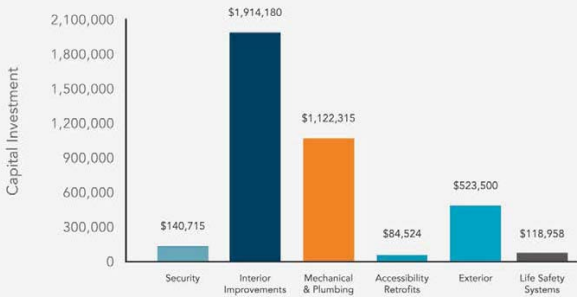
\$456 million in capital repairs are required over the next decade to return to an FCI value of 0.

OUR ASSETMANAGEMENT

Over \$60 million is required for high impact building components.

OUR INVESTMENTS

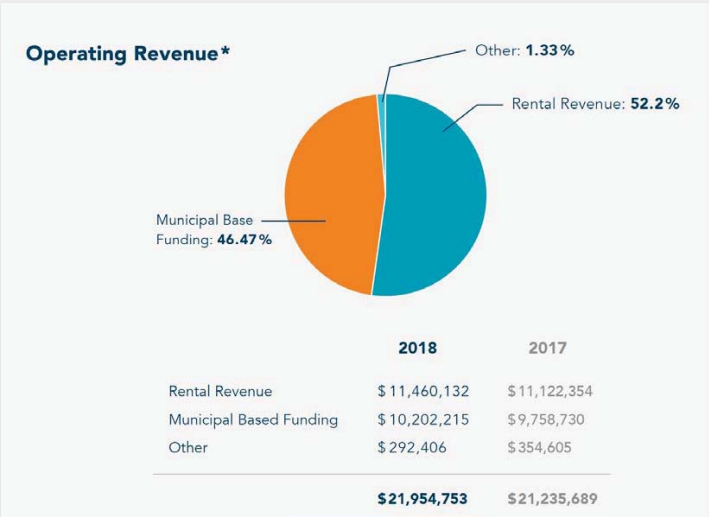
Capital Investments Overview



* The Revenues and Expenditures outlined above are shown before capital funding and amortization of tangible capital assets. Please visit: https://www.lmch.ca/uploads/pdf/2018_Annual_Report1.pdf to view LMCH's 2018 Audited Financial Statements and budget variance explanations.



OUR FINANCES



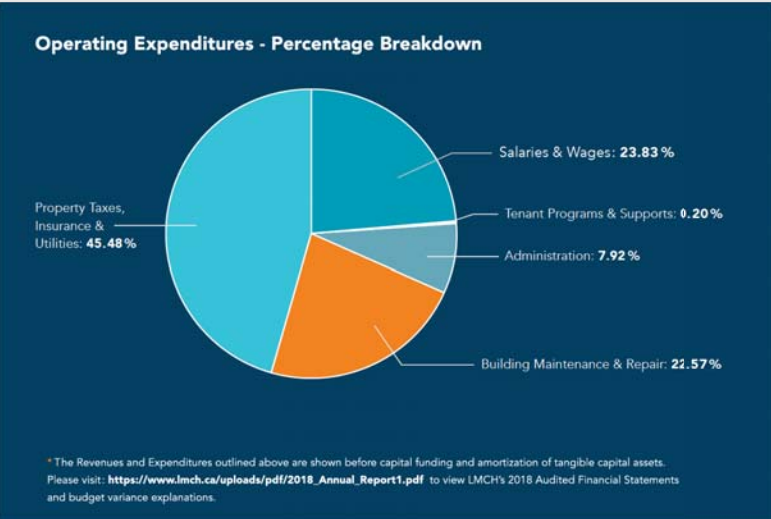
OUR FINANCES

Operating Expenditures*

	2018	2017
Salaries, Wages and Benefits	\$ 5,239,281	\$ 4,790,722
Property Taxes, Insurance and Mortgages	\$ 6,042,125	\$ 5,968,535
Building Maintenance and Repair	\$ 4,963,198	\$ 4,631,855
Utilities	\$ 3,960,041	\$ 4,031,625
Administration	\$ 1,741,783	\$ 1,765,400
Tenant Programs and Supports	\$ 43,609	\$ 43,046
Total Investment	\$ 21,990,037	\$ 21,231,183
Net Surplus (Deficit)	(\$ 35,284)	\$ 4,506



OUR FINANCES



OUR STRATEGY

Status Indicators (As of December 2018)		Total	%
✓	Complete: Action item is complete	27	39%
↑	On Target: Action item is anticipated to be completed by the target date	23	33%
■	Caution: Action item is delayed by one quarter	5	7%
↓	Below Plan: Action item is delayed two quarters or more	7	10%
⬢	On Hold: Action item is on hold until further notice	7	10%

* Our complete Strategic Plan can be found at: https://www.lmch.ca/uploads/pdf/Strategic_Plan.pdf



OUR NEXT STEPS

- We are making progress and are focused on improving our processes to ensure healthy, safe and stable places to call home.
- We will deliver a robust Multi-Year Budget request that supports the organizational needs for scalable interventions to address needs to support housing stability for tenants and investment in our buildings.
- We are committed to our strategic plan and our metrics proposed to the city of London in alignment with the City’s strategic plan.



Housing matters
People matter *more*

