



HOUSING *and* COMMUNITY

Annual Report 2019

PRESENTATION TO SPPC • JUNE 9, 2020

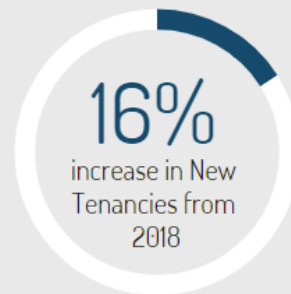
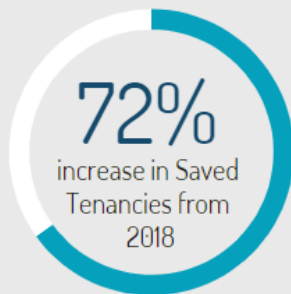


OUR TENANTS

Collecting Insights

In 2019, we worked with tenants to achieve improvements, supports and housing stability:

- **370** saved tenancies
- **3,279** complaints investigated and resolved
- **530** referrals to partner agencies
- **390** new tenancies



OUR TENANTS

Collecting Insights

In 2019, we provided homes for:

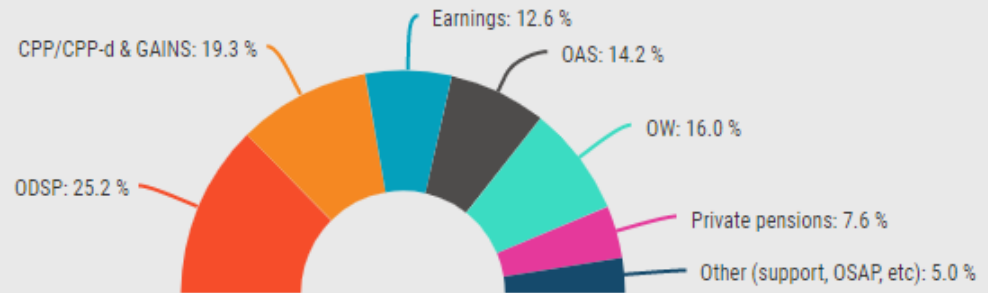
857 Seniors

2, 930 Adults

1, 614 Youth and Children

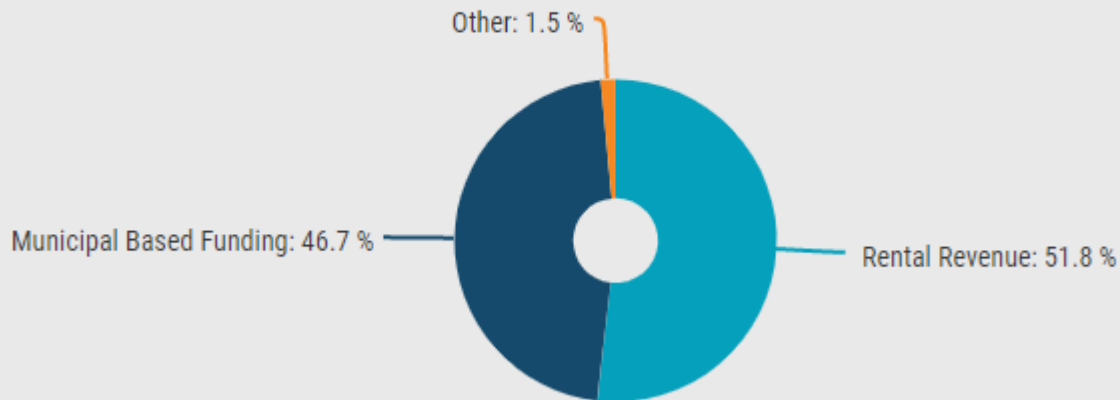
5, 400 Total Individuals & Families

In 2019, the sources of income for our tenants were:



OUR FINANCES

OPERATING REVENUE*



	2019	2018
Rental Revenue	\$ 11,870,011	\$ 11,460,132
Municipal Based Funding	\$ 10,698,018	\$ 10,202,215
Other	\$ 340,231	\$ 292,406
	<hr/>	
	\$ 22,908,260	\$ 21,954,753

OUR FINANCES

OPERATING EXPENDITURES*

	2019	2018
Salaries, Wages & Benefits	\$ 5,576,501	\$ 5,239,281
Property Taxes, Insurance & Mortgage	\$ 5,717,335	\$ 6,042,125
Building Maintenance & Repair	\$ 5,755,421	\$ 4,963,198
Utilities	\$ 4,026,281	\$ 3,960,041
Administration	\$ 2,162,632	\$ 1,741,783
Tenant Programs & Supports	\$ 33,322	\$ 43,609
Total Investment	\$ 23,271,491	\$ 21,990,037
Net Surplus (Deficit)	(363,231)	(35,284)

OUR IMPACT



426

Home Restorations

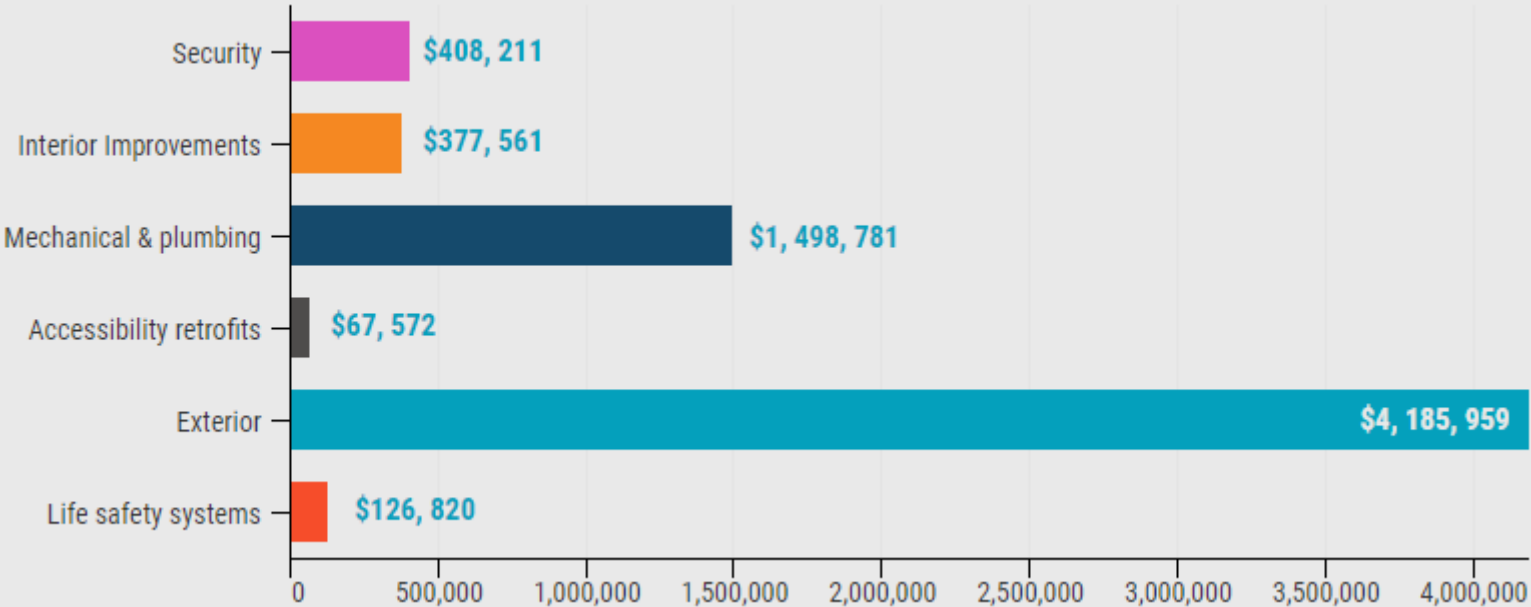


20,086

Completed Repair
& Service Orders



CAPITAL INVESTMENTS





ASSET MANAGEMENT

Our buildings are our core asset that allow us to support our tenants.



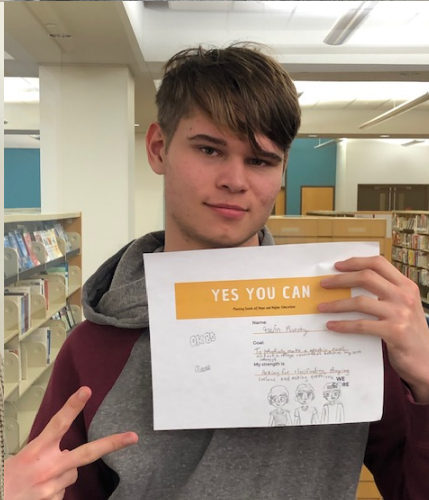
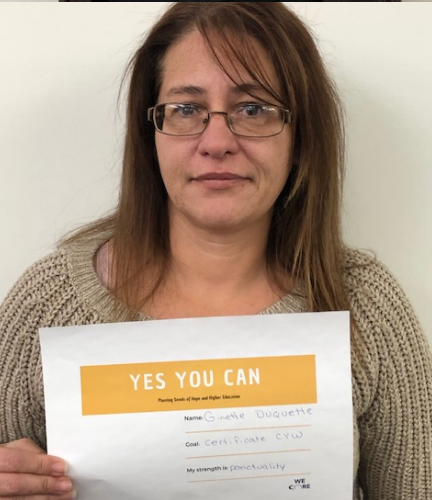
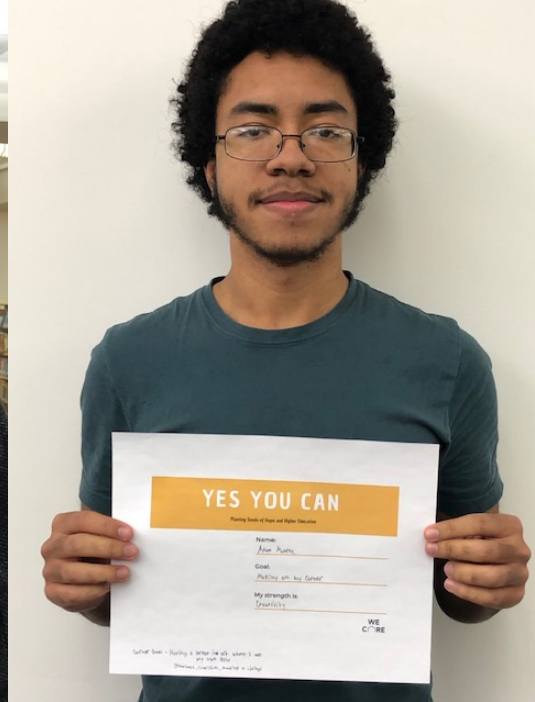
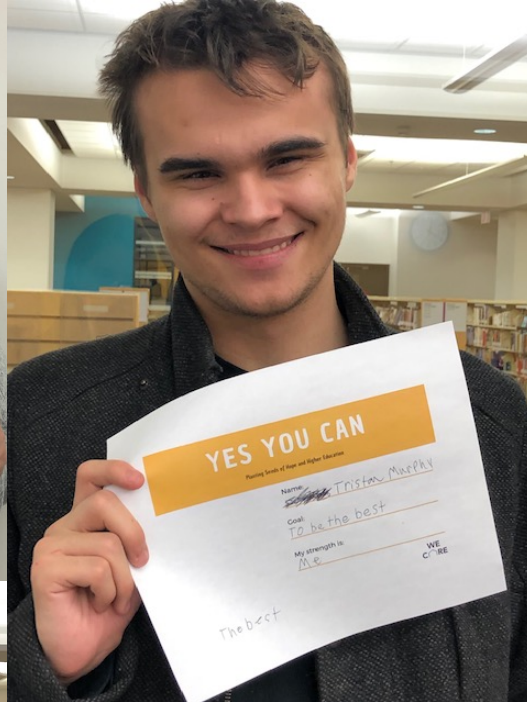
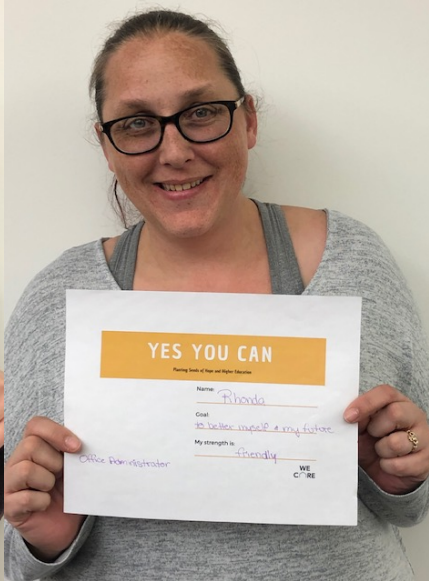
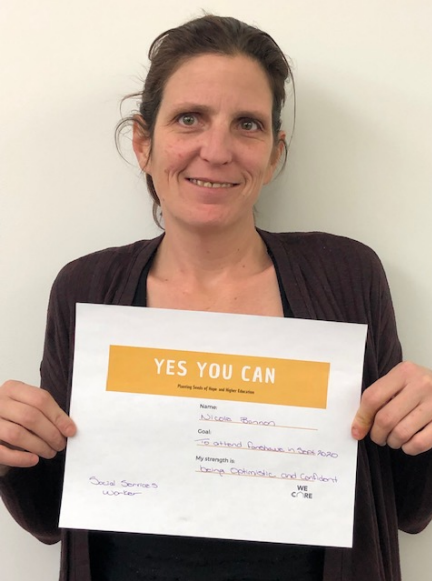


OUR COMMUNITY PARTNERS

63 partners providing 142 programs

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





YES YOU CAN

PLANNING FOR THE FUTURE

London & Middlesex Community Housing

- Multi Year Budget process
- Regeneration Plan
- Supporting Housing Stability





LONDON & MIDDLESEX

COMMUNITY HOUSING