

LAYING A FOUNDATION

A hand is shown in the upper right corner, placing a light-colored wooden block onto a stack of similar blocks. The stack is positioned in the lower left and center of the frame. The background is a soft, out-of-focus gradient of warm colors, primarily pinks and oranges. A solid blue horizontal line is located below the main title.

LONDON & MIDDLESEX COMMUNITY HOUSING

2020

ANNUAL REPORT

JUNE 23 2021

A YEAR LIKE NO OTHER

London & Middlesex Community Housing (LMCH) is one of many organizations across London and our region that has experienced the unique realities that COVID-19 has brought to our community.

While there have been many challenges throughout the pandemic, there have also been many noteworthy, and historic accomplishments that are preparing for a new chapter at LMCH.

For our tenants, our community, and our staff, we are pleased to show you how we are laying down the building blocks for our organization's future to flourish in the years to come.



THE IMPACTS OF COVID-19

Working alongside our tenants, we have strived to adjust our operations to ensure the safety of all tenants, staff, community partners, and vendors.

In early 2020, we created the COVID Taskforce, a committee composed of 6 LMCH staff members representing all departments that meets weekly to review our health and safety measures during COVID and ensure that we are following all the necessary steps to protect our staff and tenants.

This includes but is not limited to the following protocols we have put in place:

- Increasing weekly cleanings at both our buildings and our office;
- Ensuring that communication materials are consistently updated, shared, and posted to all sites so that tenants are aware of new directives from the Health Unit as they evolved;
- Keeping a detailed log of all potential COVID exposures, potential and active cases for staff, tenants, vendors, and community partners to ensure that there was no community transmission; and,
- Following up with tenants to encourage masking and physical distancing as per the Health Unit's directives.





POLICY AND OPERATIONS

While COVID produced many obstacles for LMCH, there were also a lot of foundational accomplishments at the executive level. Under the leadership of our governing Board of Directors, several policies, initiatives, and historic projects were approved, which will help to shape the organization's future in the years to come.

As our team continues to grow in the coming years, these new policies will serve as guiding principles in many aspects of our organization.

New and approved policies during the 2020 year:

- Affordable Housing Rates Policy
- Code of Conduct Policy
- Communications Policy
- Crisis Communications Policy
- IT Policy
- Social Media Policy
- Tenant Relocation Policy (for regeneration activities)
- Use of Force Policy

BUILDING SAFETY AND SECURITY

Improving safety and security is a constant priority for LMCH. This year, as per Business Case 19, LMCH hired a new Security Manager to take charge of improving security across the portfolio.

Since then, the Security Manager has overseen the implementation of security pilot programs at our Simcoe and Dundas buildings, security camera projects at various sites, created emergency-preparedness policies and procedures, and oversees LMCH's emergency response.

Most recently, our security team continues to grow with the arrival of three new Community Safety Specialists, who will form our new Community Safety Unit (CSU). Part of their new training will involve implementing our new "Use of Force" policy.





OUR ASSET MANAGEMENT PLAN:

LMCH'S FOUNDATION FOR THE FUTURE

One of LMCH's most notable accomplishments was the completion and publication of our 2020-2029 Asset Management Plan (AMP). This document will play an important role in all of LMCH's work as we look to improve the levels of service (LOS) we offer in all of our buildings over the next decade.

The AMP outlines how LMCH will look to repair and renew properties across our portfolio so that our residents will be able to lead happier and healthier lives.

REPAIRING AND RENEWING OUR ASSETS: CMHC FUNDING

In collaboration with the Canada Mortgage and Housing Corporation (CMHC) and the Federal government, LMCH was granted \$40.1 million for our repair and renew projects.

This historic funding will be used towards improving energy efficiency and greater unit accessibility at our buildings so that our residents can spend their years living comfortably in a home that is safe, affordable, and accessible. LMCH has hired a Project Manager to oversee our progress on these exciting projects that align with our work in the AMP.





REIMAGINE THE FUTURE OF HOUSING

In 2020, LMCH unveiled Reimagine Southdale, our first-ever regeneration project. Our Southdale property was publicly declared as the selected site for our regeneration activities, and the groundwork for development began. To date, we have hosted the first of our in-person and virtual Community Conversations with Southdale residents to receive their initial feedback on their future home.

To oversee this exciting new development, LMCH has hired a Project Manager who will work exclusively on all our regeneration activities at Southdale and beyond as we look to begin construction in the next few years.



COLLABORATIVE BUILDING: INTRODUCING OUR TENANT ADVISORY COUNCIL

This year, our Community Engagement Team spearheaded an initiative to create a diverse group that will represent tenants voices and share their recommendations to LMCH staff and our Board of Directors. The Tenant Advisory Council (TAC) has 13-members composed of representatives from diverse backgrounds, perspectives, and experiences who currently live with LMCH.

TAC will be responsible for sharing tenants ideas and recommendations with our Board, while also discussing their concerns, feedback, and suggestions on various agenda items. They convene once a month and frequently will meet with the Board to touch base on action items.



BUILDING ONWARDS: LOOKING FORWARD TO 2021

- Partnering with MLHU to bring mobile vaccination clinics to our buildings and communities.
- Our Board of Directors completed its governance review at the end of 2020 and presented its recommendations to Council in January of 2021. Recruitments for the new board are underway.
- Planning our 2022-2025 Strategic Plan.
- Hiring our new CEO.





While 2020 was a year unlike any other, LMCH and our governing Board of Directors have seen many transformational changes that will guide our organization as we continue to grow in the years to come.

LMCH would like to thank our sole shareholder the City of London, our staff, tenants, and community partners for helping us to lay down the foundations for our future.

THANK YOU!



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