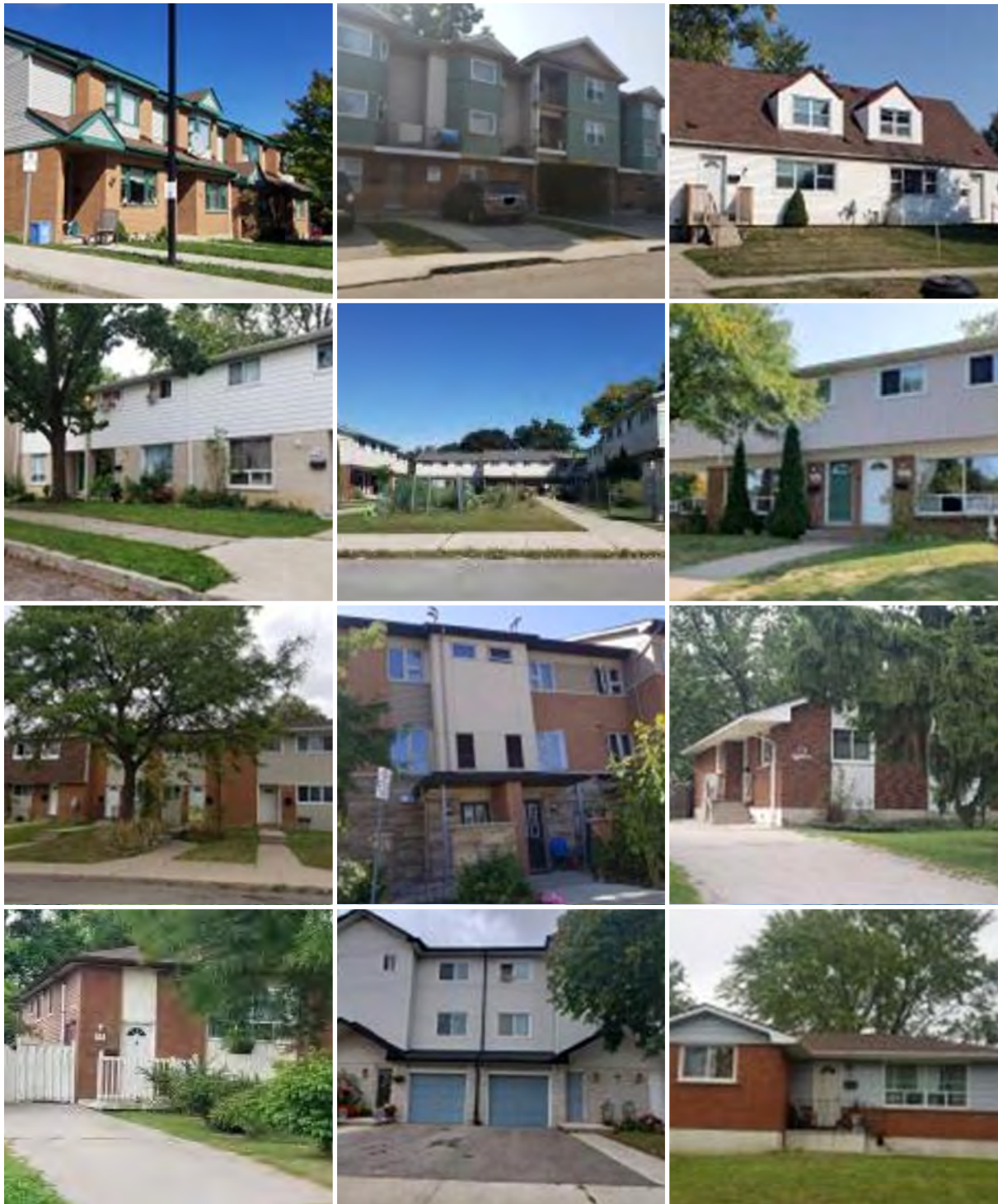


CityHousing HAMILTON

2022 Annual Report



...more than a place to live



| Various CHH Properties

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MESSAGE

FROM THE BOARD PRESIDENT AND CEO

The impacts of the pandemic during 2020 and 2021 were significant and widespread. CityHousing Hamilton (CHH), like so many other organizations, had to remain focused and flexible as it addressed the ever-changing environment created during COVID. However, 2022 was a year of change and incremental recovery at CHH. Everyone – tenants, staff, partners – adapted to post-COVID recovery and it is truly a time to be thankful for everyone’s perseverance and resilience during the upheaval of the past few years.

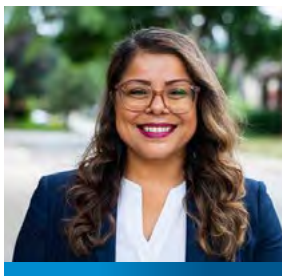
Change was a recurring theme for CHH in 2022. CityHousing went through some key leadership changes in 2022 with both a new President, Nrinder Nann (City of Hamilton Ward 3 Councillor) and a new Chief Executive Officer, Adam Sweedland. Both of us share a strong commitment to actively engage with tenants and innovate in response to tenant feedback to build sustainable positive experiences for current and future CHH tenants.

This year, the Annual Report highlight’s the development of CHH’s 2023 – 2027 Strategic Plan (Plan). CHH engaged tenants extensively to inform the Plan. We heard clearly that we aren’t always getting it right and we aren’t fully living up to our Mission to provide affordable housing that is safe, well maintained and cost effective and supports the diverse needs of our many communities. We must fix this.

In response to this critical feedback, CHH built and approved a Plan which includes transformational priorities and strategies for the next five years. There is a great deal of work to do to meet the needs of CHH tenants and improve the wellbeing of our communities and the Plan will guide the organization to achieve these outcomes.

The Annual Report also highlights some remarkable achievements from 2022. Among other things, the beautiful Art Tile project which reveals the creative talents of so many CHH tenants to create an evolving legacy wall at First Place and 120 Strathcona. Also, in recognition of CHH’s commitment to initiatives to reduce its energy usage, it was named 2021 Energy Manager of the Year.

Thank you to the tenants, community partners, staff and the Board of Directors for the commitments you make to support CHH and build an organization capable of incredible outcomes for tenants.



Nrinder Nann
President and Ward 3 Councillor



Adam Sweedland
Chief Executive Officer (CEO)

BOARD OF DIRECTORS

Nrinder Nann, President
Ward 3 Councillor (November 2022)

Nicholas But, Vice President
Citizen Member

Tammy Hwang, Treasurer
Ward 4 Councillor

Adam Sweedland, Chief Executive Officer & Secretary
(October 2022)

Tom Jackson
Ward 6 Councillor

Cameron Kroetsch
Ward 2 Councillor (November 2022)

Alex Wilson
Ward 13 Councillor (November 2022)

Jacqueline Aird,
Citizen Member

Adriana Harris,
Citizen Member

Patricia Reid
Citizen Member



Rendering of 257 King William St.,
Montgomery Sisam Architects

SENIOR MANAGEMENT

Rochelle Desouza
Chief Financial Officer

Sean Botham
Manager, Development

Bernice Lilley
Manager, Asset Renewal

Gillian McLaughlin
Manager, Partnership Development and Support Services

Brian Kinaschuk
Manager, Maintenance

Leanne Ward
Manager, Operations

Tracy Murphy
Manager, Tenant Administration

Amanda Warren-Ritchie
Manager, Strategy and Quality Improvements

OUTGOING

JANUARY – NOVEMBER 2022

Jason Farr, President
Former Ward 2 Councillor
(January – November 2022)

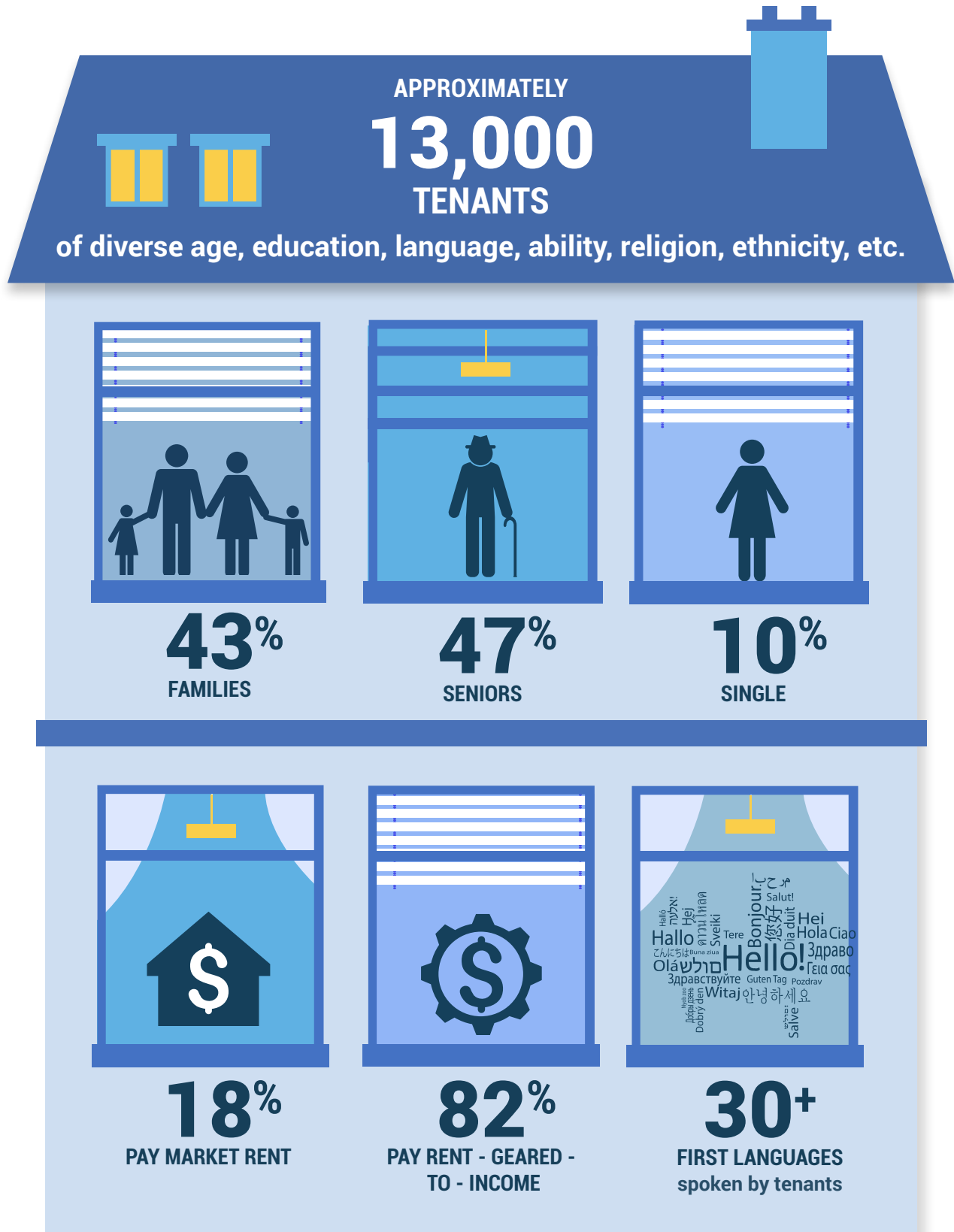
Nrinder Nann, Treasurer
Ward 3 Councillor
(January – November 2022)

Fred Eisenberger,
Mayor, City of Hamilton
(January – November 2022)

Maureen Wilson,
Ward 1 Councillor
(January – November 2022)

CEO/Secretary:
Ed VanderWindt (May to October 2022)
Tom Hunter (January - May 2022)

ABOUT OUR TENANTS...



ABOUT US...



\$60

MILLION ANNUAL
OPERATING BUDGET



110+

COMMUNITY AND PRIVATE
SECTOR PARTNERSHIPS



7,122

RESIDENTIAL UNITS



45

YEARS AVERAGE AGE OF
OUR BUILDINGS



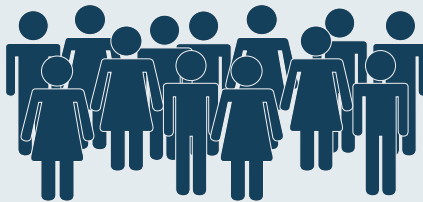
\$1,165

BILLION
ESTIMATED ASSET VALUE



24

COMMERCIAL UNITS



202

PEOPLE WORK
ON OUR TEAM

136 Full-Time Staff and
66 Building Attendants



38%

HIGH-RISE UNITS
(8+ storeys)



26%

MID-RISE UNITS
(5-7 storeys)



5%

LOW-RISE UNITS
(1-4 storeys)



25%

TOWNHOMES



6%

SINGLES/SEMIS

STRATEGIC PLAN 2023-2027

The 2023 – 2027 Strategic Plan (Plan) is underpinned by the voice of tenants. CHH extensively surveyed and sought feedback from tenants across the organization. Overwhelmingly, we heard we just aren't getting everything right and there are many areas for significant improvements. Specifically, we heard many concerns about safety, supports, customer service, inclusivity and the general conditions of our communities.

This feedback was critical to help CHH staff and its Board of Directors identify what CHH must prioritize for the next five years. CHH's Vision and Mission remain the same but the Plan identifies four high-level priorities to strengthen CHH's commitment and ability to deliver on its Vision and Mission.

VISION, MISSION 2023-2027 STRATEGIC PLAN

Vision

To be the best place to raise a child and age successfully

Mission

We provide affordable housing that is safe, well maintained and cost effective and that supports the diverse needs of our many communities



Each priority identified in the plan includes a number of specific strategies and activities needed to be able to deliver on the priorities. These strategies are outline below and now form the basis for all of CHH's work between 2023 and 2027.

2023-2027 STRATEGIC PLAN PRIORITIES



1. FLOURISHING COMMUNITIES: Empower tenants with the supports and services they need to survive

- Foster equitable, diverse and inclusive communities within CHH;
- Prioritize safety & security for our tenants and work collaboratively to development community safety plans in our neighbourhoods; and
- Development community partnerships to provide appropriate resources, programs and services for our tenants.



2. PRIDE IN HOMES: Preserve and Upgrade CHH's Current Housing Stock

- Provide timely and responsive maintenance to CHH's portfolio;
- Develop plans and build CHH's capacity to address its again stock incrementally;
- Repair and renew 63% of CHH's units with funding support of \$194 million from CMHC and other stakeholders; and
- Implement energy and environmentally sustainable strategies to create efficiencies within tenants' units and all CHH properties.



3. NEIGHBOURHOOD REVITALIZATION: Develop new and inclusive affordable mixed housing while building strong and successful multi-generational communities

- Pursue current development projects to ensure success;
- Develop a socially sustainable 20-year long-term housing strategy for CityHousing Hamilton that focuses on inclusivity, multi-generational living, mixed income housing and community revitalization;
- Commence the implementation of the 20-year housing plan to meet demographic needs and equitably provide housing across the many communities within Hamilton.



4. A WHOLE TEAM APPROACH: Strengthen our people and our performance

- Embed equity, diversity and inclusion across CityHousing Hamilton;
- Build an organizational culture of quality improvement, high performance, operational excellence and results-based accountability;
- Implement a communications plan that effectively informs and engages our people; and
- Strengthen the organization's financial sustainability and funding base to support our mandate.

The tenants gave CHH a clear mandate on what it needs to focus on over the next four years. The Board of Directors is strongly committed to supporting the CHH leadership team and staff in delivering on these important tenant priorities.

[Visit CityHousing Hamilton website](#)

COMMUNITY PARTNERSHIPS

Habitat for Humanity

COMPLETED A BUILD DAY AT THE FRANKLIN ROAD SITE

In 2022, Habitat for Humanity Hamilton and CityHousing Hamilton partnered up to bring vacant rental properties back online within the City. Over the last year, the dedicated team and volunteers at Habitat for Humanity Hamilton have been working in close collaboration with CityHousing Hamilton to rehabilitate 9 vacant units (with mutual commitment to continue with more) so that they can be re-rented to local families in need. This partnership actively works to realize the missions of both of our organizations:

HABITAT FOR HUMANITY

to bring communities together to help families build strength, stability and self-reliance through shelter, and;

CITYHOUSING HAMILTON

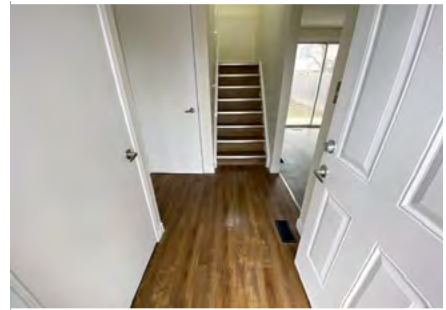
to provide affordable housing that is safe, well maintained, cost effective and that supports the diverse needs of our many communities.

In addition to supporting the need for safe and affordable housing, this partnership engages many volunteers, including local youth, to perform much of the construction and rehabilitation activities, under trained supervision. Volunteers gain experience in skilled trades and learn about the importance of housing in our community. For incoming tenants of CityHousing Hamilton, it provides a safe and affordable home. The impacts are immeasurable.

Both organizations believe safe and affordable housing, as a primary social determinant of health, is the foundation upon which happy, healthy lives are built and that all people have a right to such housing. Every housing unit Habitat for Humanity Hamilton rehabilitates today provides crucial shelter and timely housing for one more family who otherwise may have been waiting for years.

“Indeed, we’ve formed a wonderful relationship, one that I look forward to growing in the weeks, months, and years ahead. It’s amazing to see how two community-minded organizations have come together for the mutual benefit and social well-being of Hamilton families.”

– Peter Walberg, Building Services Manager,
Habitat for Humanity Hamilton.





“We see this as a fantastic opportunity to provide safe, decent, and affordable housing in Hamilton, but also as a way to engage local students and deliver invaluable experiential training.”

– Sean Ferris, Chief Executive Officer,
Habitat for Humanity Hamilton.



Engagement with Art

WE HAVE DISCOVERED THROUGH WELLNESS AND RECREATIONAL PROGRAMMING MANY TENANTS AT CHH HAVE A LOVE AND A TALENT FOR ART.

The Boys & Girls Club delivered “Rec in a Box” parcels to tenants at 30 Sanford Ave, 555 Queenston, and 1100 Limeridge Rd E and the Dundas Valley School of Art donated over 500 reusable bags containing paints, crafts, puzzles etc which were distributed through all CHH apartment buildings.

The Evolving Wall through Art Tiles initiative was piloted at First Place and 120 Strathcona thanks to CHH’s partnership with the Art Gallery of Hamilton. Each building held three art tile workshops led by an Art Gallery artist. The program allowed seniors to express themselves through the creation of art tiles.

Each tile is visually pleasing on its own, but once grouped together and placed in the buildings’ common space, they are a striking expression of tenants’ connection to the community.

The Evolving Wall project has been cathartic for many as it has addressed social isolation and encouraged seniors to reconnect with their neighbours. CHH has received a grant from New Horizon to continue the project in 5 additional CHH buildings in 2023-2024.



Food Security Programs

THE CITYHOUSING FOOD MARKET PROGRAM WAS FIRST LAUNCHED IN 2019

Since then, it has offered, at no cost to tenants: prepared meals, fresh fruit and vegetables, dry goods, bread, meat, dairy and hygiene products. These food markets are supported by Food for Life, Goodwill, Cobbs Bread, Wesley, St Matthews, St Patrick's Church and the Hamilton Christian Fellowship Church.

The markets are offered bi-weekly all year at First Place, 191 Main St W, 200 Jackson, 226 Rebecca, and 120 Strathcona, with pop up mobile markets offered monthly from April – October at 155 Park St S, 30 Avenue S, 801 Upper Gage, 395 Mohawk Rd and 555 Queenston.

In 2022 there were 5,112 visits to the year-round food markets and 2,072 visits to the mobile pop up markets. Almost 1,900 prepared meals were also distributed to CHH tenants in need. CHH also provides free food deliveries for those unable to visit the food markets thanks to support from Sai Dham Canada (395 and FP) and St Matthews house.

Food for Life conducted a survey of 301 food market attendees with results showing that close to 85% of tenants were very satisfied with the service delivery of the markets and 93% felt the markets contributed to their sense of belonging in their community.



| Working together at Food Markets to support tenants

Volunteers

CHH IS FORTUNATE TO HAVE MANY VOLUNTEERS SUPPORTING TENANT WELLNESS PROGRAMS. WITHOUT THESE VOLUNTEERS, THE FOOD MARKETS COULD NOT SUCCEED.

In June 2022 CHH held the first Tenant Wellness Volunteer Appreciation luncheon to celebrate those tenants who go above and beyond to help their fellow neighbours. Each tenant was recognized with a certificate of appreciation and a catered lunch. CHH also supported 18 tenant volunteers to obtain their Food Handler's certificates in 2022 which has allowed further tenant events such as bbqs and holiday meals to take place at various CHH sites.

WellnessVolunteer Luncheon



First Place Barbecue



226 Rebecca, Friday Morning Breakfast

18 CHH also help 18 tenant volunteers to obtain their Food Handler's certificates in 2022

Other Programming & Partnerships

- **The Senior Walk and Explore program** was made possible from a grant by New Horizons. The program brought together 38 tenants from a variety of cultural backgrounds for walking tours to the Art Gallery of Hamilton, an Exploration of Gage Park, and a trip to the Hamilton Mum Show. The program was facilitated by four Mohawk College students. Participants shared how much they enjoyed the physical activity, fellowship and learning about other tenants' lives, cultures and buildings.
- **Tax Clinics** – 714 tax returns were completed in 2022 at the free tax clinics provided in many CHH buildings.
- **Go-Vaxx Clinics** – CHH partnered with Public Health to provide 136 vaccine shots in 9 CHH buildings in 2022.
- **Gay Spong** has offered Footcare Services for CHH tenants for over 7 years. In 2022 Gay, offered this service to over 400 seniors across 10 CHH buildings.
- **Community Paramedics** - offers overall wellness advice and assessment at 10 CHH senior buildings.
- **Healthy Aging Fitness Classes** - offers regular fitness classes to seniors across 11 CHH buildings with an emphasis on falls prevention and gentle movement yoga.
- **Community Gardens** – CHH supports community gardens at 20 buildings.
- **Tenant Led Groups** The PD&SS team support tenant led groups at many sites to encourage social, recreational, and meal program groups.
- **Housing Matters** - CHH creates and distributes this newsletter twice a year to all CHH tenants.
- **SPCA** – offers pet wellness clinics and low or no cost pet care. In 2022, 397 tenants' pets received an on site checkup!



| Garden Beans



| Purnell_Garden_Activity

IN 2022

397

tenants' pets
received an on site
checkup! (SPCA)



Senior Walk and Explore - Art Gallery of Hamilton

- **Digital literacy** – CHH partnered with the Hamilton Literacy Council to offer 2 digital literacy programs.
- **The Alzheimer’s Society** offered a program focusing on memory and physical activity to support a healthy brain every Tuesdays from 2 pm – 4 pm.
- **Social Engagement Workshops** - CHH partnered with Wesley, YWCA, St Matthews, Boys and Girls Club and Hamilton Philharmonic Orchestra to offer a variety of recreational workshops throughout seniors’ buildings that included recreation music crafts education and physical activity.

Tree Equity Project

In 2021 & 2022 CHH partnered with Green Venture in the Tree Equity Project. This project is designed to improve the urban tree canopy in key areas of Hamilton. In the late spring of 2022, 11 new trees were planted on 3 CHH sites: 30 Sanford Ave S 181 Jackson/95 Hess St S, and 122 Hatt St. Dundas.

IN 2022

11

new trees were planted on 3 CHH sites



TENANT SUPPORTS

Tenant Administration

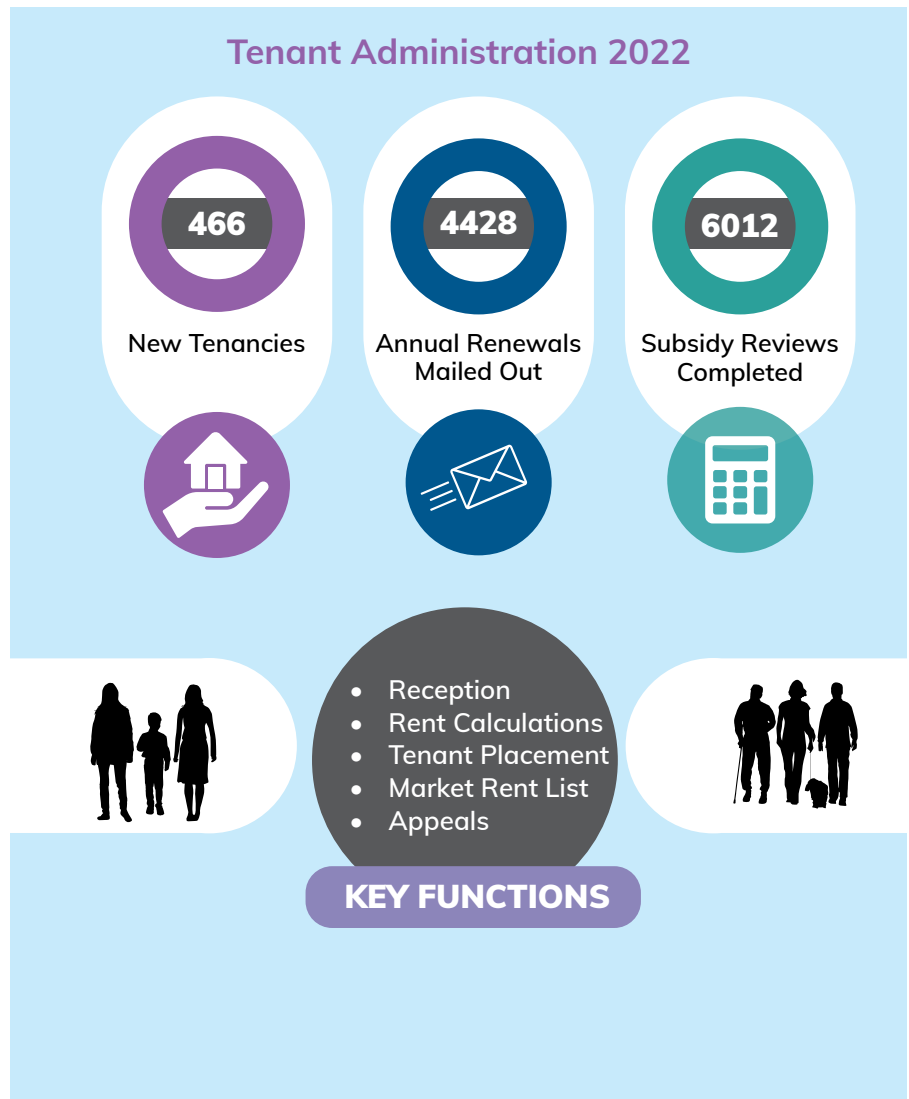
The Tenant Administration Department is committed to applicants and tenants – one of its biggest challenges is the overwhelming growth in our wait lists for both market and RGI housing which is a direct result of the large issue of people being precariously housed/homeless in our communities.

The department includes reception, rent calculation and tenant placement.

Reception staff are often the first CHH point of contact for applicants and tenants. When they are not able to answer a question, reception quickly links the customer to the staff who can best answer their inquiry. They interact with clients with utmost empathy and understanding knowing many people in contact with CHH are living under extreme stress and face many barriers to services, especially those who are homeless, struggling with addictions/ mental illness, etc.

The Rent Calculation team completes annual reviews and helps tenants understand how legislation, policies and procedures affects their rent calculation. They support tenants in obtaining their annual subsidy renewal documentation, facilitate additions to tenant households and help qualifying market rent tenants apply for rent geared to income units.

The Tenant Placement team works with applicants on the centralized wait list to offer and fill vacant units. This team is also responsible for renting market rent units and for facilitating transfers for tenants approved for an internal change of accommodation.



Tenant Support Workers

Tenant Support Workers (TSW) work with individual tenants and focus primarily on eviction prevention. The TSWs have very large case loads, averaging 800 households per worker, yet make it their priority to build trusting relationships with CHH tenants. TSWs assist some of the most vulnerable individuals in our communities, many of whom live with multiple complex issues affecting their ability to maintain their housing or live independently. TSWs assess tenants and make referrals to appropriate and available supports in the community.

However, over the years, many of the community resources tenants have accessed for supports have closed or reduced services. Many CHH

tenants have lost or are no longer able to access much-needed wrap around supports. The TSWs, as a result, are more often than not, acting as case managers for persons who would otherwise have no support or ability to navigate the complex support systems on their own.

The gaps in supports available in our community, translates into a need to offer more on-site services across all of CHH's portfolios.

We are proud of the sustainable programming we have developed to date but know there is much work to do. We look forward to increasing our tenant engagement work to inform how we can further positively improve overall community well being.



SUSTAINING CHH INFRASTRUCTURE

Tower Transformation

REOPENING A HOUSING LANDMARK

Originally built in 1967, 500 MacNab is the oldest high-rise multi-residential building in CityHousing Hamilton's portfolio. The 146 units were retrofitted to substantially renew and modernize for the next century.

The building reopened in fall of 2021 and was fully leased in 2022. The building was comprehensively upgraded for a new seniors' demographic, including 20% of units retrofitted as barrier free.

Notably, at 18 storeys and more than 80,000 sq.ft., at the time of its reopening, the Ken Soble Tower was the largest high-performance EnerPHit multi-unit residential building in the world and one of the most ambitious social-housing transformations in the country.

The project has received recognition for its accomplishments in housing renewal and environmental sustainability through the following awards:

- **Hamilton Urban Design Awards**
Civic Achievement, 2021
- **Toronto Construction Association (TCA)**
Best of Best Awards: Project Achievement, 2022
- **EIFS Council of Canada (ECC)**
Architectural Design Awards Grand Prize, 2022
- **Canada Green Building Council (CaGBC) Awards**
Green Building Excellence: Deep Carbon Retrofit, 2022
- **Engineering News Record (ENR)**
Global Best Projects: Best Green Project, 2022
- **Urban Land Institute (ULI)**
Terwilliger Center Award for Innovation in Attainable Housing, 2022
- **Federation of Canadian Municipalities (FCM) Sustainable Community Awards**
Affordable Housing Retrofit, 2022
- **Sustainable Architecture & Building Magazine**
Existing Building Upgrade Award, 2023



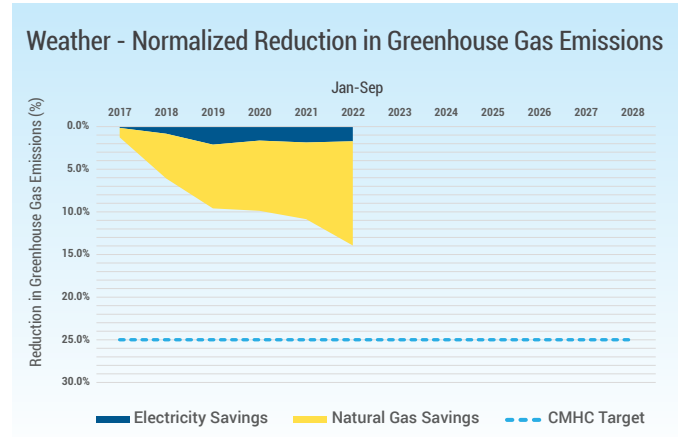
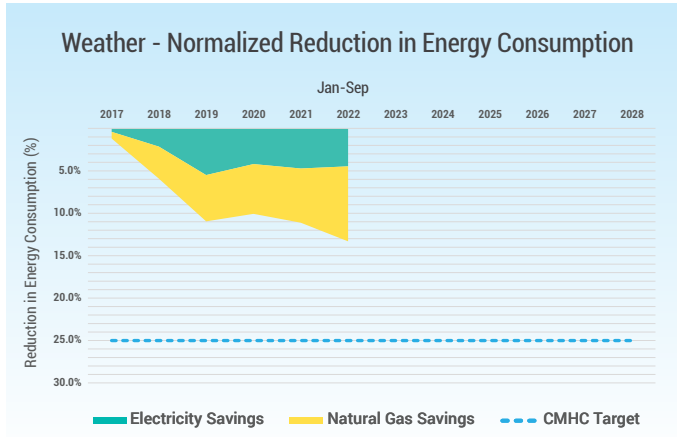
New Development Ken-Soble:
Photographer, Codrin Talaba



QUALITY IMPROVEMENT INITIATIVES

Energy Initiatives

A sophisticated energy use and greenhouse gas emissions tracking system was established by CHH staff in 2022. This system provides greater insight on CHH's reductions in energy use and greenhouse gas emissions towards our target of a 25% reduction by 2028.

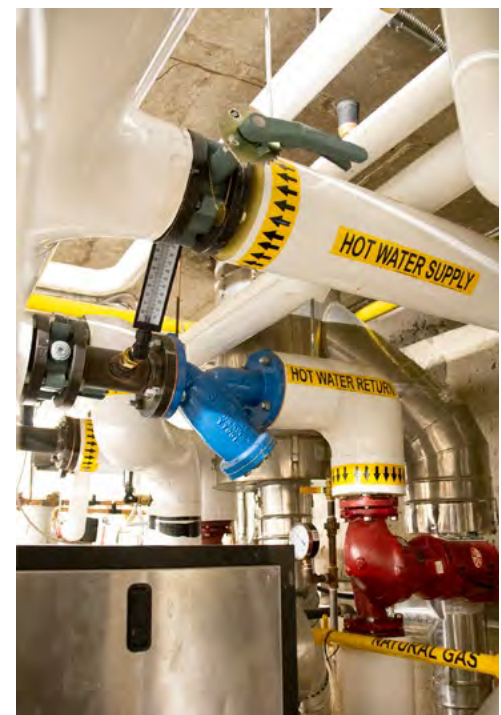


Retro-Commissioning

Through funding from Natural Resources Canada, a retro-commissioning project was completed in 2022 at two of CHH's apartment buildings. The project provided the following benefits:

- improved Tenant satisfaction by addressing a diverse variety of hot water complaints;
- improved indoor air quality by increasing fresh air supply and reducing odours;
- training for our operations and maintenance staff, including a deeper understanding of how the building systems have been designed and are intended to operate;
- reduced energy use and greenhouse gas emissions; and
- reduced utility costs.

As part of the project, CHH developed a case study which is intended to be published by Natural Resources Canada as a helpful reference for other building owners across Canada in support of acting on Climate Change mitigation.

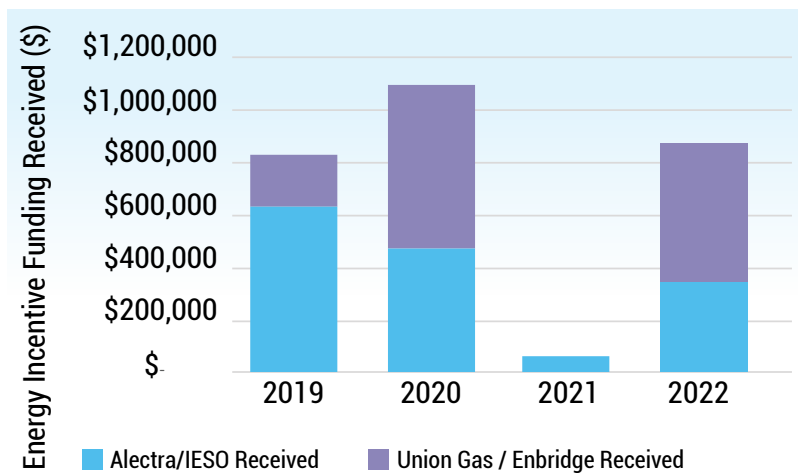


Utility Incentives

CHH received \$868,726 in utility incentive funding in 2022 as a result of completing the following initiatives which are lowering our energy consumption and greenhouse gas emissions:

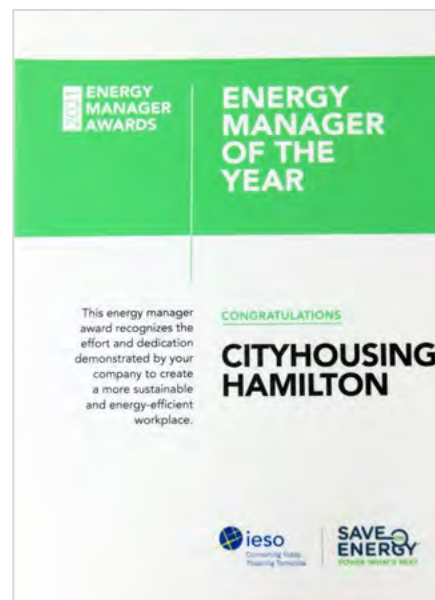
- a Passive House Retrofit at one high-rise apartment building;
- high-efficiency boiler replacements at one high-rise apartment building;
- insulated domestic hot water piping replacement at one high-rise apartment building;
- LED lighting retrofits at 50 low/mid-rise apartment buildings and townhouse properties; and
- exceeding electricity savings targets established in an Energy Manager contract.

\$868,726
UTILITY INCENTIVE FUNDING
2022



IESO Energy Manager of the Year

CHH received the Energy Manager of the Year award from Ontario's Independent Electricity System Operator (IESO). The award recognizes the extraordinary work that CHH staff is doing across all departments to lower our energy use, greenhouse gas emissions, and utility costs while supporting our Tenants.



DEVELOPMENT AND REVITALIZATION

RHI Projects

FEDERAL FUNDING SUPPORTING QUICK WIN PROJECTS FOR HAMILTON

CityHousing Hamilton received \$8.7M in Rapid Housing Initiative (RHI) Round I and II funding for the construction of 39 homes at two sites.

In 2022, with RHI funding, CHH converted underutilized commercial space into 15 new units through a commercial to residential retrofit at 263 Main St E. These new units are dedicated for Seniors, allowing the new tenants to access the existing supports and programming in the First Place building.

CHH also began construction of 24 units at 257 King William St. This is CHH's first volumetric modular project where the construction takes place offsite and the new building is transported and assembled on site. This reduces the completion time for the overall project.

Looking ahead, CHH also planned for a potential second phase at its 55 Queenston Road development which would position CHH advantageously for any future RHI funding.



| 263 Main St. E. front door

| 263 Main St. E. in-suite

CITY OF HAMILTON COUNCIL COMMITMENT

Area-Rated Funds

COUNCILLOR AREA RATINGS WERE RECEIVED FOR THE PROJECTS BELOW:

| | | | |
|---------------|-------------------------------|------------------|---|
| Ward 8 | 45 Montcalm | \$17,116 | Relocation of Garbage Dumpster |
| Ward 4 | 55 Queenston | \$150,000 | New City Motor Sign |
| Ward 4 | Martha/Roxborough | \$7,000 | Video Equipment |
| Ward 2 | 155 Park Street South | \$3,229 | Renovate Kitchen |
| Ward 2 | 95 Hess Street South | \$150,000 | Roof Railing |
| Ward 2 | | \$15,000 | Mail boxes replacement |
| Ward 2 | 191 Main/200 Jackson | \$30,000 | Replace Garbage chute |
| Ward 2 | 95 Hess/181 Jackson/ 155 Park | \$63,000 | Painting |
| Ward 2 | 95 Hess/181 Jackson/ 155 Park | \$35,000 | Internet technology |
| Ward 2 | 206 Jackson | \$18,000 | Paint and replace flooring in common hallway |
| Ward 2 | 226 Rebecca | \$19,000 | Garbage chute retrofit/replacement |
| Ward 2 | 181 Main | \$103,000 | Exterior stairwell in front of main office |
| Ward 2 | 191 Main | \$7,000 | Exterior furniture for CHH Main office -outdoor space |
| Ward 2 | 55 Hess | \$40,000 | HVAC cooling System at Daisy Mart |
| Ward 2 | 500 MacNab | \$15,000 | Install wheelchair ramp |
| Ward 2 | 500 MacNab | \$5,000 | Install picnic tables and benches |
| Ward 8 | 45 Montcalm Drive | \$250,000 | Waste Management Development |
| Ward 2 | 89 King | \$9,000 | Key Cards |
| Ward 6 | 1100 Limeridge | \$2,290 | Window cleaning |
| Ward 6 | 980 Upper Ottawa | \$1,860 | No Dumping signs |

STAFF DIVISIONAL DAY AND YEARS OF SERVICE MILESTONES

Staff Divisional Day

CityHousing Hamilton adapted the City of Hamilton’s practice of hosting a “Division Day” to acknowledge and appreciate staff, share successes, learn and build relationships. With appropriate post-COVID precautions in place, CHH welcomed back all staff for its first “in person” Division Day since 2019.

At this event, staff gathered at City Hall in Council Chambers to meet the new CEO, Adam Sweedland and receive Years of Service Certificates.

Later, staff enjoyed lunch and spent the afternoon learning about the work from various CHH teams and working on group exercises designed to build relationships and reunite staff after over two years of strictly virtual interactions.

| Division Day - Council Chambers, City Hall



| Division Day - Group Exercises



Staff also used Division Day as an opportunity to demonstrate their collective giving nature. CHH’s 3rd Annual Food Drive continued with more enthusiasm and more donations. Food, hygiene products and household goods were collected and donated to the Care and Share Centre for tenants living at Vanier Towers.



| 3rd Annual CHH Food Drive Challenge

2022 Years of Service Milestones and Retirees

The following were honoured for their years of service with CHH:

YEARS OF SERVICE



- Terrance Bridgland
- Skyelar Clinton
- Aida Corticeiro
- Brigitta Dorrington
- Matthew Edwards
- Kaywana Gargarello
- Karen Lang
- William Luck
- Samantha McCarthy
- Arthur Newman
- Xin (Kevin) Qu
- Debbian Rumble
- Christopher Shilton
- Richard Szymkow
- Mykal Tournidis
- Daniel Warburton



- Guenther Ball
- Julie Bender
- Samantha Blackley
- Sean Botham
- Hugo Espinal
- Carey Lavigne
- Kallie Lawrence
- James Moriarity
- Steve Weis
- Shauna Wheeler



- Paula Camara
- Laura Seaton



- Teena Smith



- Brian Lodewyks



- Gillian McLaughlin

RETIRES

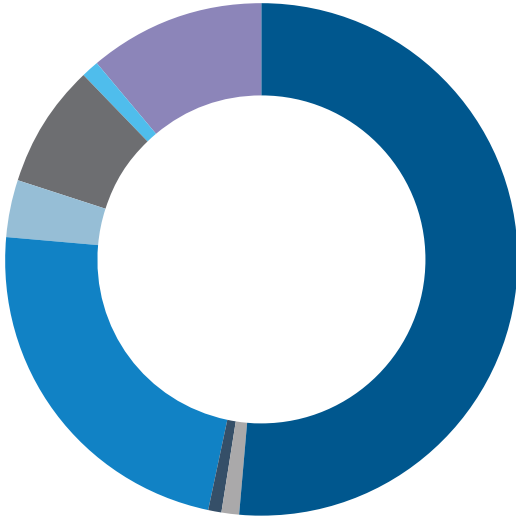
to the following retirees:

- Sally Anderson, June 2022
- Wayne Diemert, March 2022

Best Wishes

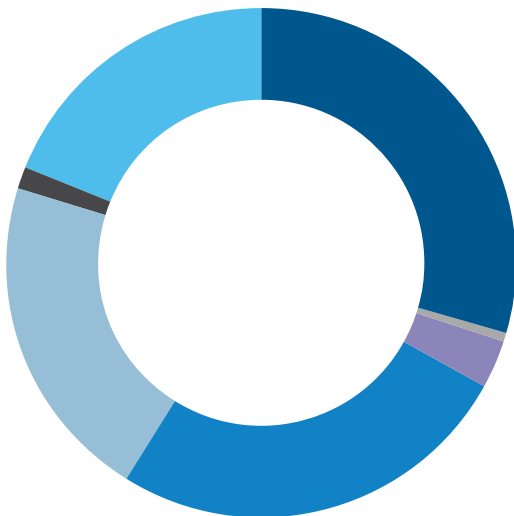
FINANCIAL YEAR IN REVIEW

2022 Revenue



| | | |
|---------------|----------------------------------|-------------------|
| 51.56% | Residential Rent | \$39,430,430 |
| 1.12% | Commercial Rent | \$852,824 |
| 0.76% | Tenant Recoveries | \$583,325 |
| 23.15% | Government Subsidies - Operating | \$17,701,396 |
| 3.52% | Other Revenue- Operating | \$2,694,102 |
| 7.89% | Government Subsidies-Capital | \$6,037,460 |
| 1.12% | Other Funding Capital | \$860,211 |
| 10.88% | Sales of Units | \$8,316,960 |
| TOTAL | | 76,476,708 |

2022 Expenses



| | | |
|---------------|------------------------------------|-------------------|
| 30.95% | Administration | \$16,190,223 |
| 0.80% | Bad Debt | \$330,224 |
| 2.17% | Insurance | \$1,658,605 |
| 23.51% | Maintenance | \$14,189,074 |
| 22.55% | Depreciation and Mortgage Interest | \$11,423,892 |
| 1.38% | Municipal Taxes | \$807,120 |
| 18.64% | Utilities | \$10,199,143 |
| TOTAL | | 54,798,281 |

Note: CityHousing Hamilton converted financial statements to Public Sector Accounting Standards in 2018

Complete audited financial statements are available on CityHousing Hamilton website or upon request.

PARTNERS



- AbleLiving Services Thrive Group
- Access to Housing
- Alzheimer Society of Canada
- Baha'i Community Hamilton
- Banyan Community Services
- Banyan Grocer-Ease Food Security Program
- Boys and Girls Clubs of Hamilton
- C&D Mobility
- Cancer Screening Bus
- Canadian Hearing Society
- Canadian National Institute for the Blind
- Canadian Red Cross
- Catholic Children's Aid Society of Hamilton
- Catholic Family Services of Hamilton
- Canada Revenue Agency
- Canadian Liver Foundation
- Canadian Mental Health Association
- Children's Aid Society of Hamilton
- CityLAB Hamilton
- City of Hamilton:
 - Animal Services
- Extreme Heat Initiative
- Healthy & Safe Communities (Children & Community Services Division)
- Home Management Program
- Housing Services Division
- Neighbourhood Action Strategy
- Ontario Works
- Public Health Services
- Recreation Division
- Cobs Bread
- Community Living Hamilton
- Community Schizophrenia Services
- Crisis Outreach and Support Team Hamilton (COAST)
- Dundas Community Services
- Dundas Valley School of Arts
- Earth Wisdom Yoga
- Empowerment Squared
- Environment Hamilton
- Enbridge Gas
- Food for Life
- Gay Spong Foot Care
- Good Shepherd Centres
- Goodwill
- Grenfell Ministries
- Gwen Lee Supportive Housing
- Green Venture
- Habitat for Humanity
- Hamilton Association for Residential and Recreational Redevelopment Programs
- Hamilton/Burlington SPCA
- Hamilton Centre for Civic Inclusion
- Hamilton Christian Fellowship
- Hamilton Community Foundation
- Hamilton Community Garden Network
- Hamilton Community Legal Clinics
- Hamilton Council on Aging
- Hamilton Crime Stoppers
- Hamilton Food Share
- Hamilton Fire Department
- Hamilton Health Sciences Corporation
- Hamilton Interval House
- Hamilton Paramedic Service (Incl. CHAP-EMS)
- Hamilton People and Animal Welfare Solution
- Hamilton Philharmonic Orchestra
- Hamilton Police Services
- Hamilton Program for Schizophrenia
- Hamilton Public Library
- Hamilton Regional Indian Centre
- Hamilton Tax Clinic
- Hamilton Urban Core Community Health Centre
- Hamilton-Wentworth District School Board

- Healing Arts and Recovery through Peer Support
- Head Injury Rehabilitation Ontario
- Help Age Canada
- Home & Community Care Support Services
- Housing Help Centre
- HD Supply
- Indwell
- Learning and Recreation Community House
- Life Hearing Solutions
- Literacy Council of Hamilton
- Liver Care Canada
- March of Dimes Canada
- McMaster Family Practice
- McMaster University (Incl. CHAP-EMS / Inspire & Isolated Seniors, EMBOLDEN Project, GERAS Department)
- McMaster VIP (Vulnerable Persons in Primary Care Research Lab/ Dr Gina Agerwol)
- McQuesten Community Planning Team
- McMaster University
- Mental Health Rights Coalition
- Ministry of Health and Long-Term Care
- Mission Services Opportunity Centres
- Mohawk College of Applied Arts and Technology: Social Service Program, Business Analysis, Brain Disorder Program, Disability Management Program- Student placements
- Mountain Kidz Club
- Narcotics Anonymous World Services
- Native Women's Centre Hamilton
- Neighbour 2 Neighbour Centre
- New Horizons for Seniors Program
- North Compass Health
- North Hamilton Community Health Centre
- Ontario Disability Support Program
- Ontario Works
- PetSmart
- Rapid Relief Team
- Redeemer University College
- Rotary Club of Hamilton
- Sai Dham Food Security Program
- Schizophrenia Society of Ontario Hamilton Chapter
- Service Canada
- Shelter Health Network Clinic
- SPCA
- St.Patricks Church
- Strathcona Neighbourhood Group
- Sheridan College- Senior research
- St. Charles
- St. Joseph's Healthcare Hamilton
- St. Joseph's Home Care
- St Joseph's Hospital (Addictions Counsellor & RAAM Clinic Social Worker)
- St. Joseph's Immigrant Women's Centre
- St. Matthew's House
- Trinity Church
- Strive Fitness and Athletics
- The Government of Canada
- The Office of the Public Guardian and Trustee
- The Salvation Army
- The Social Planning and Research Council of Hamilton
- Trees for Hamilton
- Threshold School of Building
- Toronto Community Housing
- Union Gas
- Urban Core
- Veterans Affairs Canada
- Veterinarians of Canada
- Wesley
- YWCA

CityHousing HAMILTON

2022 Annual Report

CityHousing Hamilton Corporation

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253_King William

Rendering drawing, Montgomery Sisam Architects



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