



2017

Annual REPORT

Financial Statements

For the fiscal year ended December 31, 2017

REVENUES	2017	2016
Rent Revenues	\$1,632,598	\$1,583,008
Other Revenue	\$184,922	\$217,528
Municipal Subsidy	\$1,543,674	\$1,368,996
Provincial/Federal Funding	\$76,875	\$169,516
Municipal Capital Funding (SHIP)	\$371,913	n/a
Total Income	\$3,809,982	\$3,339,048
EXPENSES		
Maintenance & Repairs	\$538,770	\$485,022
Utilities	\$470,016	\$542,296
Capital Repairs	\$513,594	\$440,968
Capital Costs (SHIP)	371,913	\$0
Administration	1,177,570	1,246,012
Property Taxes	415,229	438,926
Mortgage	\$0	30,637
Insurance	\$84,230	\$91,259
Total Expenses	\$3,571,322	\$3,275,120
NET PROFIT (LOSS)	\$238,660	\$63,928

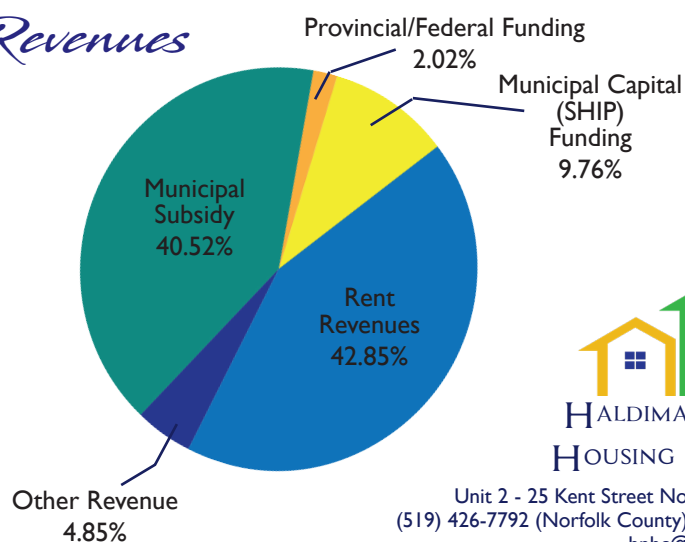
TENANCY STATISTICS

	2017	2016
Average Rent Revenue per Month	\$347.95	\$337.38
Total Unit Turnovers	55	44
Total Turnover Rate	14.07%	11.25%
Rent Payment Performance Rate	94.66%	91.98%

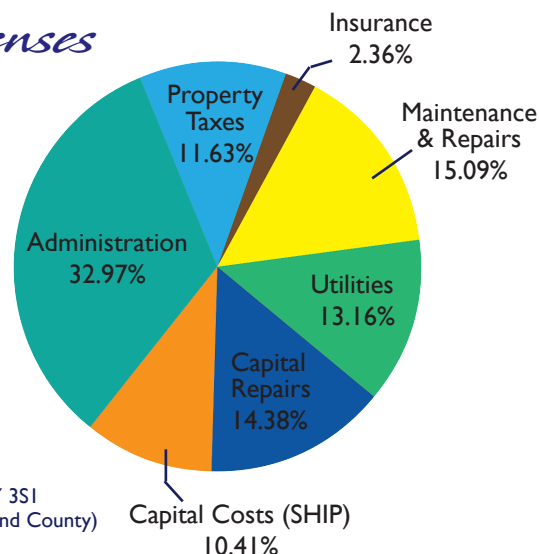
WAITLIST STATISTICS

	2017	2016
Total Eligible Applicants	263	176
Family Housing Applications	70	48
Adult Housing Applications	120	66
Seniors Housing Applications	73	62

Revenues



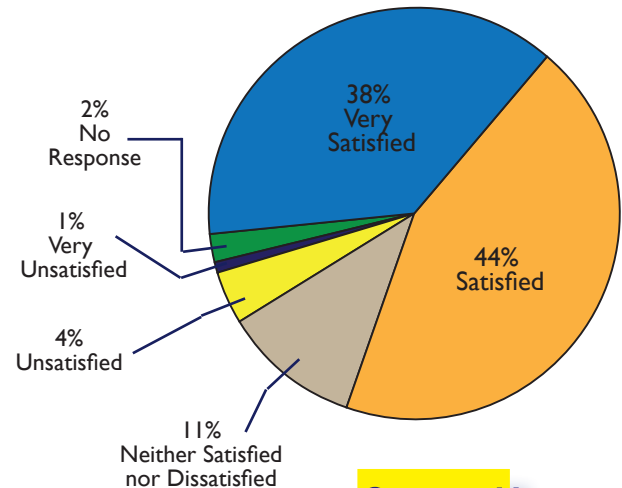
Expenses



Unit 2 - 25 Kent Street North • Simcoe, Ontario N3Y 3S1
(519) 426-7792 (Norfolk County) • 1-800-265-2819 (Haldimand County)
hnhc@hnhousing.ca

2017 HNHC Tenant Satisfaction Survey

The survey was circulated in order to create a baseline for measuring tenant satisfaction. Questions were created to identify the issues that matter most to residents and inform HNHC's strategic direction and initiatives aimed at continuously improving tenant satisfaction.



In November 2017 - tenant satisfaction surveys were distributed to 391 households and responses were requested by December 31, 2017. 165 surveys were received representing a 42.19% response rate.

Tenants voiced an 82% satisfactory rate (combining the 44% Satisfied rating and 38% Very Satisfied rating). Of the tenants who responded to the survey; in Norfolk, 39 Nichol St. reflected the highest satisfaction score and in Haldimand, 503 Main St. expressed the highest satisfaction score.

The condition of resident units and housing communities is a strong indicator of resident opinions regarding satisfaction. The feedback received from this initial survey will help to inform management decisions related to capital and building improvements and areas for improvement in service delivery.

**Overall
Satisfaction
with the
delivery of
HNHC Services
82%
Satisfaction**

"Living here has made my life easier, I've met some very nice people here and have no plans to leave."

"I am safe, warm, happy and healthy. Thank you."

"I would be living under a bridge if affordable housing wasn't available."

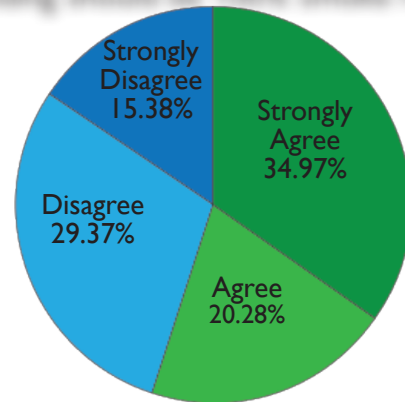
"My life has greatly improved living here."

"I am very happy because it is my home and I love it."

2017 HNHC Second-Hand Smoke / Smoking Survey

The survey was circulated to assess the level of interest among tenants in having the choice to live in a smoke-free environment. The responses were gathered for statistical purposes at this time and to inform future consideration for housing options and new housing development.

My building should be 100% Smoke Free



In November 2017 - the survey on second-hand smoke and no-smoking policy options survey was distributed to 391 households and responses were requested by December 31, 2017. 149 surveys were received representing a 38% response rate.

In both Norfolk and Haldimand Counties, a majority of tenants voiced that they would prefer their communities be 100% smoke-free; however, we need to consider the number of surveys received in each community and does this sentiment represent a majority of that specific community?

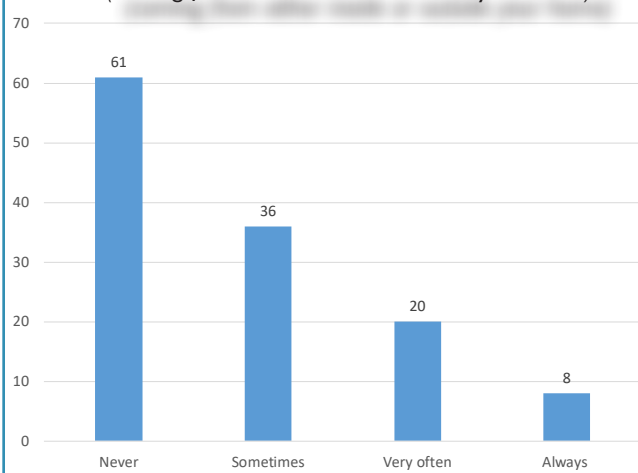
“Very worried about the air I will be breathing when cannabis is legalized.”

Residents were informed that any future considerations would not result in tenants being evicted for being smokers, would not force anyone to quit smoking and would not prevent smokers from renting accommodations.

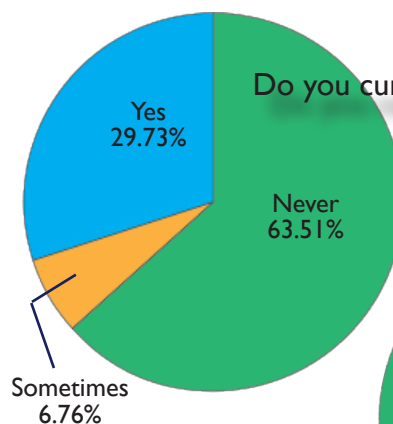
“If a person wishes to smoke, that’s fine, but it should not infringe on anyone else’s right to be in a smoke free area.”

It is recommended that this survey be conducted a second time in the future to compare data and at that time the option of commencing a smoke-free housing program be considered. Many residents expressed concern related to Cannabis use and how it would impact aspects of their reasonable enjoyment.

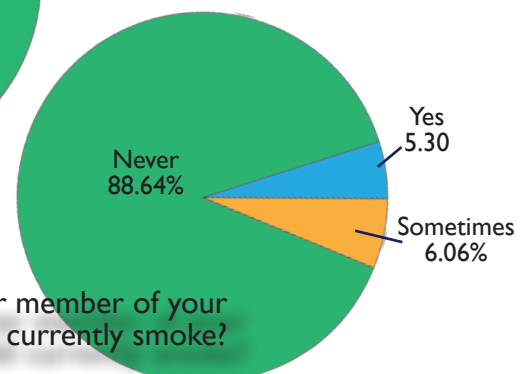
How often do you smell “second-hand smoke” in your home? (coming from either inside or outside your home)



Do you currently smoke?



Does any other member of your household currently smoke?





President's Report

One of the benefits to preparing an annual report is it gives us the opportunity to look back and see what we have accomplished. In 2017, the HNHC Final Regeneration Report was completed. The goal of this report was to look closely at our current portfolio and the needs of the community to identify exactly where new affordable housing is required and how we can provide it. The report outlines some things we already knew, provides new information, and gives us a strategic path to follow going forward.

The Report confirms that the need for affordable housing continues to escalate each year. We learned that there are more funding opportunities than just provincial and municipal dollars. There exist opportunities for energy incentives, seed funding, low-cost loans and financial contributions to attract partnerships and investments. The HNHC owns \$55 million in assets, over \$24 million of which are unencumbered and these assets present an opportunity for leveraging and renewal of existing communities to better meet the needs of our current and future tenants.

In an effort to enhance resident engagement, we distributed a 2017 Tenant Satisfaction survey, resulting in a 42.19% response rate and an 82% overall satisfaction rate with the housing and services provided by HNHC. Working with our tenants and community partners, we believe that the Haldimand Norfolk Housing Corporation has the experience, expertise, and drive to expand housing options and build new affordable housing in both Haldimand County and Norfolk County.



Greenock Gardens, Port Dover

We know that once our debentures end, our 100% rent-geared-to-income portfolio will not be sustainable on the rental revenue collected. The regeneration report affirms that complete and mixed portfolios, (RGI, Affordable, and Market rents) are more inclusive and financially healthy. We know that some of our aging assets no longer make fiscal sense and through development efforts, we can influence future housing options that include energy efficient designs and accessibility features for aging in place. As a shareholder corporation, any new housing developments will increase county assets and support affordable housing supply into the future.

On behalf of the Board of Directors, I would like to thank the Consolidated Municipal Service Manager for funding our Regeneration Study and Tim Welch Consultants Inc., for completing this project and providing ongoing support for our efforts to move forward along the path of providing additional affordable housing in Haldimand County and Norfolk County.

Jeff Miller

President - Haldimand Norfolk
Housing Corporation



Our Mission

The Haldimand-Norfolk Housing Corporation is a community-based, not-for-profit organization and social enterprise whose team of dedicated professional staff and volunteers are passionately committed to providing safe and affordable housing that advances the quality of life of our residents.

Our Vision

The Haldimand Norfolk Housing Corporation will strive to regenerate its portfolio, improve its financial sustainability and link more effectively with other community resources in order to better achieve our Mission.

Current Board of Directors

Jeff Miller – President (Norfolk County)
Brian Snyder – Vice-President (Haldimand County)
Michael Columbus – (Norfolk County)
Ken Lishman – (Haldimand County)
Jean Montgomery – (Norfolk County)
Bernie Corbett – (Haldimand County)
Wayne Thomas – (Norfolk County)

Current Staff

Brenda Cameron - Residential Services Assistant
Janet Earl - Residential Services Manager
Tricia Feist - Rent Subsidy Officer
Deborah Filice - Chief Executive Officer
Doris Glenn - Community Relations Worker
Louise Jones - Executive Assistant to the CEO
Lynn Mayo - Administrative Assistant
Gary Moyaert - Manager of Finance and Administration
Marc Puype - Technical Services Manager
Todd Smith - Maintenance Services Assistant
Kerri Sullivan-Swick - Technical Services & Finance Assistant
Susan Tollenaar - Finance and Administrative Assistant
Mary Vukelich - Maintenance Services Manager