

Celebrating
20 Years



Peterborough
Housing
Corporation
2001-2021

2021 Annual Report

“Where everyone has a community and a place they’re proud to call home.”

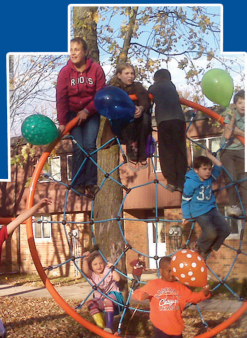


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Board of Directors and Officers

Chair • Keith Riel **Vice Chair** • Henry Clarke

Director • Diane Therrien

Treasurer • Dean Pappas

Director • Andrew Beamer

Interim CEO/Secretary • Hope Lee

Message from the Chair and CEO

As the largest community housing provider in the City of Peterborough and the surrounding County of Peterborough, PHC is recognized as a leader in housing and in the community. PHC has accomplished much in the recent years and while the world continued to feel the impacts of COVID through 2021, PHC adapted and had yet another successful year.

2021 marked PHC's 20th Anniversary. It was 2001 when the province transferred the responsibility for community housing to municipalities and when the province created Peterborough Housing Corporation to take the ownership and responsibility for the former Ontario Housing Corporation public housing properties. PHC celebrated this milestone internally and silently with many COVID restrictions still in place.

PHC occupied two new properties with the Federal, Provincial and Municipal governments and PHC holding a virtual opening ceremony to celebrate. These two new properties provide safe and affordable places to call home for 24 households in Havelock and 34 households in Peterborough.

We found safe ways to continue offering important community programs such as children's pop-up events and community gardens.

We were excited to celebrate graduates of our Homeward Bound Program.

We appreciated the City's response to ensure that affordable housing continues to be developed. In 2021, the City presented a model to be able to take on further debt for new affordable housing developments without impacting other City projects. Since the City is the shareholder of PHC, any debt needed to build more affordable housing by PHC becomes City debt. The creation of a Municipal Services Corporation specific to affordable housing will remove any new debt from the City allowing future housing developments to take place. Without this, PHC would have little to no options in developing new housing. While the City will lead new development, PHC is very much a partner in the pre-development and design as well as managing the new facilities once built.

We thank everyone who have joined with us in our many endeavors over our last 20 years.

PHC will continue to strive towards its vision that everyone has a community and a place they're proud to call home.



Keith Riel

Keith Riel
PHC Chair



Hope Lee

Hope Lee
PHC Interim CEO

Celebrating
20 Years



Peterborough Housing Corporation

2001-2021

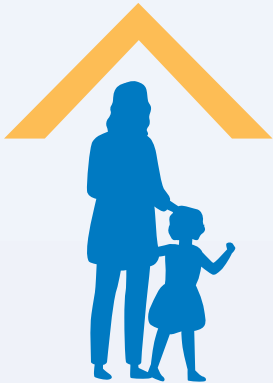


35
properties
owned



1,179
units owned

\$185M
assets owned



4,000 +
people housed



75
Community Housing
units managed for others



36.7
staff



253
rent supplement units
administered for the City



Our Structure

Peterborough Housing Corporation (PHC) is a housing provider regulated by the Housing Services Act, 2011 (HSA). PHC is incorporated under the Ontario Business Corporations Act, and is responsible for owning and operating affordable rental housing. The City of Peterborough is the sole shareholder of the Corporation.

A Board of Directors is responsible for the governance of PHC. The Board establishes the Vision, Mission, Values and the Goals of the Corporation.

Strategic Direction

PHC adopted a five year strategic plan (2019-2023). The directions are broad and oriented to the future. This allows PHC to respond and adapt as circumstances change over the years. The directions offer a framework for the development of annual or multi-year operational plans with measurable goals and objectives.

PHC is focused on ensuring that we remain an innovative high performing corporation.

Vision

That everyone has a community and a place they're proud to call home.

Mission

To strengthen and enrich our communities by creating and sustaining quality homes.

Values

Respectful

We commit to treating everyone with dignity and respect, ensuring a trusting, nonjudgmental organization for all.

Professional

We understand the authority we can hold by virtue of the resources and decisions we make, and so we commit to maintaining professional standards and courtesies, and to ensure consistency in how our clients are treated.

Caring

We commit to building caring, inclusive communities. Acting with compassion and empathy, we invest in the wellness of our staff and clients. We strive to ensure that all those we work with feel supported, encouraged, and heard.

Cooperative

We recognize that we accomplish more by working together. We build strong and reciprocal relationships based on mutual respect. We value partnerships and collaboration and are committed to listening and learning from one another.

Accountable

We will live up to our promises, obligations, and commitments, to our clients, staff colleagues, partners, and the greater community. We build trust by being honest, transparent, and consistent.

Our Properties (Total Units: 1,179 • Total Bedrooms: 2,076)

City of Peterborough Properties



572 Crystal Drive Peterborough

Target Group: Family
Program: RGI, Market
1 bedroom: 2
2 bedroom: 57
3 bedroom: 51



665 Crawford Drive Peterborough

Target Group: Family
Program: RGI
2 bedroom: 19
3 bedroom: 25
4 bedroom: 6



835 Cameron Street Peterborough

Target Group: Family
Program: RGI
2 bedroom: 14
3 bedroom: 23
4 bedroom: 6
5 bedroom: 3



30 Alexander Court Peterborough

Target Group: Family
Program: RGI
2 bedroom: 18
3 bedroom: 23
4 bedroom: 2
5 bedroom: 4



169 Lake Street Peterborough

Target Group: Senior
Program: RGI
1 bedroom: 124
2 bedroom: 1



850 Fairbairn Street Peterborough

Target Group: Family
Program: RGI
2 bedroom: 14
3 bedroom: 14
4 bedroom: 8



999 Hilliard Street Peterborough

Target Group: Family
Program: RGI
2 bedroom: 10
3 bedroom: 18
4 bedroom: 2
5 bedroom: 4



486 Donegal Street Peterborough

Target Group: Senior
Program: RGI
1 bedroom: 99
2 bedroom: 1



1190 Hilliard Street Peterborough

Target Group: Family
Program: RGI
3 bedroom: 22
4 bedroom: 6



**611 Rogers Street
Peterborough**

Target Group: Senior
Program: RGI
1 bedroom: 90



**290 Parkhill Road East
Peterborough**

Target Group: Family
Program: RGI
2 bedroom: 10
3 bedroom: 14
4 bedroom: 2
5 bedroom: 2



**117 Herbert Street
Peterborough**

Target Group: Family
Program: RGI
2 bedroom: 8
3 bedroom: 6
5 bedroom: 2



**543-565 Raymond Street
Peterborough**

Target Group: Family
Program: RGI
3 bedroom: 6
4 bedroom: 6



**101-121 Anson Street
Peterborough**

Target Group: Family
Program: RGI
3 bedroom: 11



**372-386 Parkhill Road West
Peterborough**

Target Group: Family
Program: RGI
3 bedroom: 8



**Pratts Marina & 7th Line
Peterborough**

Target Group: Family, Indigenous
Program: RGI
3 bedroom: 5



**900 Dutton Road
Peterborough**

Target Group: Adult, Family
Program: Affordable
1 bedroom: 13
2 bedroom: 17
3 bedroom: 7
4 bedroom: 3



**526 McDonnell Street
Peterborough**

Target Group: Adult, Family
Program: Affordable
Bachelor: 6
1 bedroom: 23
2 bedroom: 16
3 bedroom: 5



Total Bedrooms:
59

553 Bonaccord Street
Peterborough

Target Group: Adult, Family
Program: Affordable, Market
Bachelor: 2
1 bedroom: 14
2 bedroom: 11
3 bedroom: 7



Total Bedrooms:
33

130 Anson Street
Peterborough

Target Group: Adult
Program: Affordable
1 bedroom: 27
2 bedroom: 3



Total Bedrooms:
26

136 Anson Street
Peterborough

Target Group: Adult
Program: Affordable
Bachelor: 4
1 bedroom: 22



Total Bedrooms:
18

293 London Street
Peterborough

Target Group: Adult
Program: Affordable
Bachelor: 6
1 bedroom: 12



Total Bedrooms:
11

220 Edinburgh Street
Peterborough

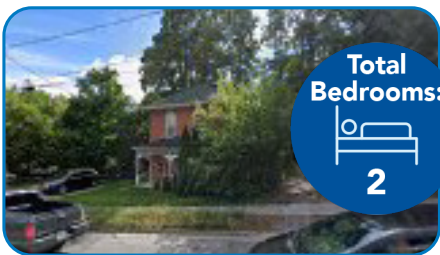
Target Group: Adult, Family
Program: Affordable
2 bedroom: 1
3 bedroom: 3



Total Bedrooms:
6

196 Antrim Street
Peterborough

Target Group: Adult
Program: Supportive, Affordable
3 bedroom: 2



Total Bedrooms:
2

193 Parkhill Road West
Peterborough

Target Group: Adult
Program: Market
1 bedroom: 2

County of Peterborough Properties

Total Bedrooms:

 241



Total Bedrooms:

 28

85 Concession Street
Lakefield

Target Group: Senior
 Program: RGI
 1 bedroom: 28



Total Bedrooms:

 28

23 Spring Street
Norwood

Target Group: Adult
 Program: RGI
 1 bedroom: 28



Total Bedrooms:

 20

12 Simeon Crescent
Apsley

Target Group: Adult
 Program: RGI
 1 bedroom: 20



Total Bedrooms:

 20

37 George Street
Havelock

Target Group: Adult
 Program: RGI
 1 bedroom: 20



Total Bedrooms:

 18

8 Victoria Street
Havelock

Target Group: Senior
 Program: RGI
 1 bedroom: 18



Total Bedrooms:

 15

24 Ermatinger Street
Lakefield

Target Group: Adult
 Program: RGI
 1 bedroom: 15



Total Bedrooms:

 8

30 Simeon Crescent
Apsley

Target Group: Senior, Supportive
 Program: RGI
 Bachelor: 8



Total Bedrooms:

 62

40 Rabbit Street
Lakefield

Target Group: Senior
 Program: Affordable
 1 bedroom: 46
 2 bedroom: 8



Total Bedrooms:

 24

17 Smith Drive
Havelock

Target Group: Senior
 Program: Affordable, Market
 1 bedroom: 24



Total Bedrooms:

 18

46,48,50 Rabbit Street
Lakefield

Target Group: Senior
 Program: Affordable, Market
 1 bedroom: 6
 2 bedroom: 6

2021 Asset Management Highlights

Peterborough Housing Corporation believes strongly in following capital asset practices to ensure the preservation of our buildings and to maintain the quality of life for our tenants. Peterborough Housing Corporation utilizes Asset Planner Software and its Building Condition Assessments for each community when planning and prioritizing annually to ensure the best investment of resources.

The current construction value of Peterborough Housing Corporation's housing portfolio is just over \$185 million (excludes the cost of land and primary site servicing).

Peterborough Housing Corporation invested just over \$800,000 towards capital projects in 2021.

2021 Capital Projects

Exterior Restoration

(486 Donegal Street, Peterborough)

Scope of work includes:



- repairing concrete balconies
- repainting metal guards
- brick masonry remedial work and sealing

Floor Replacement

(multiple properties)

Scope of work includes:



- replacement of high traffic area flooring

Make Up Air Replacement

(486 Donegal Street and 169 Lake Street, Peterborough)

Scope of work includes:

- new units that will improve building circulation and fresh air intake



Fire Pump Generator

(486 Donegal Street, Peterborough)

Scope of work includes:

- installation of fire pump and controllers to meet Fire Code



Exterior Restoration

(130 and 136 Anson Street, Peterborough)

Scope of work includes:



- roofing
- chimney removal
- accessible ramp replacement



Office Conversion

(572 Crystal Drive, Peterborough)

Scope of work included:

- conversion of office no longer needed into an accessible residential unit



2021 Financial Highlights

Peterborough Housing Corporation ended 2021 with an operating surplus.

*To be read in conjunction with the audited financial statements available upon request or on the website

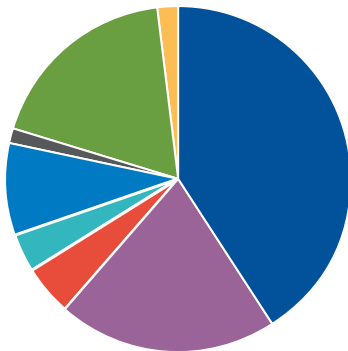
Expenses



- Materials & Services: **\$1,987,448**
- Utilities: **\$2,082,274**
- Administration: **\$614,801**
- Insurance: **\$410,783**
- Salaries & Wages: **\$2,413,674**
- Capital Improvements: **\$1,174,533**
- Property Taxes: **\$2,095,406**
- Rent Supplement: **\$1,543,424**
- Interest on long term debt: **\$432,707**

Total Expenses: \$12,755,050

Revenues



- Rent: **\$7,636,783**
- Operational Subsidies: **\$3,800,023**
- Capital Subsidy - Annual: **\$876,000**
- IAH/SIF Capital Funding: **\$665,000**
- Rent Supplement: **\$1,617,953**
- Investment and Management Fee Income: **\$273,042**
- Gain on Sale of Tangible Capital Assets: **\$3,362,190**
- General and Administrative Income: **\$355,430**

Total Revenues: 18,586,421

2021 Community Event Highlights

One of the more significant impacts of COVID were the restrictions which limited Peterborough Housing Corporation's commitment to community development and events. Staff developed COVID protocols and procedures in order to bring some of these events back to communities in 2021.

Food Banks

In July onsite Food Banks programs reopened in two family communities. They operated twice a month for 6 months in 2021.



221 households accessed the programs during the 6 months.

On average **36 households participated each month** representing 135 adults and children a month.

Clean Up Days

Dumpsters placed at site in summer to provide tenants with the ability to clear out items that build up, often a significant barrier for tenants to remove these items as they don't have access to transportation or financial means.

11 communities were provided access to onsite dumpsters for one day.

124 households used the dumpsters.



Pop Up Kids Events

Staff organize and facilitate onsite one afternoon outdoor events during July or August at the communities with children where they enjoy snacks, games and crafts.

110 children participated.

Pop up events held in **9 family communities.**

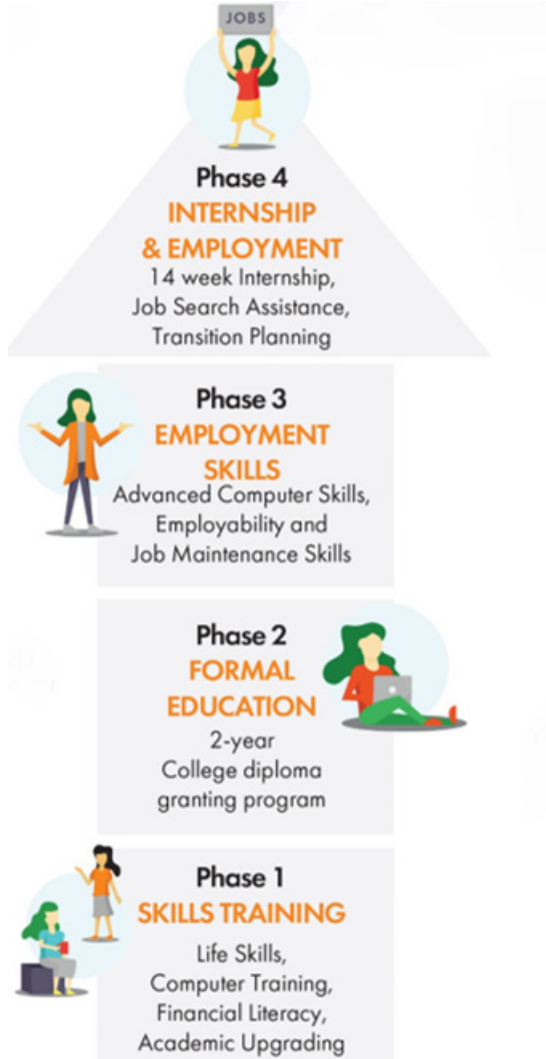


Community Gardens for PHC Tenants

8 gardens at various communities for tenants including those in the City, in the County for sites that house families, seniors or adults.



2021 Homeward Bound Program Highlights



Homeward Bound Peterborough is a four-year wrap around program that moves single, mother-led families to prosperity by providing a package of supports that includes education, housing, childcare, and internships. The goal of the program is to support women to secure a career that will lead to a full-time, sustainable living wage employment. This program has been proven to break the cycle of poverty for the mother and her children. Peterborough Housing Corporation has a cohort of eight women in its Homeward Bound Program.

2021 was a milestone occasion, celebrating the first three graduates. It was an incredible achievement especially during COVID when schooling changed from in person to online learning for both the moms and their children.

In October of 2021, the very first Homeward Bound graduation ceremony was held at the Venue to honour the women’s hard work and accomplishments. The highlight of the evening was the introduction of the first ever Valedictorian, Inas (pictured left with her two children). She shared her harrowing journey from Syria to Peterborough, finding her way in a new culture and a new language with two little children. To accomplish that and to graduate from Fleming College within 5 years of her arrival is a testament to her resilience, courage, strength and determination.

The first three families have moved from poverty to possibility, breaking the cycle of poverty.

The three graduates are working full time in their field of study including:

- Early Childhood Educator
- Instrumentation and Control Engineering Technician
- Plumber



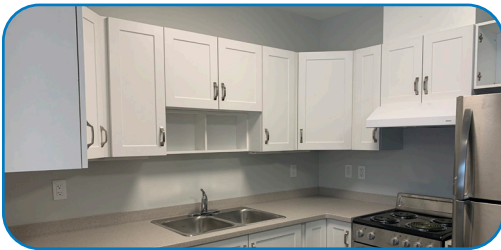
2021 New Development Highlights



17 Smith Drive, Havelock

Peterborough Housing Corporation completed construction at 17 Smith Drive and occupied the building in 2021. The development was possible through various sources of funding from the Federal and Provincial government as well as the City of Peterborough and the Township of Havelock Belmont Methuen. A virtual official opening announcement of the building and the funding occurred in May of 2021.

The building offers 24 one-bedroom units for seniors. 12 affordable and 12 market. Community Care has offices on site and provides personal support programs to eligible tenants in the building.



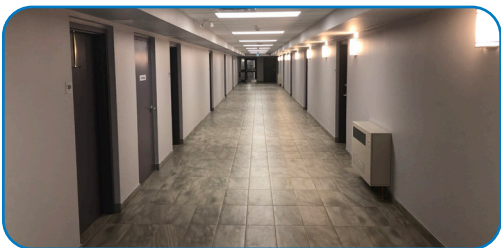
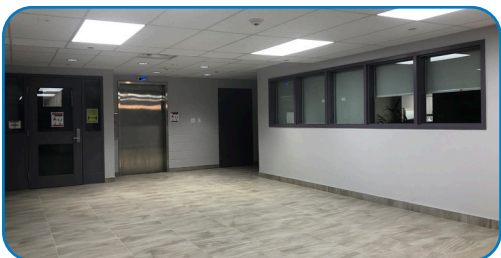
The units have affordable rents:



553 Bonaccord Street, Peterborough

Peterborough Housing Corporation completed construction at 553 Bonaccord Street and occupied the building in 2020. The development was possible through various sources of funding from the Federal and Provincial government as well as the City of Peterborough. A virtual official opening announcement of the building and the funding occurred in May of 2021.

The building offers 34 units for adults and family comprised of 2 bachelor, 14 one-bedroom, 11 two-bedroom and 7 three-bedroom. Peterborough Housing Corporations Homeward Bound Program units are in this building. Compass Day Care rents space from Peterborough Housing Corporation on the ground floor in order to provide its daycare programs.



The units have affordable rents:



Looking Ahead



New development

In 2022 Peterborough Housing Corporation will complete construction of 555 Bonaccord Street in Peterborough opening its doors in early 2023. The six storey, 85 unit building (65 affordable and 20 market) will increase housing options for a variety of needs:

- Individuals, couples, or small families experiencing homelessness
- Patients in Alternative Level of Care beds at Peterborough Regional Health Centre
- Seniors requiring personal support services to live independently
- Individuals, couples, or small families requiring market rental accommodations

Operational and Governance Improvements

Several activities will occur in 2022 resulting in:

1. Improved service and response times for tenants
2. Processes to receive feedback and input from tenants including regular meetings, enhanced communication, and surveys
3. Implementation of policies and directives

Contact



Office

Office Address: 526 McDonnel Street, Peterborough, ON K9H 0A6

Standard Hours of Operation: Monday to Friday – 8:30 am to 4:30 pm

Office Open to the Public: 9:00 am to 4:00 pm



Website address: www.ptbohousingcorp.ca



Email address: phcinfo@ptbohousingcorp.ca



Phone: 705-742-0439 **Toll Free:** 1-833-824-4687 **Fax number:** 705-742-1404



Maintenance

Maintenance Requests: 705-742-3973 (only monitored during business hours)
or online at www.ptbohousingcorp.ca

After Hours Maintenance Emergency Assistance: 705-742-7911

