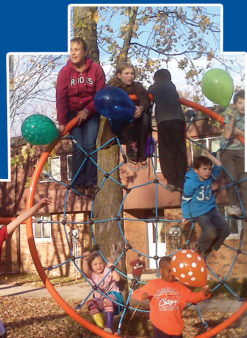




Peterborough  
Housing Corporation  
2001

# 2022 Annual Report

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



# Table of Contents

Message from the Chair and CEO..... 3

Our Structure..... 5

Strategic Direction..... 5

Our Properties..... 6

2022 Asset Management Highlights..... 10

2022 Financial Highlights..... 11

2022 Community Event Highlights..... 12

2022 Food Bank Operations..... 13

2022 Homeward Bound Program Highlights..... 16

2022 New Development Highlights..... 17

Looking Ahead..... 18

Contact..... 18

## Board of Directors and Officers

**Chair** • Keith Riel      **Vice Chair** • Alex Bierk

**Director** • Jeff Leal      **Director** • Matthew Graham      **Director** • Andrew Beamer

**Treasurer** • Sondra Fitzgerald      **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 with 2022 becoming another successful year.

A fresh look with a new CEO resulted in many organizational improvements in 2022. PHC expanded its resources to ensure that our tenants were having their needs met and that our buildings were getting sufficient attention to ensure they were sustainable for many years to come. This included creating Housing Support Worker positions to work in communities with tenants directly and creating Technical Services Coordinators to be out in communities attending to maintenance items on a more regular schedule. In addition to new positions, teams were created that work together and concentrate on a certain number of units which are manageable and ensure that tenants needs are dealt with in a timely and efficient manner.

For the first time, PHC brought together a working group that included multiple staff departments and tenants to discuss and draft policies. This successful model will be used on an ongoing basis.

Our relationship with the City of Peterborough, our Service Manager and Shareholder, renewed. We refined and finalized our strategy together to regenerate a number of properties, which is now approved by Board and by the City of Peterborough. We worked on an emergency shelter agreement in order to provide temporary housing to the homeless and developed a plan to incorporate units for the homeless into our newest development at 555 Bonaccord.

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 CEO



# Peterborough Housing Corporation 2001



**36**

properties  
owned



**1,262**

units owned



**\$184**

assets owned



**4,000 +**

people housed



**75**

Community Housing  
units managed for others



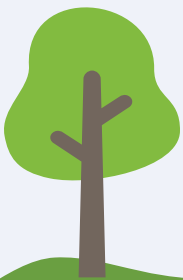
**38**

staff



**222**

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: 1,347 • Total Bedrooms: 2,270)

## 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





**553 Bonaccord Street  
Peterborough**

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



**130 Anson Street  
Peterborough**

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



**136 Anson Street  
Peterborough**

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



**293 London Street  
Peterborough**

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



**220 Edinburgh Street  
Peterborough**

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



**196 Antrim Street  
Peterborough**

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



**193 Parkhill Road West  
Peterborough**

Target Group: Adult  
Program: Market  
1 bedroom: 2



**555 Bonaccord Street  
Peterborough**

Target Group: Adult, Family, Senior, Supportive  
Program: Affordable, Market  
1 bedroom: 70  
2 bedroom: 15

# County of Peterborough Properties

Total Bedrooms:  
241



85 Concession Street  
**Lakefield**

Target Group: Senior  
Program: RGI  
1 bedroom: 28



23 Spring Street  
**Norwood**

Target Group: Adult  
Program: RGI  
1 bedroom: 28



12 Simeon Crescent  
**Apsley**

Target Group: Adult  
Program: RGI  
1 bedroom: 20



37 George Street  
**Havelock**

Target Group: Adult  
Program: RGI  
1 bedroom: 20



8 Victoria Street  
**Havelock**

Target Group: Senior  
Program: RGI  
1 bedroom: 18



24 Ermatinger Street  
**Lakefield**

Target Group: Adult  
Program: RGI  
1 bedroom: 15



30 Simeon Crescent  
**Apsley**

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



40 Rabbit Street  
**Lakefield**

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



17 Smith Drive  
**Havelock**

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



46, 48, 50 Rabbit Street  
**Lakefield**

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

# 2022 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 exceeds \$200 million (excludes the cost of land and primary site servicing).

Peterborough Housing Corporation invested just over \$805,000 towards capital projects in 2022.

## 2022 Capital Projects



### Hallway Carpet Replacement (611 Rogers and 486 Donegal, Peterborough)

Scope of work includes:

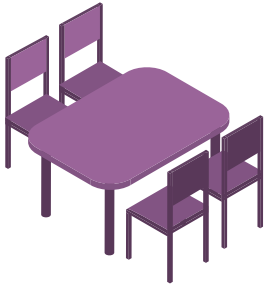
- new carpet tile flooring installed in hallways



### Hallway Lighting and Ceiling Tiles (169 Lake Street, Peterborough)

Scope of work includes:

- new ceiling tiles and upgraded LED light in all hallways



### Common Room furniture (Multiple Properties)

Scope of work included:

- new tables and chairs purchased for common room spaces



### Upgraded Water treatment systems (12 & 30 Simeon Crescent, Apsley)

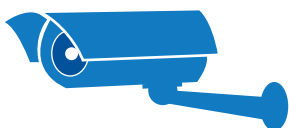
Scope of work includes:

- new water treatment systems to provide best quality water to residents

### Security Cameras Installation (Multiple Properties)

Security cameras installed at 5 properties:

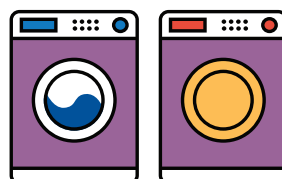
- 526 McDonnell
- 553 Bonaccord
- 486 Donegal
- 169 Lake Street
- 611 Rogers



### Parking Lot Paving/Line Painting (Multiple Properties)

Scope of work includes:

- paving of parking lots and line painting/numbering across much of the portfolio



### Laundry upgrades with pedestals

(All Laundry Rooms)

- new contract for laundry services with new machines on pedestals

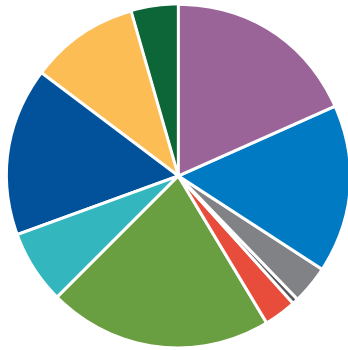


# 2022 Financial Highlights

Peterborough Housing Corporation ended 2022 with an operating surplus.

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

## Expenses

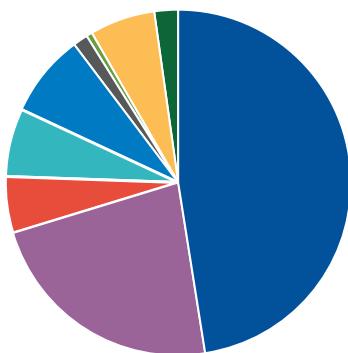


- Materials & Services: **\$2,509,496**
- Utilities: **\$2,151,449**
- Administration: **\$463,631**
- Bad Debts: **\$96,723**
- Insurance: **\$419,880**
- Salaries & Wages: **\$2,860,404**
- Capital Improvements: **\$921,033**
- Property Taxes: **\$2,136,599**
- Rent Supplement: **\$1,406,442**
- Interest on long term debt: **\$585,017**

---

**Total Expenses: \$13,550,674**

## Revenues



- Rent: **\$7,941,691**
- Operational Subsidies: **\$3,826,713**
- Capital Subsidy - Annual: **\$889,140**
- COCHI Funding: **\$1,065,405**
- Rent Supplement: **\$1,311,623**
- Investment and Management Fee Income: **\$228,683**
- Energy Rebates: **\$84,000**
- Gain on Sale of Tangible Capital Assets: **\$1,015,581**
- General and Administrative Income: **\$355,610**

---

**Total Revenues: \$16,718,446**

# 2022 Community Event Highlights

The Resident Services team facilitated a variety of summer programming in 2022, including clean up days, children pop up events, and community gardens. Two Community Development Assistants joined the corporation as summer student employees to lead summer programming.

## Clean Up Days

Clean Up Days are ran at the family communities in the portfolio, and involve a dumpster being placed on site for a full day for residents to use free of charge. Clean Up days occurred at 9 properties and **assisted 130 households in alleviating built-up clutter** and meeting property and safety standards. Clean Up Days are well received by our communities and residents have identified that this service removes two significant barriers to disposing of items, lack of transportation and high disposal costs.



## Children Pop Up Events

The Community Development Assistants organize and facilitate two-hour events in which children and youth can come and enjoy health physical activity, games, and arts and crafts. These Children's Pop-up events were hosted at 9 family communities, with **60 children in attendance** from 34 different households. These activities were enjoyed by children ranging 4 to 13 years old, indicating that they are well received by families with children of all ages.

## Community Gardens for PHC Tenants

Property gardens were once again embraced as a community space in 2022 and enjoyed by community gardeners across a mix of single, senior, and family properties in the city and county. This year **9 properties participated in community garden spaces**. Residents appreciated the opportunity to beautify their communities and grow some of their own food. In particular, the community garden in Apsley provided some seasonal relief for residents who are still without a local grocery store after a devastating fire in 2020.



# 2022 Food Bank Operations

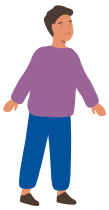
## Important Figures for 2022 (numbers are approximate)



**48 monthly household visits**  
(576 annually)



**200 individual residents served monthly**  
(2400 annually)



**78 children and youth** aged 0 to 15 benefit from our community food banks every month

**934 unique instances** of children and youth benefitting from our food banks in 2022

## Limitations of Report

These values are approximate and rounded numbers. While these statistics provide an overview of 2022 food bank usage, they use approximations and therefore are not always representative of the exact monthly food bank usership, which fluctuates based on time and circumstances.

## Overview

2022 saw the return to a normal food bank process following the end of many COVID-19 restrictions. From January to June, both 30 Alexander and 835 Cameron food banks provided only non-perishable food to residents. Starting in July, we returned to providing fresh and frozen food to residents.



Food insecurity continues to be a major reason for food bank involvement, as food prices in 2022 increased (+9.8%) at the fastest pace observed since 1981. This rising cost of living has negatively affected residents with low income, as more of their monthly budget is now required to purchase necessities. As such, our community food banks continue to offer much needed financial relief to low-income families.

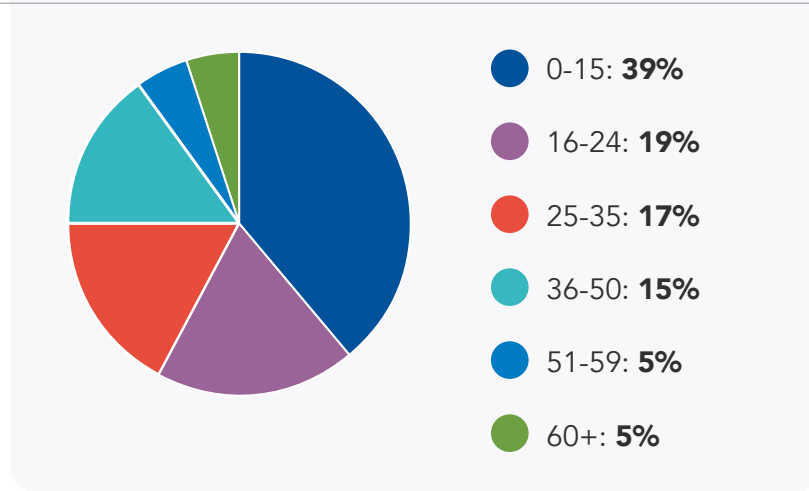
## Statistics and Usage

2022 saw approximately 576 food bank visits by households in our community. 30 Alexander averaged at 25 household visits per month, and 835 Cameron at 23 visits (combined 48 monthly). Based on household size percentages for these two communities, an estimated 200 individual residents benefitted from our food bank program every month (approx. 2400 annually).

Based on average age range percentages, we get the following information:

### Age Range by Monthly Usage

Age Range	Monthly Amount	Yearly Amount
0-15	78	934
16-24	38	456
25-35	35	414
36-50	31	365
51-59	9	105
60+	10	120

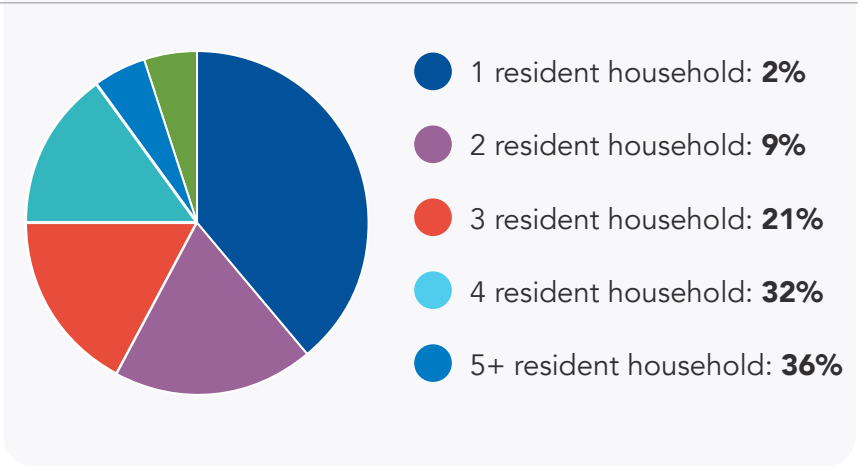


This means that approximately 78 children between age 0 and 15 benefit from our community food banks every month, and over the course of the year, there are approximately 934 unique instances of children receiving food bank assistance at 30 Alexander and 835 Cameron.

We can also look at the data through household size. Taking the 48 monthly visits and the average amount of members in the household, we get the following information:

### Household Size by Monthly Usage

Household Size	Number of households	Number of Individual Residents within Household
1 resident	1	1
2 residents	4	9
3 residents	10	30
4 residents	15	61
5 residents	10	51
6 residents	4	25
7 residents	2	14
8 residents	1	9



This means that on any given month in 2022, approximately 15 of the units that visited the community food banks had 4 residents in their household.

# 2022 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.

Homeward Bound had another very successful year in 2022. Three additional participants graduated from Fleming College with a dual Diploma in Paralegal/Law Clerk. Each of them has been hired at different Law firms in Peterborough. We held a wonderful graduation party at The Venue to celebrate their accomplishments, and success. Donors who attended were very touched by these participants stories and their goals for the future. There has now been a total of 6 graduates who have changed the trajectory of their lives and future, and the lives of their children, moving from poverty to possibility, breaking the cycle of poverty.

A new participant with two young children began this past winter, enrolling in the Plumbing Program at Fleming college.



# 2022 New Development Highlights

Total  
Bedrooms:  
  
100



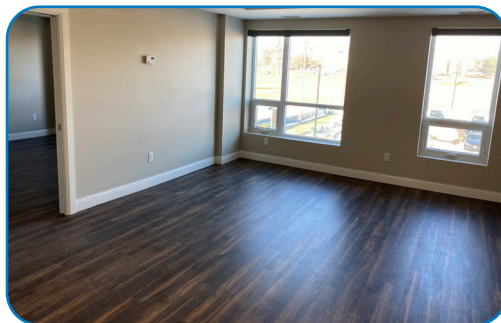
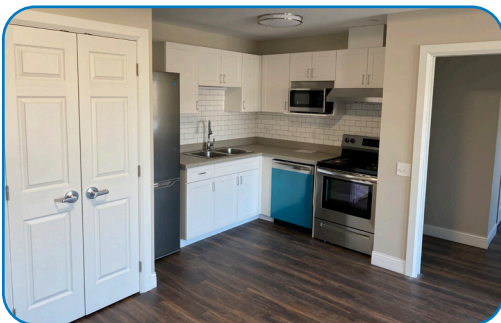
## Hunt Terrace (555 Bonaccord Street, Peterborough)

Peterborough Housing Corporation (PHC) is excited to complete construction at Hunt Terrace, introducing in early 2023 its first multi-generation, mixed income building. The building features accessibility and energy efficient designs.



This building features 85 units with five floors that contain market, assisted living and supportive units. Rents will accommodate higher income to the lowest income. Supports will be available that include personal and medication needs, housing supports and mental and addiction supports.

The building also features a ground floor commercial space with food services, dining area, support agencies staff, on-site security and meeting rooms.



# Looking Ahead

Peterborough Housing Corporation (PHC) will continue to contribute to new market and affordable housing development through its updated Capital Financing and Community Revitalization Plan. A significant improvement to this plan, first envisioned in 2016, is the addition of the City of Peterborough as a key partner. This will strengthen PHC's ability to move the plan forward through direct access to City resources.

The updated 2022 plan now identifies 7 properties for redevelopment with a potential total unit count of 1,105 across all 7 properties for a potential yield of 824 net new units. This updated plan provides the opportunity to increase the net gain of new units by an additional 371 beyond the 2016 plan. The updates to the City's Official Plan have been instrumental in allowing PHC to reassess the unit yield opportunities per property.

The sites have been prioritized into three categories to form part of the larger overall redevelopment plan:

- Phase 1 – 3 sites with the lowest complexity and most expedient timelines to develop;
- Phase 2 – 2 sites with medium complexity sites; and
- Phase 3 – 2 sites with higher complexity sites

Work is underway on Phase 1 sites which include:

- 681 Monaghan Road – predevelopment studies and reports and applying for CMHC's Rapid Housing Funding with a vision to start construction in 2023.
- 30 Alexander Court - predevelopment studies and reports, exploring funding and financing sources and exploring development partnerships with a vision to start construction in 2025.
- 1190 Hillard Street - predevelopment studies and reports, exploring funding and financing sources and exploring development partnership with a vision to start construction in 2025.



## Contact



### Office

**Office Address:** 526 McDonnell Street, Peterborough, ON K9H 0A6

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

**Office Open to the Public:** 10:00 am to 4:00 pm

**Website address:** [www.ptbohousingcorp.ca](http://www.ptbohousingcorp.ca)

**Email address:** [phcinfo@ptbohousingcorp.ca](mailto: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](http://www.ptbohousingcorp.ca)

**After Hours Maintenance Emergency Assistance:** 705-742-7911