



Municipal Housing and Service System Management *Overview*

County Council – November 21, 2023



Agenda

- Introduction – Driving Changes
- Overview of Organizational Structure
- Housing Stability Services
- London Middlesex Community Housing
- Municipal Housing
- Housing Development
- Cost Overview
- Wrap Up



Introduction – Driving Changes

- Interest Rate increased over 4.5% in last two years
- Population Growth increased 2.2% in last two years
- Average Household Income in 2020 \$98,500

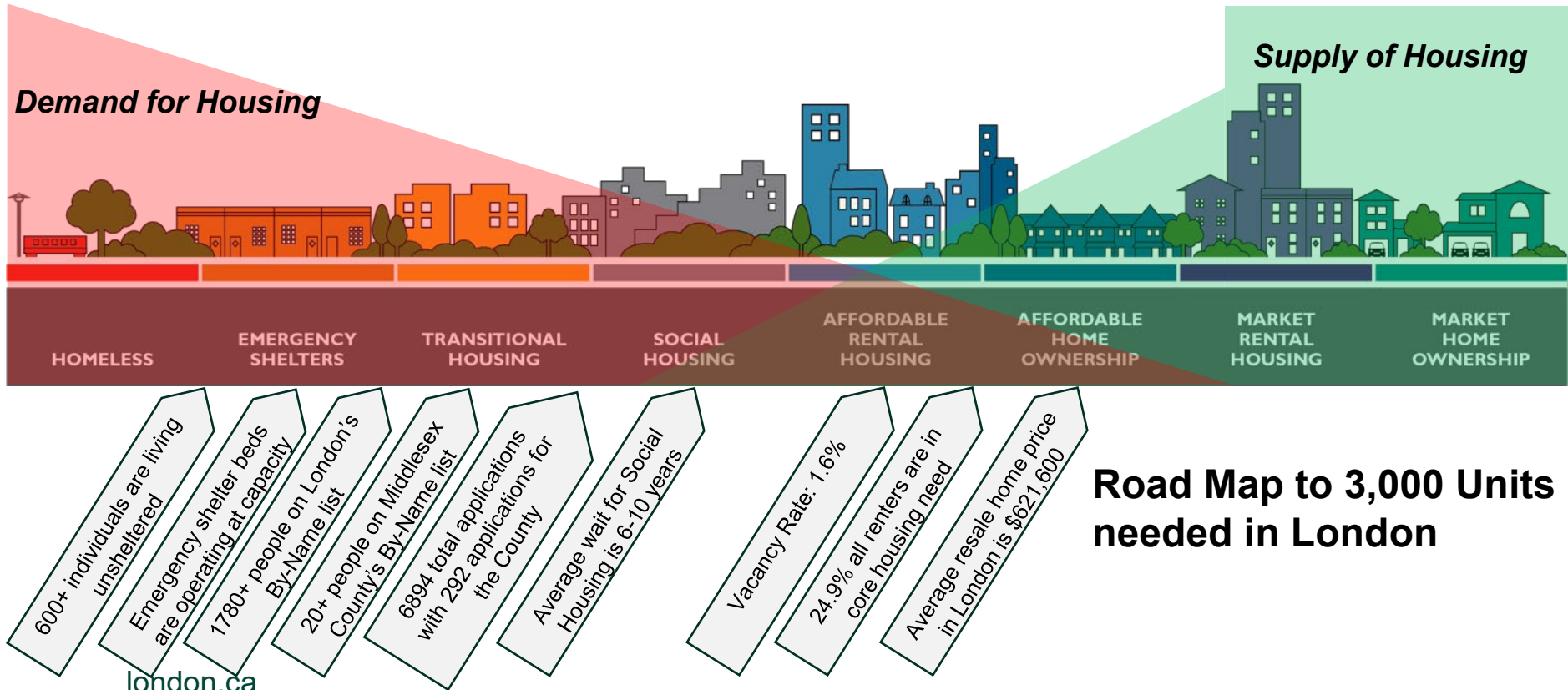
Sources:

<https://wowa.ca/bank-of-canada-interest-rate>

<https://www.macrotrends.net/cities/20382/london/population#:~:text=The%20current%20metro%20area%20population,a%200.78%25%20increase%20from%202021>



Housing Sector Challenges





Housing Organization Map





Housing Stability Services

- The City of London is the Service Manager for the London/Middlesex area as delegated by the Province of Ontario through the *Housing Services Act* for Housing and Homeless Prevention Services.
- Homeless prevention services in the county are provided by the county through a service agreement as a service delivery agency.
- In April 2022, the Province launched the Homeless Prevention Program “HPP”. This program replaced the Community Homeless Prevention Initiative program.



Housing Stability Services

- The HPP is a provincially-funded program that supports Ontario's 47 municipal Service Managers to provide affordable housing and support services for people at risk of or experiencing homelessness.
- The objective of the program is to support Service Managers in preventing, addressing and reducing homelessness, including chronic homelessness.
- Some key changes to the delivery of homeless services in the province include:



Housing Stability Services

- Requirements for a service manager area By-Name List as a condition of HPP funding, Service Managers are required to maintain a By-Name List in accordance with provincial requirements.
- City staff have worked with county staff to implement a by-name list in the county and continue to support the county with training and procedures that should assist with improving data collection.
- New, clearer service categories: consolidated service categories have been developed that clarify eligible expenditures and enable Service Managers to utilize funding for a wider variety of eligible activities. Including Capital that supports creation or renewal of supportive housing or emergency shelters.



2023 Homeless Prevention Program Funding

- Minimum Cost Share Allocation per Apportionment Agreement: \$210,245
- One-Time allocation Homeless Accommodation Program \$663,658
- Total 2023 funding: \$873,903
- Expected Total 2024 funding: \$210,245



Homeless Prevention

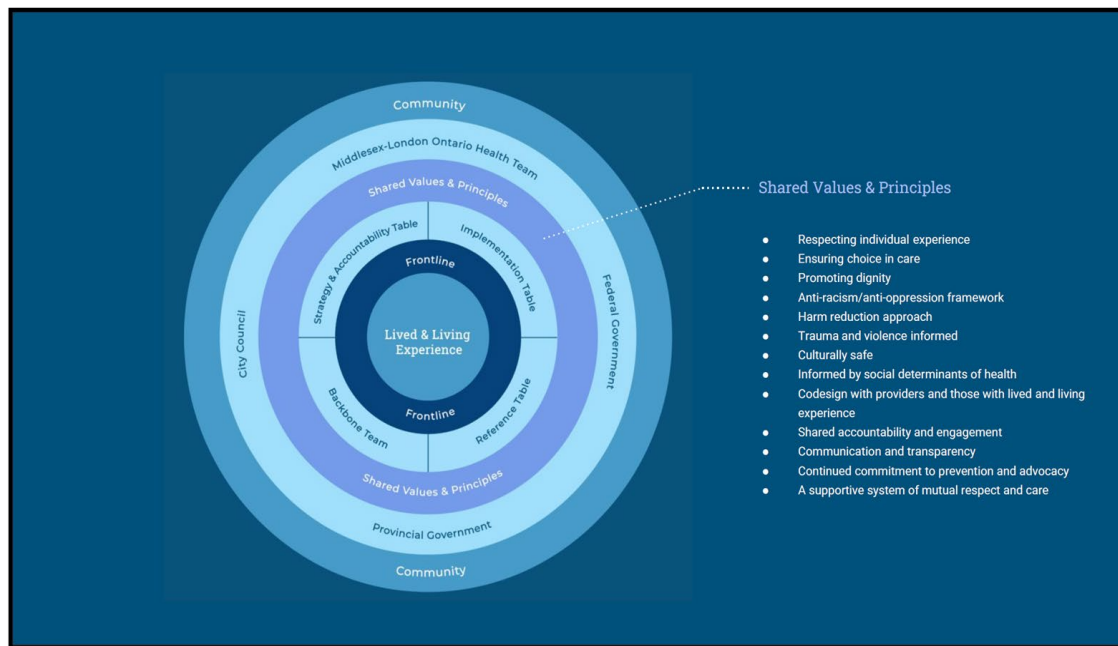
Whole of Community System Response





Homeless Prevention

Whole of Community System Response

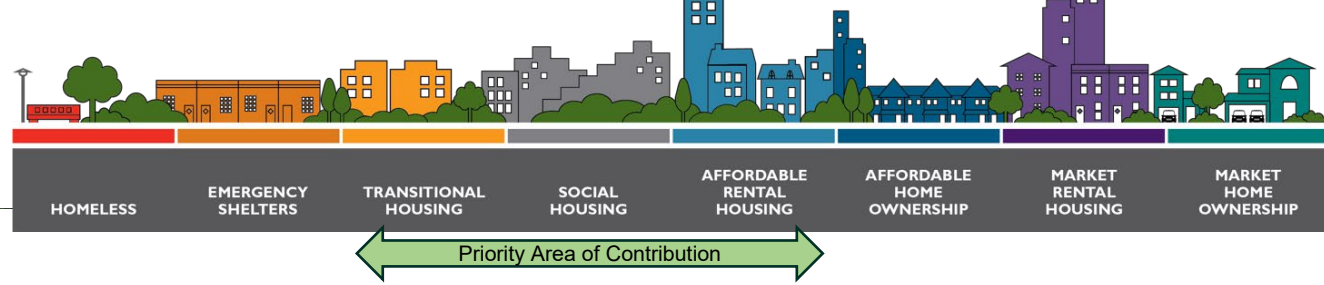




Homeless Prevention

Whole of Community System Response





LMCH Overview



LMCH Overview

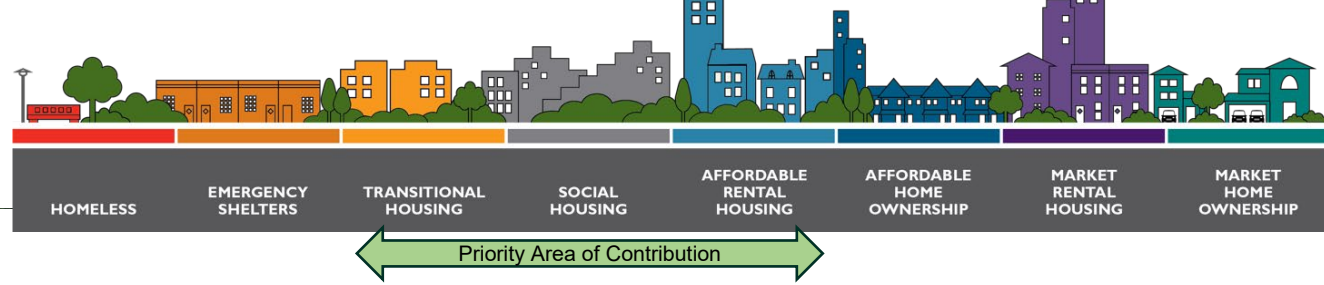
- LMCH owns and operates **3,282 units**
- **159** of those units are in Middlesex County
- **LMCH filled 22 units** in the County as of September 2023

LMCH Housing Portfolio in Middlesex County

- 25 Seniors Units – 1 building – 1 bedroom units
- 108 Adult Units – 5 buildings – mostly 1 bedroom units
- 26 Family units – semi-detached

LMCH Operating Model

- Property Services responsible for the overall cleanliness, maintenance and operations
- Tenant Services rent units, manage tenancies, RGI, tenant support and engagement



LMCH Overview




COMMUNITY DEVELOPMENT GRANTS

LMCH is excited to introduce Community Development Grants to support engaged tenants committed to bring change to their community.

LMCH tenants are able to apply and request up to a maximum of \$1000 to be used for tenant led events, projects or initiatives that positively impact their community.



[Apply Now](#)

london.ca

Capital Investment

- Penny Lane Semis – new kitchens, windows and doors
- Dorchester – Lobby doors, fencing, elevator modernization
- Parking lot projects – Park Hill, Newbury, Head St. & Dorchester
- Misc. site work - roofing, fence repairs, fire alarms

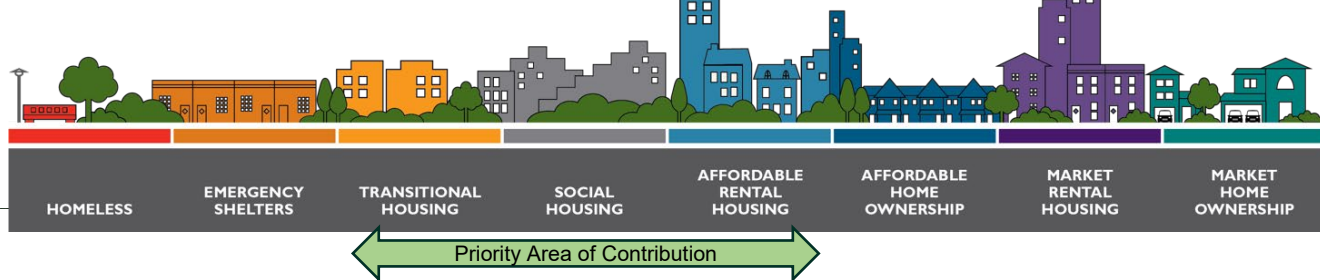
Community Engagement

- Held 6 townhalls at the end of 2022. Heard about what's working and what's not. Asked them about how they would like to be engaged
- Created Connections Based programming to increase tenant's sense of belonging to the community.
- Community Gardens – tenants at Bella (Strathroy), Head St. (Strathroy) and Simpson (Glencoe) wanted to start community gardens
- Community Grants – Tenants at Bella and Glencoe accessing grants from LMCH to attend offsite plays and sporting events and bring in art and fitness programs



London
CANADA

LMCH Overview



Partnerships

Simpson Street (Glencoe)

The CD team has been working intentionally with Quad County who support many tenants at Simpson Street. Quad County was actively involved in the Community Garden initiative, as well as co-hosted a summer BBQ that also focused on tenants connecting to their community through the creation of an art mural.



Addictions Supportive Housing (ASH)- Bella

ASH is intended for people who are prepared to commit to a process of active preparation for independent living. On a voluntary basis, tenants will participate in the development and implementation of an individualized treatment plan.



Dorchester

VON is starting engagement with Dorchester tenants to offer blood pressure clinics, case management and crisis intervention to tenants onsite

VON did attempt to engage tenants at Head Street in Strathroy, however as there was no tenants interested in participating, they ended their service

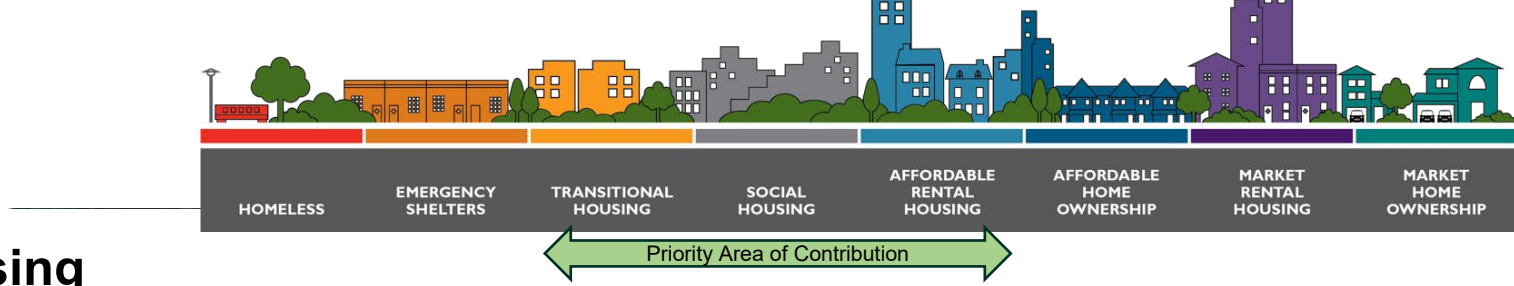


Mobility 1st- Head Street & Dorchester

Free adjustments on existing equipment such as walkers, scooters, etc. On occasions, mobility devices are available to tenants for a minimal fee or through a grant program



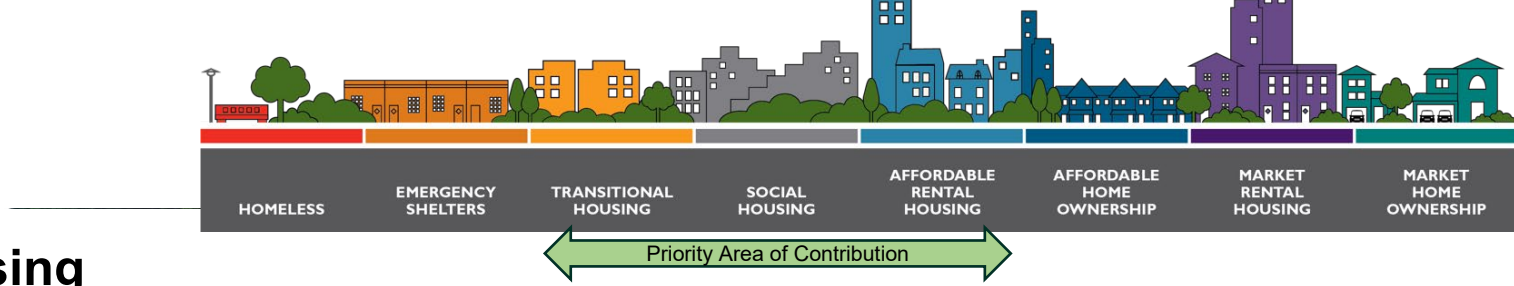
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Municipal Housing

The City of London is the Service Manager as established within the Housing Services Act responsible for administering community/social housing on behalf of the province. As part of the City's re-org, Housing Services is part of the Municipal Housing Development team responsible for:

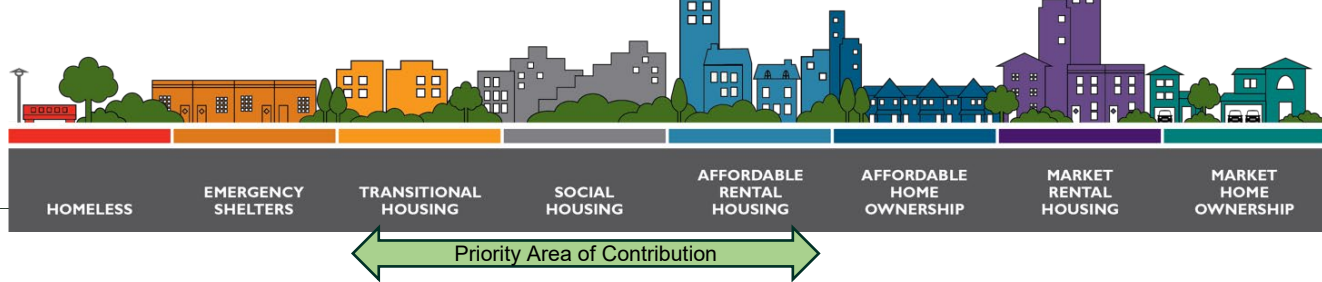
- Administration of social housing subsidies, supplements and various housing programs;
- Program compliance;
- Supporting the long-term sustainability of all subsidized housing providers; and
- Policy and program development.



Municipal Housing

Emerging Trends

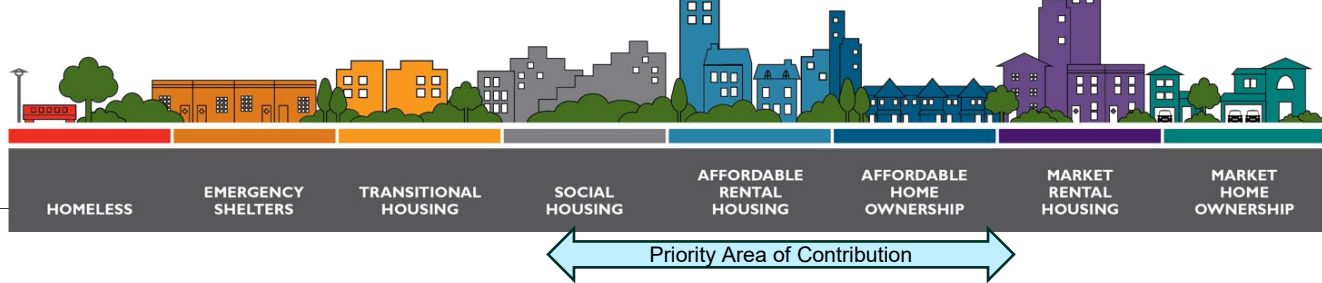
- New Housing Services Act regulations requiring all Community Housing projects that have reached their End of Mortgage (i.e. Mortgage maturity) to enter into a Service or Exit agreement with the Service Manager (City of London).
- Preparing Community Housing providers readiness for the changing legislative framework (e.g. autonomy, sustainability, strategic planning, etc.)
- Increasing capital repair needs and investment.
- Increased concerns of community safety.
- Exploring partnership opportunities (e.g. group bulk procurement, investment in energy saving programs, fire prevention, etc.).
- Aging Community Housing Board membership.



Municipal Housing

Middlesex County Partnership

- Through Housing's Capital program, in 2022 three projects supporting Middlesex County housing providers were approved:
 - Gilzean's Creek Housing Co-operative (Strathroy) - \$185k
 - West Nissouri Non-Profit Seniors Complex (Thorndale) - \$193k
 - Glencoe District Lions Non-Profit (Glencoe) - \$327k
- Ontario Renovates
- Housing Supplements (Community Housing Bridge Program)
- Member of London's Social Housing Operational Advisory Committee
- Relaying Housing Related Information and Opportunities



Housing Development

Recent Projects:

403 Thompson

44 Units
Supportive
Housing

Sylvan Street
Rapid Housing
Initiatives

42 Units
Affordable
Housing

1364-1408
Hyde Park

140 Units
(zoning
approved Sep
26)

1958 Duluth
(Former school
site)

244 Units (zoning
to committee Oct
23)

Occupied

In Planning & Development



Road Map to 3000 Units Initiatives

Housing Development





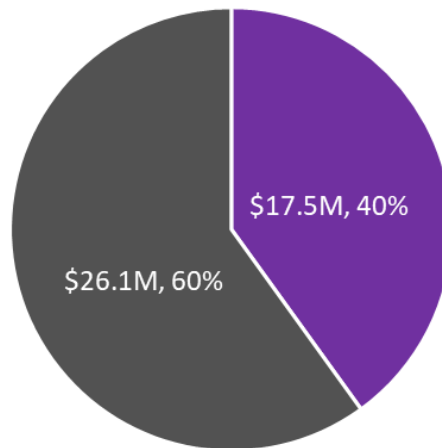
Road Map to 3000 Units Initiatives

Housing Development



Housing Cost Overview

Total Housing Costs Apportioned
(2023 Budget - \$43.6 million)



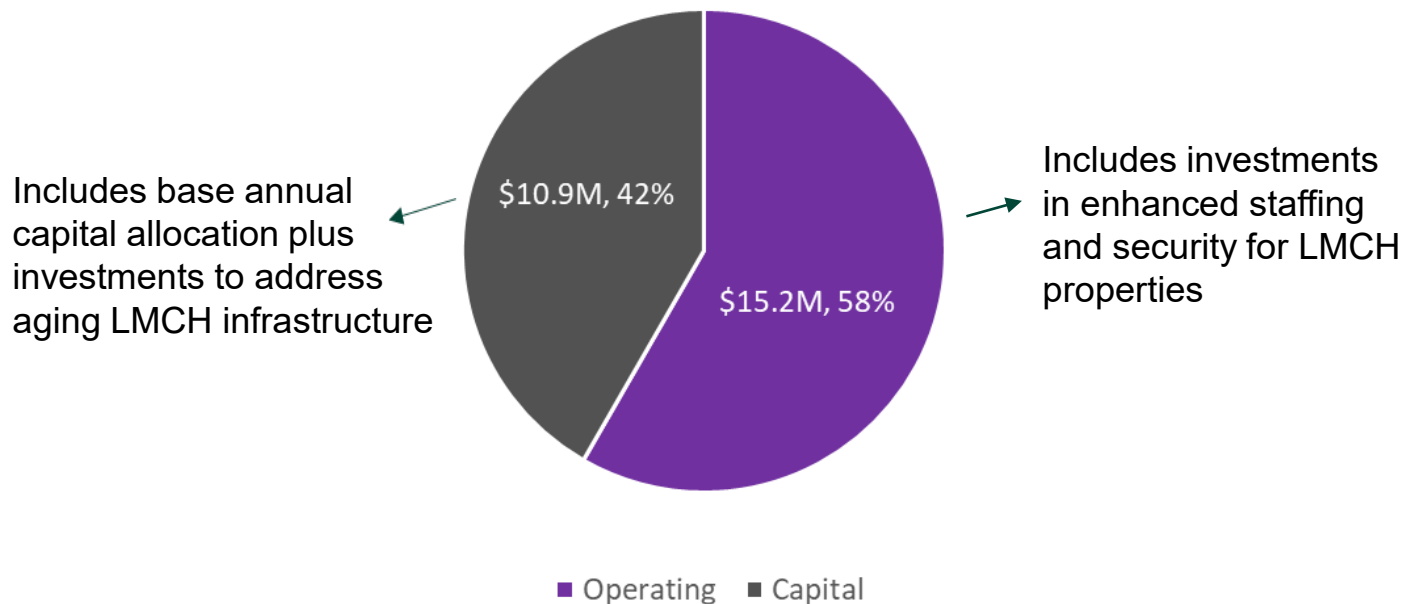
■ Municipal Housing

■ London-Middlesex Community Housing

**Funding for new affordable housing builds are not part
of the housing costs apportioned**

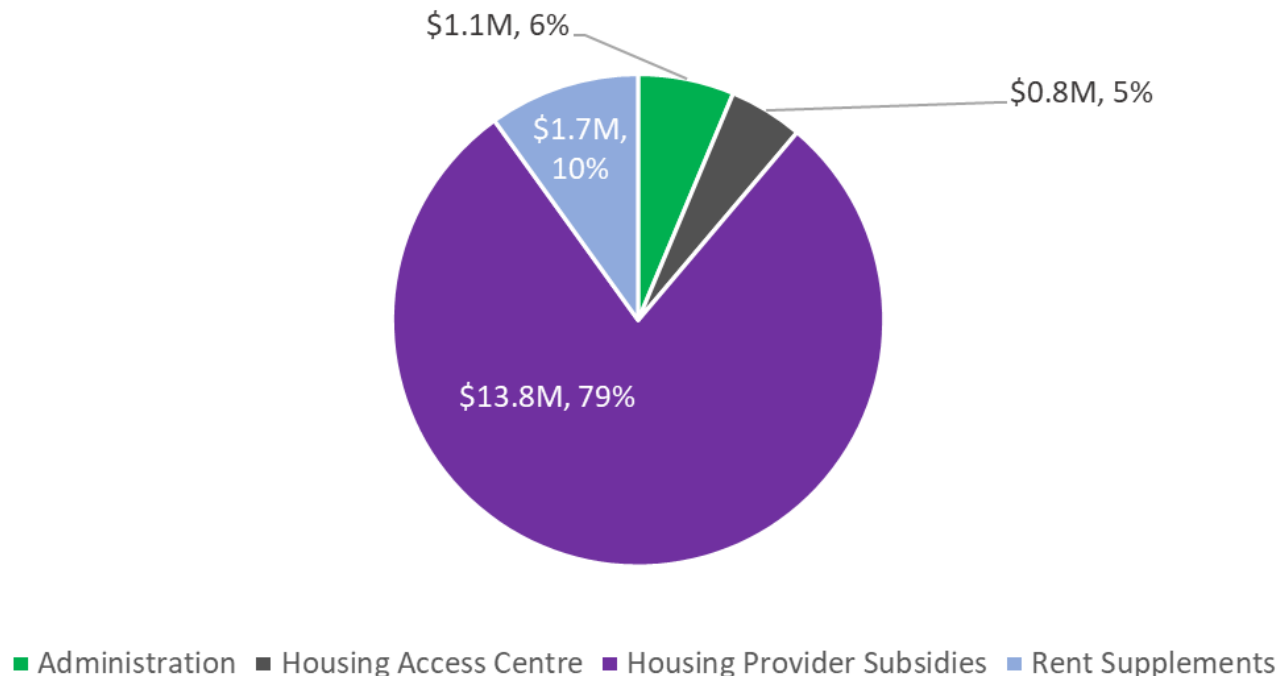
LMCH Cost Breakdown

LMCH Costs Apportioned
(2023 Budget - \$26.1 million)

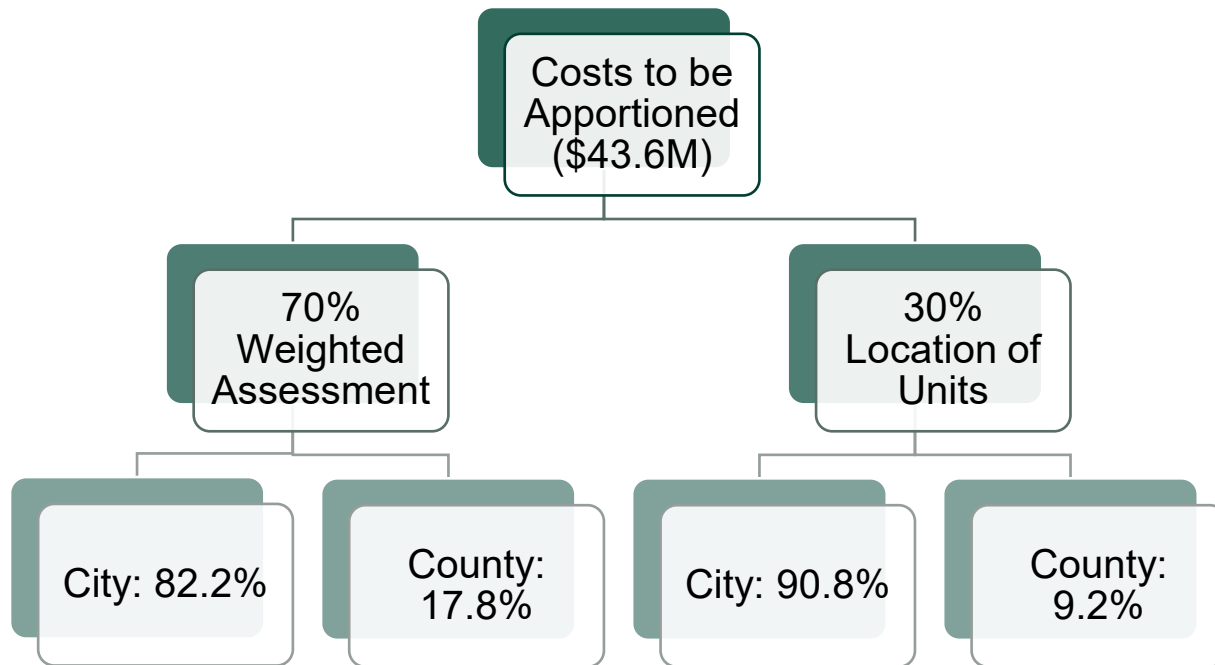


Social Housing Cost Breakdown

Social Housing Costs Apportioned
(2023 Budget - \$17.4 million)



Cost Apportionment Formula (based on 2023 Actual Splits)



2023 Blended Cost Apportionment

City: 84.8% (\$37.0M)

County: 15.2% (\$6.6M)



Wrap Up

- Future outlook with focus on Accelerator funding to reset operational planning for improvement of housing needs.



END



Additional Resources



Jargon Busting

Housing Access Centre Is the 'front door' client service centre to access all Community Housing and housing supports (assesses Rent Geared to Income eligibility, manages the centralized waiting list for Rent Geared to Income community housing, and administers other Community Housing programs).

Service Manager is the term used by the Province of Ontario for the entity responsible for carrying out the funding and administrative responsibilities of a social service such as housing and homelessness services.

Housing Access Centre Is the 'front door' client service centre to access all Social Housing and other Ministry Housing program initiatives (assesses Rent Geared to Income eligibility, manages the centralized waiting list for Rent Geared to Income social housing, and administers other Social Housing programs).

Rent Geared to Income A social housing program where rent subsidy is paid to the social housing provider.



Jargon Busting

Housing Affordability Safe, secure and suitable housing that meets individuals needs and ability to pay.

Affordable Housing investment of up-front capital funds in private and not-for-profit market housing to reduce carrying costs, such as mortgages, to keep ongoing costs/rents lower than average market rent.

Community/Social Housing was created by federal and provincial governments and requires ongoing operating subsidies to adjust rental costs (based on tenant eligibility and income) and operating costs. Divested to municipalities in 2001. Includes public, non-profit, private, and co-operative housing.

Public Housing is part of the Social Housing program and was transferred from the federal government to the province and from the province to local governments by means of the Service Manager as sole shareholder. In London, this is referred to London Middlesex Community Housing (LMCH).



- Community Housing Units in the County – 564 (301 RGI)
 - Ailsa Craig – 47
 - Delaware – 20 (12 RGI)
 - Dorchester – 16 RGI
 - Glencoe – 46 (36 RGI)
 - Ilderton – 20
 - Lambeth – 25 (8 RGI)
 - Lucan – 35 (22 RGI)
 - Melbourne – 20 (16 RGI)
 - Mt. Brydges 16 (4 RGI)
 - Newbury – 16 RGI
 - Parkhill – 35 (15 RGI)
 - Strathroy – 236 (156 RGI)
 - Thorndale – 20
 - Wardsville – 12
 - London Middlesex Community Housing Units - 159

