

COUNTY OF RENFREW
COMMUNITY SERVICES DEPARTMENT
RENFREW COUNTY HOUSING CORPORATION

TO: Renfrew County Housing Corporation Board of Directors
FROM: Laura LePine, Director of Community Services
DATE: November 15, 2023
SUBJECT: Director's Report

INFORMATION

1. Community Housing Capital Projects Update

Attached as Appendix I is the Renfrew County Housing Corporation 2023 Capital Projects Update as of October 31, 2023.

RESOLUTIONS

2. 2024 Budget

Recommendation: THAT the Renfrew County Housing Corporation directs staff to bring the Business Plan(s) for all relevant divisions under the purview of the Renfrew County Housing Corporation to the appropriate 2024 budget workshop and planning meetings, including any suggested revisions or conceptual projects or areas of concentration.

Background

Engaging elected leaders in the budget process is a critical component of transparent and accountable governance. In order to foster a more inclusive and effective decision-making process, it is imperative to actively involve members of the board of directors. By including an interactive discussion regarding the budgetary discussions, we not only ensure that public funds are allocated in alignment with the needs and priorities of the community but also promote a sense of ownership and responsibility among elected representatives. This collaboration between executive and legislative branches can be led to more informed, well-rounded budget decisions that better serve the interests of the people. Elected leaders, as representatives of the public, offer a unique perspective on the needs and priorities of the citizens of Renfrew County. Active participation in shaping the allocation of public funds can offer insight, and possibly highlight potential

pitfalls, unanticipated consequences, or areas where budgetary resources may be better utilized.

Attached as Appendix II is a compendium of 2023 highlights from the Renfrew County Housing Corporation, along with a description of proposed areas of concentration in 2024. Board members are encouraged to review the report and participate in a facilitated presentation during the meeting.

3. Contract Approval – RE-2023-14-RH – Building Condition Assessments – Renfrew County Housing Corporation Portfolio.

Recommendation: THAT the Renfrew County Housing Corporation Board of Directors approve the proposal submitted by Roth IAMS Ltd., Oakville, Ontario for the Building Condition Assessments on the RCHC portfolio in the amount of \$182,480.00 plus HST; AND FURTHER THAT a Contract be executed.

Background

Renfrew County Housing Corporation issued a request for proposal to hire a consulting firm to perform Building Condition Assessments. The deadline for proposals was 2:00 p.m. on October 25, 2023. The last building assessments were completed in 2017. The proposal submission allowed County staff the ability to evaluate each proponent and assess their relative qualities solely on the factors and sub factors specified in the solicitation. Twelve companies submitted proposals to complete the project:

Consultant	Total	Total Points based on Evaluation
BLDG Sci Advisory Inc., Burlington ON	\$71,880.00	67.8
Paradigm engineering group ltd, Markham ON	\$89,521.00	80.3
BOLD Engineering Inc., Toronto ON	\$111,274.00	65.9
Pinchin Ltd, Mississauga ON	\$149,630.00	76.1
Roth IAMS Ltd., Oakville ON	\$182,480.00	84.2
UL Business Solutions Canada Inc., Ottawa ON	\$220,000.00	66.9
Accent Building Sciences Inc., Markham ON	\$259,650.00	75.1
McIntosh Perry Consulting Engineers Ltd., Carp ON	\$260,250.00	76.5
Stephenson Engineering Limited, Toronto ON	\$260,400.00	74.6
CIMA Canada Inc., Mississauga ON	\$294,870.00	74.7
Green PI Inc, Mississauga ON	\$299,300.00	71.5
IN Engineering, Brockville ON	\$528,318.43	65.8

Amount excludes 13% HST

In accordance with the Renfrew County Housing Corporation's RCHC-02 policy for the Procurement of Goods & Services, competitive tenders with results greater than

\$100,000 require Committee approval. The procurement of the services included in this proposal followed the requirements set out in Policy RCHC-02 Procurement of Goods & Services.

Financial Implications

The cost for this contract is funded through our purchasing account. It is recommended that the Committee award the contract totaling \$182,840.00. This allocation will allow for contingency funds in case of any unknown factors or change orders. The staff confirms that there are sufficient funds in the 2023 Departmental budget to complete the project.

RCHC-2023 Capital Projects > \$50K

Location	Work Description	Status			Comments
		Budget	Quote	Status	
75 Stafford - Barry' s Bay	Plumbing fixture replacement (including bathroom vanities)	\$75,000.00		100% complete	
				Majority of work done in house	
					Project completed in Sept.
174/178, 202 Massey, 220/350 Arith Blvd - (14) Duplex Renfrew	Massard roof	\$150,000.00	\$149,500.00	100% complete	
	asphlat shingle replacement				Project completed in Sept.
260 Elizabeth -Pembroke	Flat roof replacement	\$250,696.00	\$242,699.00	100% complete	
					Project completed in Sept.
55 Poplar - Deep River	Flat roof replacement	\$175,000.00	\$170,567.00	100% complete	
					Project completed in Sept.
8 Burwash -Arnprior	Flat roof replacement	\$174,304.00	\$244,014.00	100% complete	
					Project completed in June
Lea St - (6) Townhome Blocks - Pembroke	B30 - Roofing	\$290,000.00		In Progress - 80 % complete	
		(COCHI)			Anticipate completion end of Nov .
		\$121,845.00			
		total \$411,845.00	\$349,000.00		
Lea St - (2) Townhome Blocks - Pembroke	B2020 - Exterior Windows	\$125,000.00	\$100,564.00	100% complete	
					Project completed in July
75 Stafford Street - Barry's Bay	D4010 - Sprinklers	\$50,000.00		Defferred	
					Carry-over 2024
260 Elizabeth Street North - Pembroke	A20 - Basement Construction	\$100,000.00		Defferred	
					Carry-over 2024
Frank Dench St - (13) Renfrew	Electrical Upgrades	\$50,000.00		Defferred	
					Carry-over 2024
41 Vimy - Renfrew	Cofferdam Installation	\$150,000.00		In Review with Consultant	
26 Spruce - Arnprior	Front steps	\$50,000.00	\$50,600.00	100% complete	
					Project completed in July
202 Cecil - Pembroke	New duplex	\$545,471.00	\$495,000.00	In Progress - 40 % complete	
					Anticipate completion - Q1 2024
44 Lorne Street - Renfrew	Extension to Garage	\$50,000.00		Defferred	
					Carry-over 2024
Nelson St - (6) Townhome - Pembroke	B30 - Roofing	\$120,000.00		Defferred	
					Postponed to 2025

Personnel (by Component - Employees)					



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2024

Renfrew County Housing Corporation



2023 ACHIEVEMENTS

A new board of directors was established following the 2022 Ontario Municipal Elections, new practices were forged under a revised staffing and service delivery model, projects that were delayed because of the COVID-19 pandemic resumed, and discussions about setting a new vision for the development and revitalization of community housing programs and housing stock began.

For the first time since the inception of Renfrew County Housing Corporation, two projects commenced to add additional housing units to the portfolio: the demolition and conversion of a single-family home into a duplex and the construction of an eight-unit/12 bedroom affordable housing complex. The combined new construction projects will result in 9 additional affordable housing units within the City of Pembroke.

In 2023, the Canada Mortgage and Housing Corporation approved funding of \$5,000,000 from the National Housing Co-Investment Fund to be used for the repair of RCHC housing (a multi-year 30% contribution on annually budgeted projects).

Advancement of the caseworker model within Community Housing has transformed the way that clients interact with services by simplifying communications to one lead caseworker per property and by increasing staff presence within the community of housing. Regular walk-in appointments at the 19 apartments within the RCHC portfolio brings services to where people are, helping to reduce the gap with transportation barriers and improving overall accessibility and efficiency of service.

Post-pandemic recovery of business practices during this year resulted in the resumption of unit inspections and wellness checks that help to uncover unit conditions that at times point to critical interventions for property repairs and/or health and social service interventions.

An increase to the provincial allocation of Homelessness Prevention Program funding helped to meet increasing community need for emergency financial support which was especially important as 3 years of Social Services Relief Funding ended in the previous fiscal year. The increase to this stable funding allowed for expansion within the Rent Allowance Program and also helped to meet rising costs within the Ontario Works Emergency Housing Assistance components.

Enhanced fob security was introduced at one of our properties in Pembroke and will be expanded to other RCHC properties. This enhancement helps to ensure that only authorized tenants and staff have access to the building.

Introduction of paperless applications for the centralized housing waitlist has led to quicker response times for staff and applicants.

In 2023 we introduced new Directives - Establishment and Collection of Arrears – standardized internal practices, and Rent Supplement – simplified administration and implemented a maximum rent scale.

2024 CONSIDERATIONS AND OPPORTUNITIES

The Renfrew County Housing Corporation (RCHC) is about people, community, and safe, affordable housing. Moreover, we help in providing a place to call home.

The Renfrew County Housing Corporation is faced with several challenges and opportunities for 2024. These include:

Building Condition Assessment (BCA): All of the RCHC buildings in the portfolio are aged and many are past their life expectancy. As such, the cost to continue to repair these buildings is becoming more costly and time consuming. With many buildings needing significant structural repairs, decisions about capital expenditures is becoming more difficult. The BCA's is an opportunity to have a thorough review of the condition of the buildings, and recommendations for future planning. The tender has been posted and in 2024 the firm who will be selected to complete this task will begin the work of reviewing the 1020 RCHC owned buildings along with the 5 non-profit buildings that we support through RCHC. It is anticipated that the BCA's will help inform the RCHC board on next steps regarding the housing stock and revitalization or replacement.

Increase in Housing Demand: RCHC maintains a housing waitlist registry for rent-geared-to-income (RGI) units. This waitlist helps identify the number of applicants who are eligible for RGI and is an indication of the need for affordable housing in Renfrew County. The waitlist continues to grow and the need for one and two bedroom units is in highest demand. With increased public market rent and a shortage of available accommodation, more people are applying for RGI units. The current RCHC portfolio was built many years ago when the trend at the time was to house families. As this is no longer the trend, the need for smaller sized units is growing.

Increase in Tenant Issues: Like in many other sectors, the COVID-19 pandemic created issues for many people and this includes tenants. Increases in social isolation and other COVID measures has led to an increase in tenant-related issues. This continues to be prevalent in 2023 and into 2024 as staff work alongside community agencies to help address issues and concerns and develop interventions. Engaging in more staff training to enhance their skillset will help to reduce some of the concerns that staff currently face. Issues with hoarding, disruptive social behaviours, substance abuse and other concerns requires unique skills and supports and the need for these supports has grown significantly.

Technology: The current software for RCHC property management is Yardi. Yardi has been in place for many years and is a complex system. Seeking new technology will be important in 2024 as the Yardi costs keep escalating. There are property management systems that housing service managers are exploring that may better suit the community housing model.

Staffing: In 2023 a new position, Community Housing Coordinator, was created to help address the growing increase in tenant arrears and to manage the Landlord Tenant Board (LTB) Tribunals on behalf of RCHC. This work has begun, however due to the backlog of cases at the LTB and the complexities of the tenant arrears, more time is needed in this role. In 2024 staff plan to bring forward a business case to see this position extended.

**COUNTY OF RENFREW
COMMUNITY SERVICES DEPARTMENT
RENFREW COUNTY HOUSING CORPORATION**

TO: Renfrew County Housing Corporation Board of Directors
FROM: Jennifer Dombroskie, Manager of Housing and Homelessness
DATE: November 15, 2023
SUBJECT: Monthly Report

INFORMATION

1. Local Non-Profit Housing Providers' Meeting

A meeting held on October 12, 2023, gathered local non-profit housing providers to discuss community housing operations. The agenda included: Rent-Geared-To-Income (RGI) rules, intake and transfer procedures, Building Condition Assessments (BCAs), emergency plans, and allocations from the Canada-Ontario Community Housing Initiative (COCHI). Amidst these discussions, John Berrigan was acknowledged for his outstanding 30 plus year career with St. Joseph's Housing Corporation.



From left to right: Jillian Buckwald, Petawawa Housing Corporation; Margo Moorehead, Baskin Place (Arnprior); John Berrigan, St. Joseph's Housing Corporation (Pembroke); Stephanie Litschgy, Kinsmen Court Home (Pembroke); Jennifer Dombroskie, County of Renfrew; Kristen Callaghan, Killaloe & District Housing.

2. Canadian Union of Public Employees (CUPE) Local 4425 Update

On October 3, 2023, the County of Renfrew received formal notice from CUPE Local 4425 that represents Renfrew County Housing Corporation unionized staff, expressing their intent to initiate collective bargaining for the existing agreement set to expire on December 31, 2023. Bargaining will start on November 20, 2023. Additionally, during the month of July 2023, CUPE Local 4425 submitted a request for a job evaluation and pay equity review, as outlined in Article 2 of the Collective Agreement and the associated Job Evaluation Terms of Reference. Job evaluation and pay equity reviews and discussions are underway.

3. 2023 Third Quarter (July to September) Community Housing Registry Waitlist

	New Applications	Cumulative Applications	Total Applicants	Transfer Applications	Special Priority Applicants
Senior	0	63	78	17	0
Adult	142	885	922	35	6
Family	48	492	797	42	66
Totals	190	1440	*1797	94	72

***Total Applicants-Bedroom Request**

Bedroom Size	Senior	Adult	Family	Dependents
1	74	878	0	0
2	4	39	335	194
3	0	4	249	321
4	0	1	137	257
5	0	0	76	193
Totals	78	922	797	965

4. **2023 Third Quarter (July to September) Move Ins, Move Outs, and Internal Transfers Comparison**

	Move Outs	Move Ins	Internal Transfers
Pembroke & Area	8	8	1
Renfrew	6	8	0
Arnprior	2	8	0
Total	16	24	1

5. **2023 Third Quarter (July to September) Landlord and Tenant Board Notices and Applications**

	Arnprior	Renfrew	Pembroke & Area
N4-Notice to Terminate Tenancy Early for Non-Payment of Rent	73	72	220
N5-Notice to Terminate Tenancy Early	2	0	6
L1-Application to Evict a Tenant for Non-payment of Rent and to Collect Rent	0	0	1
L2-Application to End a Tenancy and Evict a Tenant or Collect Money	0	0	1
Sheriff Eviction Enforcement	0	1	2

6. **2023 Third Quarter (July to September) Homelessness Prevention Program (HPP)**

Budget Summary (April 1, 2023, to March 31, 2024)

Capital Component	\$1,000,000
Strong Communities Rent Supplement Program	\$200,000
Emergency Minor Home Repairs Program	\$200,000
Rent Allowance Program	\$845,000
Homelessness Prevention Program (Emergency Assistance)	\$845,740
Additional Supports for Chronic Homelessness and Food Security	\$300,000
5% Program Administration Fees	\$178,460
Total Budget	\$3,569,200

Strong Communities Rent Supplement Program

This program provides monthly rent-gear-to-income subsidies within approved private market rental units.

Number of ongoing subsidies: 21
Third Quarter Expenditure: \$33, 588
*Actively seeking additional units

Emergency Minor Home Repairs

This program helps low-income homeowners stay safely housed within their home by covering essential minor home repairs up to \$7,500.

Number of Applications Approved-Third Quarter: 4
Third Quarter Expenditure: \$21,895.64
*As of November 1, 2023, there are an additional 3 applications in process.

Rent Allowance Program

This program provides a monthly rent allowance of \$300 for households without children and \$400 for households with children.

Average of ongoing allowances: without children 115; households with children 48

Third Quarter Expenditure: \$142,100

*Onboarding of additional recipients via the chronological waitlist is underway.

Homelessness Prevention Program (Emergency Assistance)

This program provides emergency financial assistance to help maintain housing and to help with emergency expenses related to homelessness. Eligible expenses may include temporary hotel/motel stay, rent arrears, rent deposits, utility arrears, transportation, or other extraordinary expenses. Maximum eligibility is \$1,500 for households without children and \$2,000 for households with children.

Number of Applications Approved – Third Quarter: 297

Third Quarter Expenditure: \$237,235.59

7. **Point-In-Time Count Survey**

The Point-In-Time Count (PIT) is an annual homelessness enumeration survey that helps identify how many people experienced homelessness on a set date. This year the PIT date was Friday, October 27th and the survey period extended from that date up to Friday, November 3rd. Surveys were completed at over a dozen locations across the County of Renfrew by the staff and volunteers of various agencies, as well as staff from Community Services, Paramedic Services, and the Renfrew County District Health Unit. Thank you to the participants who shared their information and to the surveyors who helped to not only collect data but to connect people with services.

Attached as Appendix RCHC-I is an infographic that summarizes the survey results.

Attached as Appendix RCHC-II is a summary of the data for each question asked.

8. **2023 Third Quarter (July to September) Renfrew County Housing Corporation Rent Arrears**

Attached as Appendix RCHC-III is the Arrears Report.

Attached as Appendix RCHC-IV is the Comparison Arrears Report.



5% Veterans

38% Indigenous

Identified as Experiencing Homelessness

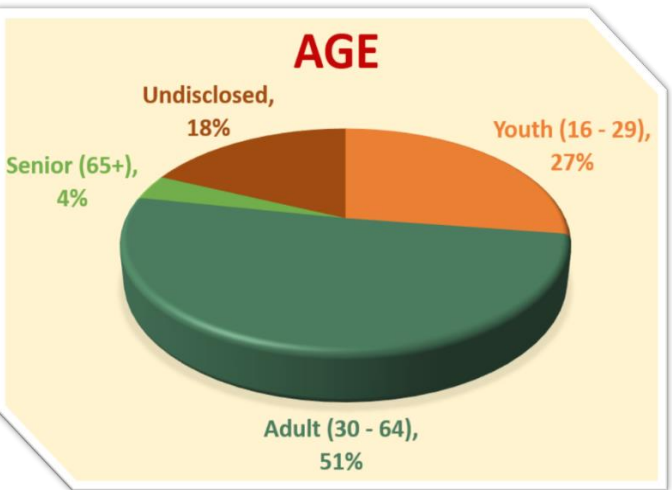


55 Households Experiencing Homelessness

53% Chronically Homeless (more than 6 months)

Current Situation

- 40% Unsheltered (Rough Camping)
- 20% Emergency (Shelter, Hotel)
- 31% Couch Surfing
- 2% Exited a Health Facility (Hospital)
- 7% Undisclosed




42% Experienced Intimate Partner Violence



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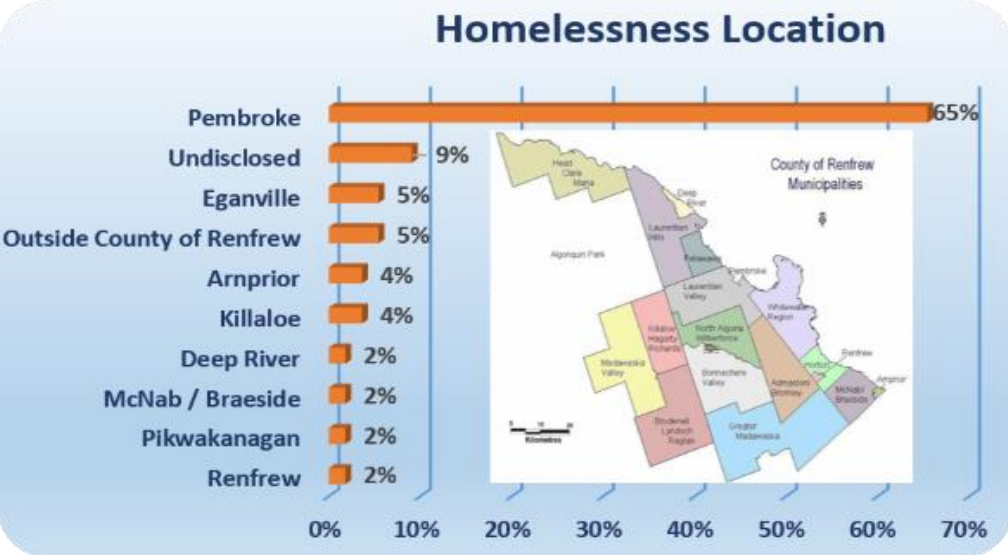
Department of Community Services

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Reasons for Homelessness

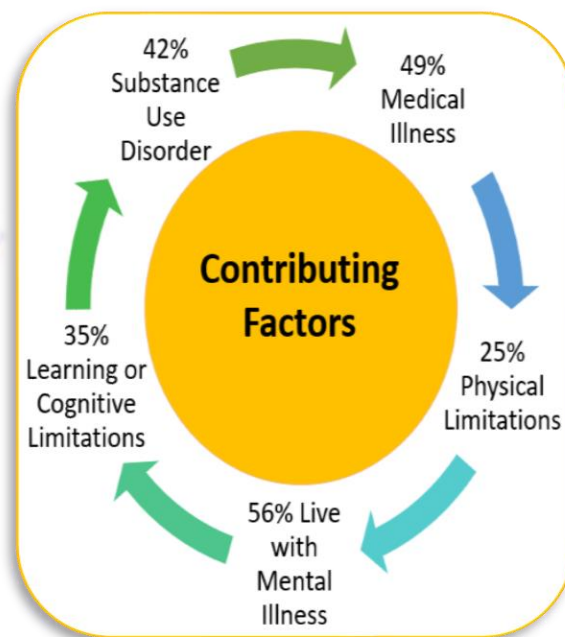


- 16% Evicted
- 18% Kicked Out of Recent Housing
- 22% Relationship Breakdown
- 4% Unsafe or Poor Building Conditions
- 22% Victim of Intimate Partner Violence
- 14% Other
- 4% Undisclosed




POINT IN TIME

October 27, 2023



Household Type

- 60% Single
- 18% Single with Children
- 13% Couple
- 7% Couple with Children
- 2% Undisclosed

Point-In-Time Count (Homelessness Enumeration) Friday, October 27, 2023

	Total #	%
Households Experiencing Homelessness	55	
Indigenous	21	38%
Veteran	3	5%
Identify as LGTB2s+	3	5%
Chronically Homeless	29	53%
Born outside of Canada	3	5%
Experienced Intimate Partner Violence	23	42%

Location	Total #	%
Arnprior	2	4%
Deep River	1	2%
Eganville	3	5%
Killaloe	2	4%
McNab / Braeside	1	2%
Outside County of Renfrew (Transient)	3	5%
Pembroke	36	65%
Pikwakanagan	1	2%
Renfrew	1	2%
Undisclosed	5	9%

Age	Total #	%
Youth (16 - 29)	15	27%
Adult (30 - 64)	28	51%
Senior (65+)	2	4%
Undisclosed	10	18%

Situation	Total #	%
Unsheltered (rough camping, etc.)	22	40%
Emergency (shelter, hotel stay)	11	20%
Couch Surfing	17	31%
Exited a Health Facility (Hospital, etc)	1	2%
Prefer Not to Answer	4	7%

Household Type	Total #	%
Single	33	60%
Single with Children	10	18%
Couple	7	13%
Couple with Children	4	7%
Undisclosed	1	2%

Reason for Homelessness	Total #	%
Evicted	9	16%
Kicked out of recent housing	10	18%
Relationship breakdown	12	22%
Unsafe or poor building conditions	2	4%
Victim of Intimate Partner Violence	12	22%
Other	8	14%
Prefer Not to Answer	2	4%

Source of Income	Total #	%
Employment Income	7	12%
ODSP	15	27%
Ontario Works	23	42%
CPP	2	4%
Other	2	4%
No Income	5	9%
Prefer Not to Answer	1	2%

Contributing Factors	Total #	%
Medical Illness	27	49%
Physical Limitations	14	25%
Live with Mental Illness	31	56%
Learning or Cognitive Limitations	19	35%
Substance Use Disorder	23	42%

RCHC Arrears Report Third Quarter 2023

	Arrears July 2023		# of Tenants	Arrears August 2023		# of Tenants	Arrears September 2023		# of Tenants
Arnprior	Rent	\$ 13,741.00		Rent	\$ 10,847.00		Rent	\$ 11,049.00	
	Maint.	\$ 805.00		Maint.	\$ 982.70		Maint.	\$ 967.70	
	Misc.	\$ 388.70		Misc.	\$ 805.00		Misc.	\$ 880.00	
	Total	\$ 14,934.70	15	Total	\$ 12,634.70	18	Total	\$ 12,896.70	22
Renfrew	Rent	\$ 15,938.00		Rent	\$ 16,104.50		Rent	\$ 21,318.00	
	Maint.	\$ 810.00		Maint.	\$ 780.00		Maint.	\$ 780.00	
	Misc.	\$ 246.00		Misc.	\$ 229.00		Misc.	\$ 405.00	
	Total	\$ 16,994.00	20	Total	\$ 17,113.50	23	Total	\$ 22,503.00	25
Pembroke	Rent	\$ 72,628.48		Rent	\$80,051.00			\$99,549.00	
	Maint.	\$1,232.00		Maint.	\$1,032.00			\$3,962.07	
	Misc.	\$2,863.27		Misc.	\$2,703.48			\$3,597.15	
	Total	\$76,723.75	67	Total	\$83,786.48	70	Total	\$107,108.22	87

Renfrew County Housing Corporation

Comparison Arrears

	Jul-23	July-22	July-21	July-20
Arnprior	\$14,973.70	\$18,885.00	\$2,233.00	\$21,941.65
Renfrew	\$16,994.00	\$15,705.00	\$14,636.59	\$19,948.29
Pembroke & Area	\$76,723.75	\$69,635.45		\$46,272.39
TOTAL	\$108,691.45	\$104,225.45	\$16,869.59	\$88,162.33

	Aug-23	August-22	August-21	August-20
Arnprior	\$12,634.70	\$18,087.00	\$2,163.00	\$16,316.80
Renfrew	\$17,113.50	\$19,476.00	\$17,627.47	\$24,573.29
Pembroke & Area	\$83,786.48	\$76,427.45		\$46,840.14
TOTAL	\$113,534.68	\$113,990.45	\$19,790.47	\$87,730.23

	Sep-23	September-22	September-21	September-20
Arnprior	\$12,896.70	\$9,602.44	\$1,485.00	\$12,733.01
Renfrew	\$22,503.00	\$21,628.00	\$3,392.59	\$27,020.29
Pembroke & Area	\$97,309.00	\$88,280.60		\$49,720.36
TOTAL	\$132,708.70	\$119,511.04	\$4,877.59	\$89,473.66

Arrears consist of the following:

- Rent
- Maintenance
- Tribunal fee (minimum \$186)
- Parking
- Air Conditioning
- NSF charges

July-19	July-18	July-17
\$8,065.80	\$8,338.83	\$7,994.60
\$10,327.33	\$9,300.98	\$7,423.17
\$25,117.26	\$18,683.83	\$12,980.50
\$43,510.39	\$36,323.64	\$28,398.27

August-19	August-18	August-17
\$7,844.00	\$9,345.00	\$11,468.00
\$13,488.00	\$9,204.00	\$6,514.00
\$22,805.00	\$19,450.00	\$14,870.00
\$44,137.00	\$37,999.00	\$32,852.00

September-19	September-18	September-17
\$7,811.00	\$11,648.00	\$11,594.00
\$11,599.00	\$11,325.00	\$5,680.00
\$24,996.00	\$17,931.00	\$14,655.00
\$44,406.00	\$40,904.00	\$31,929.00