



RENFREW COUNTY HOUSING CORPORATION

Wednesday, February 14, 2024 – 1:00 p.m.

AGENDA

1. Call to order.
2. Land Acknowledgement.
3. Roll call. **Page**
4. Disclosure of pecuniary interest and general nature thereof.
5. Adoption of minutes of previous meeting held on January 17, 2024. 2
6. Delegations: None at the time of mailing.
7. Director's Report 5
8. Manager of Housing & Homelessness Monthly Report 6
9. New Business.
10. Closed Meeting: Pursuant to Section 239 of the Municipal Act, 2001, as amended, for the purpose of:
 - a. Personal matters about an identifiable individual (organizational review); and
 - b. Labour relations or employee negotiations.
11. Date of next meeting (Wednesday, March 6, 2024) and adjournment.

NOTE: Submissions received from the public, either orally or in writing may become part of the public record.



RENFREW COUNTY HOUSING CORPORATION

Wednesday, January 17, 2024

A meeting of the Renfrew County Housing Corporation Board of Directors was held on Wednesday, January 17, 2024 at 1:00 p.m. at the County of Renfrew Administration Building, Pembroke, Ontario.

Directors Present: Chair Anne Giardini
Warden Peter Emon
Vice-Chair Debbi Grills (virtual)
Councillor Ed Jacyno (regrets)
Councillor David Mayville
Councillor Neil Nicholson
Councillor Gary Serviss

Officers Present: Craig Kelley, Chief Executive Officer
Andrea Patrick, Acting Chief Operating Officer

Staff Present: Jason Davis, Director of Development and Property
Lee Perkins, Director of Operations
Mike Blackmore, Director of Long Term Care
Mike Nolan, Director of Emergency Services (1:11 p.m.)
Jennifer Dombroskie, Manager of Housing and Homelessness
Margo Smith, Manager of Child Care and Early Years Services
Kevin Raddatz, Manager of Real Estate
Daniel Burke, Acting Treasurer/Manager of Finance
Tina Peplinskie, Media Relations and Social Media Coordinator
Gwen Dombroski, Deputy Clerk

Chair Giardini called the meeting to order at 1:00 p.m.

Chair Giardini recited the land acknowledgement, identifying that the meeting was being held on the traditional territory of the Algonquin People.

The roll was called and no pecuniary interests were disclosed.

RESOLUTION NO. RCHC-C-24-01-01

Moved by Councillor Serviss

Seconded by Councillor Mayville

THAT the minutes of the Renfrew County Housing Corporation Board of Directors meeting held on November 15, 2023, be adopted. CARRIED.

The Acting Director of Community Services overviewed the Director's Report, which is attached as Appendix A.

The Supervisor of Technical Services provided an update on the Capital Projects and the Lea Street Build.

RESOLUTION NO. RCHC-C-24-01-01

Moved by Councillor Serviss

Seconded by Councillor Nicholson

THAT the Renfrew County Housing Corporation recommends that the Draft 2024 Renfrew County Housing Corporation Budget be forwarded by the Board of Directors to the Community Services Committee. CARRIED.

The Acting Treasurer overviewed the budget format and advised that this format would be used for all Committees and the Budget Workshop. He noted that new for 2024 is the ranking of the pressures by levels of severity: Level 1: Items that can be implemented with minimal service level disruptions. Level 2: Items that can be implemented with minimal service level disruptions, however they are temporary or one time solutions or cost shifts. Level 3: Items that will reduce service levels provided. The Acting Treasurer advised that a 3% target was achieved in the proposed budget by taking a global approach for all departments across the corporation and not necessarily for each department.

The CAO/Clerk, Director of Development and Property, Director of Emergency Services and Acting Director of Community Services overviewed and elaborated on the proposed Special Projects – Homeless/Housing/Mental/Addiction Hub.

RESOLUTION NO. RCHC-C-24-01-02

Moved by Councillor Mayville

Seconded by Councillor Serviss

THAT the signing authority for the Renfrew County Housing Corporation will be two (2) of the following five (4) names:

Anne Giardini, Chair

Craig Kelley, Chief Executive Officer

Daniel Burke, Manager of Finance

Gwen Dombroski, Deputy Clerk

CARRIED.

RESOLUTION NO. RCHC-C-24-01-03

Moved by Warden Emon

Seconded by Councillor Serviss

THAT the Director's Report attached as Appendix A be approved. CARRIED.

The Manager of Real Estate provided Committee with information regarding a recent fire in one of the homes, explaining that a final report is forth coming on the expected repairs. Council questioned if insurance will cover the interim housing, in which was noted that there are provisions for partial payments and assistance from the Homelessness Prevention Program as well the tenant had insurance in place.

RESOLUTION NO. RCHC-C-24-01-04

Moved by Councillor Mayville

Seconded by Councillor Serviss

THAT the Manager, Housing and Homelessness Monthly Report attached as Appendix B be approved. CARRIED.

RESOLUTION NO. RCHC-C-24-01-05

Moved Councillor Nicholson

Seconded by Councillor Grills

THAT this meeting adjourn and the next regular meeting be held on February 14, 2024. Time 2:29 p.m. CARRIED.

COUNTY OF RENFREW
COMMUNITY SERVICES DEPARTMENT
RENFREW COUNTY HOUSING CORPORATION

TO: Renfrew County Housing Corporation Board of Directors
FROM: Andrea Patrick, Acting Director of Community Services
DATE: February 14, 2024
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 January 31, 2024.

2. Priority Projects for Municipalities – Business Case

Attached as Appendix II, is a memo from the Ministry of Municipal Affairs and Housing (MMAH) dated January 22, 2024 providing municipalities with an opportunity to apply for funding under the Canada-Ontario Community Housing Initiative (COCHI) Residual allocation. Municipalities were invited to submit a business case for their top construction-ready priority project (with a funding cap of \$5 million) where funding can be committed within the 2023-24 fiscal year.

The County of Renfrew submitted a proposal to build five new duplexes in Renfrew and Arnprior using the same design and project management concepts as were used for the Cecil Street project in Pembroke which replaced a single-unit residence with a duplex on the existing lot. Although the initial staff submission focuses on converting single detached buildings to duplexes, our team is open to collaborating with local planners to explore the potential of converting these structures into triplexes or even quad plexes. We aim to be flexible and responsive to the needs and opportunities presented in the planning process. Should funding be approved by MMAH, a detailed plan will be brought to the Renfrew County Housing Corporation Board for consideration and approval. Funding decisions are expected by late February/early March 2024.

**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: February 14, 2024
SUBJECT: Monthly Report

INFORMATION

1. County of Renfrew Affordable Housing Activities

Initiatives are currently underway to achieve the County of Renfrew's strategic goal of Attainable Housing and Infrastructure. The following is a list of recent and upcoming activities:

- The construction of 9 affordable housing units and 1 rebuilt rent-geared-to-income unit within the City of Pembroke. Occupancy is anticipated for Spring 2024, providing 10 households from the Renfrew County Housing Corporation's centralized waitlist with a new home.
- The Renfrew County Housing Corporation (RCHC) Board approved the initiation of a 10-year strategic Housing and Homelessness Plan. Key areas of focus include maintaining and revitalizing RCHC stock, supporting non-profit housing viability, developing affordable units through consultation, implementing funding plans for private market rent affordability, engaging community partners for effective homelessness prevention programs, and providing supportive housing services within the RCHC portfolio for tenants needing additional support.
- A Memorandum of Understanding was created between the County of Renfrew and the Town of Deep River on a shared opportunity to purchase the former Keys Public School at 167 Brockhouse Way in Deep River.
- Staff commenced an assessment of vacant properties and possible housing provider partnerships regarding the creation of affordable housing on County of Renfrew and Renfrew County Housing Corporation owned lands.
- Planning is underway for a County of Renfrew Housing Summit during 2024 that will provide community education and seek feedback regarding the development of attainable housing, possible partnerships, and funding opportunities.
- An application for additional Canada-Ontario Housing Initiative (COCHI) funding was submitted to the Ministry of Municipal Affairs and Housing this

month for the addition of up to 5 new duplexes (10 two-bedroom units) on existing Renfrew County Housing Corporation property.

- Building Condition Assessments are currently being conducted regarding the state of community housing properties in the County of Renfrew.

2. **Affordable Housing Corporation Overview**

Acknowledging the urgent need for affordable housing in Renfrew County and Pembroke, during the August 30, 2024 Council meeting, staff received direction to explore the establishment of an entity like the Prince Edward County Affordable Housing Corporation. Staff were asked to assess the feasibility of creating an additional corporation dedicated to affordable housing that would provide guidance and foster collaboration among upper and lower tiers, partners, and developers, with the aim of alleviating the housing shortage.

Attached as Appendix RCHC – I, is a presentation that was shared at the June 2023 Rural Ontario Municipal Association Board Meeting that provides an overview of the Prince Edward County affordable housing strategy. During 2017, Prince Edward County Council directed staff to propose recommendations for addressing the County's increasing affordable housing challenges and allocated \$250,000 in their 2018 budget to do so. In 2018 it was proposed that the Prince Edward County establish an independent not-for-profit affordable housing corporation to increase the supply of affordable housing. The newly formed corporation became operational in July 2020 and currently has 8 housing projects at various stages of development. They project to have up to 800 affordable, supportive, and sustainable housing units in the next 3 years.

When evaluating the Prince Edward County model in the context of local applicability, factors to consider include:

- Comparability and viability of existing housing stock
- Council decisions regarding municipal contributions (land, construction, the annual operating expenses of an additional board)
- Existing corporate structure and services
- Local strategic planning activities that are underway

The Prince Edward County model prominently utilizes private and public partnerships to foster financial stability in a blend of market and affordable rental units. Project "shovel readiness" relies heavily on the availability and stacking of funding from various government levels and partners. Viability is additionally influenced by the promotion of business-friendly environments within local government that encourage growth, provide incentives for private sector development, and support the increase of new housing starts.

Several local initiatives were undertaken in 2023 with the aim of analyzing and expanding housing options for our residents. The current initiatives are aligned with the County of Renfrew’s Strategic Plan and are anticipated to have a positive impact on the level of affordable and attainable housing in Renfrew County. Staff expect that the forthcoming Housing and Homelessness Plan, along with other key strategic initiatives, will offer Council and the community an opportunity to shape the future of housing development within Renfrew County.

3. 2023 Fourth Quarter (October – December 31) Community Housing Registry Waitlist

	New Applications	Cumulative Applications	Transfer Applications	Special Priority Applications
Senior	0	63	20	1
Adult	144	900	33	10
Family	30	502	34	76
Totals	174	1465*	87	87

***Total Number of Applications – Bedroom Size Requested**

Bedroom Size Requested	Senior	Adult	Family
1	59	852	0
2	4	43	213
3	0	4	161
4	0	1	82

5	0	0	46
Totals	63	900	502

4. **2023 Fourth Quarter (October – December 31) Move Ins, Move Outs, and Internal Transfers Comparison**

	Move Outs	Move Ins	Internal Transfers
Pembroke & Area	15	11	4
Renfrew	3	4	0
Arnprior	5	0	1
Total	23	15	5

5. **2023 Fourth Quarter (October – December 31) Landlord and Tenant Board Notices and Applications**

	Arnprior	Renfrew	Pembroke & Area
N4-Notice to Terminate Tenancy Early for Non-Payment of Rent	79	95	258
N5-Notice to Terminate Tenancy Early	15	8	28
L1-Application to Evict a Tenant for Non-payment of Rent and to Collect Rent	3	3	12

L2-Application to End a Tenancy and Evict a Tenant or Collect Money

1	2	5
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6. Affordable Homeownership Program Summary for 2023

The Affordable Homeownership Program can provide up to \$25,000 towards the purchase of a new home for qualified households. Applications are currently open and are available on the County of Renfrew website or can be requested by contacting a Community Services office.

	Approved Applications	2023 Spending	Geographical Area
	1	\$19,900	City of Pembroke
	2	\$25,000	Town of Deep River
	3	\$25,000	Town of Renfrew
	4	\$18,500	City of Pembroke
	5	\$25,000	Town of Renfrew
Total	5	\$113,400	-

7. 2023 Ontario Renovates Program Summary for 2023

The Ontario Renovates Program can provide up to \$10,000 for essential household repairs or accessibility upgrades. The program is currently closed; however, will open again for applications during the spring of 2024. There will be a media release to announce the program opening date and eligibility requirements. Applications will be available on the County of Renfrew website or by contacting a Community Services office.

Payment Amount	Date Issued	Geographical Area
\$9,150.18	February 28, 2023	Township of Madawaska Valley
\$7,000.00	February 28, 2023	Township of Horton
\$10,000.00	February 28, 2023	City of Pembroke
\$2,105.26	March 31, 2023	North Algona Wilberforce
\$10,000.00	March 31, 2023	Township of Whitewater Region
\$8,245.50	March 31, 2023	Township of Brudenell Lyndoch & Raglan
\$7,560.00	April 20, 2023	City of Pembroke
\$960.00	April 30, 2023	Township or Horton
\$4,350.00	June 30, 2023	Township of Whitewater Region
\$5,434.00	July 15, 2023	City of Pembroke
\$10,000.00	July 15, 2023	City of Pembroke
\$5,400.00	July 31, 2023	City of Pembroke

	\$9,827.47	September 30, 2023	Town of Petawawa
	\$2,818.22	December 31, 2023	Township of Whitewater Region
Total	\$92,850.62	-	-

8. **2023 Fourth Quarter (October – December 31) Renfrew County Housing Corporation Rent Arrears**

Attached as Appendix RCHC-II is the Arrears report.

Attached as Appendix RCHC-III is the Arrears Comparison report.

RESOLUTIONS

9. **Community Housing Directive 4 – Internal Transfers**

Recommendation: THAT the Renfrew County Housing Corporation Board of Directors approve Community Housing Directive 4 - Internal Transfers.

Background

Renfrew County Housing Corporation is in the process of updating former policies and standard operating procedures into a new Directive format. Once the Directive package is near completion the website will be updated with a Directive section that the public will be able to access. The intent is to provide information and transparency regarding eligibility rules, decisions, application processes, rates, and charges. Attached as Appendix RCHC-IV is the Community Housing Directive 4 -Internal Transfers.

10. **Community Housing Directive 5 – Tenant Chargebacks**

Recommendation: THAT the Renfrew County Housing Corporation Board of Directors approve Community Housing Directive 5 - Tenant Chargebacks.

Background

Renfrew County Housing Corporation is in the process of updating former policies and standard operating procedures into a new Directive format. Once the Directive package is near completion the website will be updated with a Directive section that the public will be able to access. The intent is to provide information and transparency regarding eligibility rules, decisions, application processes, rates, and charges. Attached as

Appendix RHC-V is the Community Housing Directive 4 -Tenant Chargebacks. The RHC Chargeback Rate table for 2024 is attached Appendix RHC-VI.

RCHC-2024 Capital Projects

Appendix I

Location	Work Description	Status		Comments
		Budget	Quote	
202 Cecil - Pembroke	New Duplex	\$545,471.00	\$495,000.00	In Progress - 75% complete 2023 Carryover
				Anticipate completion - early Q2 2024
229-231 Albert St. Arnprior	B2010 - Exterior Walls	\$25,000.00		
72 Sullivan Cr. Arnprior	B2010 - Exterior Walls	\$25,000.00		
204-242 Cecil St. Pembroke	G2050 - Landscaping	\$30,000.00		
63 Russell Arnprior	B30 - Roofing	\$30,000.00		
150 Elizabeth St. Pembroke	B1013 - Balcony Construction	\$34,000.00		
26 Spruce Arnprior	G2049-B - Sheds	\$40,000.00		
44 Lorne St. Renfrew	Garage Extension	\$50,000.00		
41 Vimy Boulevard Renfrew	B2010 - Exterior Walls	\$60,000.00		
19 Smith St. Beachburg	B2030 - Exterior Doors	\$86,250.00		
59 Wallace Eganville	C1060 - Kitchen Upgrade	\$184,000.00		
41 Vimy Boulevard Renfrew	A10 - Foundations	\$300,000.00		
Various Apartment Buildings	Balcony Inspection & Repair	\$400,000.00		
Various Apartment Buildings	Electrical Panel Upgrades	\$95,000.00		

**Ministry of
Municipal Affairs
and Housing**

**Ministère des
Affaires municipales
et du Logement**



Assistant Deputy Minister's Office

Bureau du sous-ministre adjoint

Community & Supportive Housing
Division

777 Bay Street, 14th Floor
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Tel.: 416 585-6738

Division du logement communautaire et
du logement avec services de soutien

777, rue Bay, 14^e étage
Toronto ON M7A 2J3
Tél.: 416 585-6738

January 22, 2024

Dear Service Managers and Indigenous Program Administrators:

RE: Priority Projects for Municipalities – Request for Project Business Case

I am writing to advise you of an opportunity to submit a priority project proposal to the ministry for consideration of funding under the COCHI Residual allocation.

Service Managers and Indigenous Program Administrators with priority projects should complete and submit the attached business case template for their one (1) top priority project to the Ministry of Municipal Affairs and Housing (MMAH) to be considered for funding with a funding cap of \$5 million per project. This may include a proposal to address repair needs in one of your social housing portfolios, including for Urban Native Housing .

Business cases must be for construction-ready/repair-ready priority projects where funding can be committed within the 2023-24 fiscal year. Only projects meeting the following criteria will be considered:

- Be owned by a municipal-non-profit, private non-profit proponent or co-operative housing;
- Are commitment-ready - Able to sign a contribution agreement, and have it registered on title by **March 15, 2024** as applicable; and
- Are shovel-ready - Able to start construction or repair activities within 120 days of signing the contribution agreement.

Please submit your completed business case to MMAH by **February 5, 2024**, at 5:00 p.m. The business case must be attached to your respective COCHI-OPHI Investment Plan (IP) 2023-24 case in Transfer Payment Ontario (TPON) system.

MMAH reserves the right to allocate funding at its sole discretion based on a review and evaluation of the business case submissions.

Any communication regarding additional funding must be held confidential until publicly announced by the province.

I appreciate your partnership as we work together to increase and improve the community housing stock in the community.

Yours truly,

Angela Cooke
Assistant Deputy Minister
Community & Supportive Housing Division

Enclosure



Addressing the Housing Crisis in Prince Edward County

Demographic Overview



- 25,704 Population (2021 Census)
- 329.2 Employees (Full-Time Equivalent)
- 2022 Capital Budget \$71.5M,
Operating Budget \$77.2M
(\$439K = 1% Levy)
- 800,000-1,000,000 visitors annually
- Agriculture and wineries account for 34% of
the GDP for the County
- Centrally located between Ottawa, Montreal
and Toronto on Lake Ontario

Housing Market – Home Purchase

Average Purchase Price 2020	Average Purchase Price 2021	Average Purchase Price 2022	Average Purchase Price 2023
\$693,000	\$1,204,000	\$1,221,023	\$1,116,174

- Average house price has increased 61.1% in 3 years
- House prices have decreased over the past year due to higher interest rates; however, the market is rebounding with prices increasing, the number of days on the market decreasing, and multiple offers being submitted
- The average house price in the County is forecast to increase 8.4% in 2023 (*Canadian Real Estate Association, RBC Wealth Management, Conference Board of Canada*)

Housing Market - Rental

Unit Type	Q3 – 2020 Average Market Rent	Q1 -2023 Average Market Rent	% Increase Q3 – 2020 vs Q1 – 2023
Bachelor – Studio	\$717	\$1,193	66.39%
1- Bedroom	\$1,288	\$1,628	26.40%
2 – Bedroom	\$1,465	\$2,122	44.85%
3- Bedroom	\$1,960	\$2,719	38.73%
Weighted Average of all Units Based on Unit Type Available	\$1,504	\$2,110	40.30%

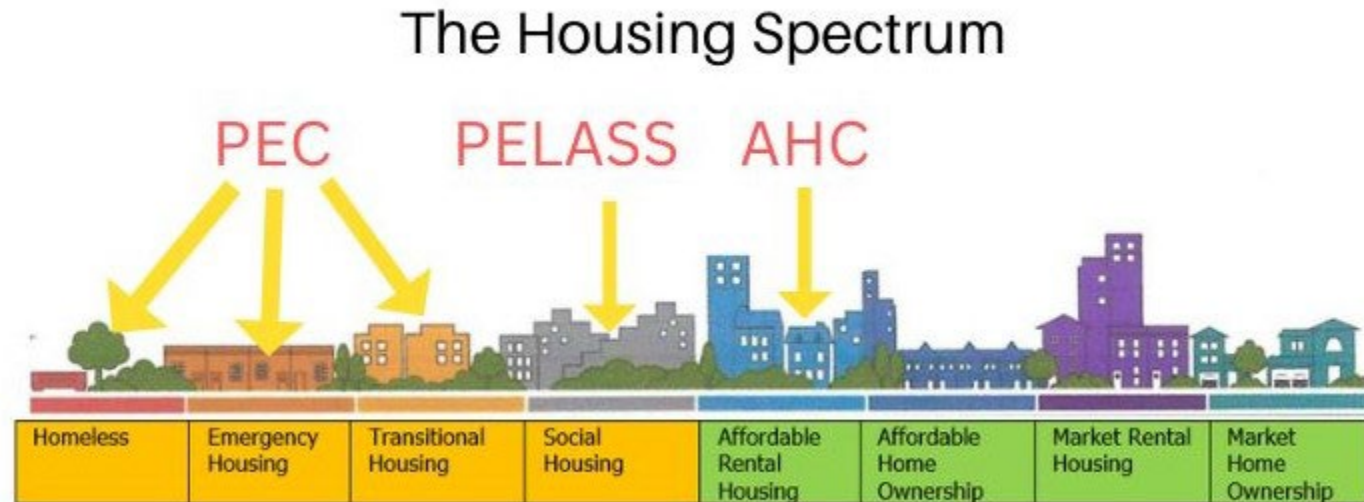
- Potential home buyers who have postponed their purchase have now transferred to the rental market in the County putting more pressure on an already “tight” and unaffordable rental market
- For the first time, the County is experiencing “bidding wars” in the rental market where a 12%-15% premium on average is the norm
- The County has the 4th lowest vacancy rate in Ontario and the 8th lowest vacancy rate in Canada for communities of less than 50,000 people



The Prince Edward County Affordable Housing Corporation

- Established in December 2018 as an Independent Non-Profit with the County as the sole general member
- Operationalized in July 2020
- Board of Directors of eleven with two Councillors appointed
- Operations moved into the County in April 2022 in a hybrid model supported by a Service Level Agreement to provide increased operational capacity
- Corporation was reclassified in January 2023 as a Municipal Services Corporation with the County as the sole shareholder. This reclassification was to provide for an exemption of the long-term debt financing required of the Corporation to be included in the ARL (Annual Repayment Limit) for the County
- The Corporation currently has eight housing projects as various stages of development that is forecast to result in 750 – 800 affordable, supportive and sustainable housing units in the next 24-36 months

The Housing Spectrum in Prince Edward County





The Prince Edward County Housing Plan

- Unanimously approved by Council on May 9, 2023
- Big city plan in a rural setting with specific targets and performance indicators identified
- Homeless count rose by 40% over 3 years
- More people are homeless receiving employment income than people who are homeless and in receipt of social assistance
- Transitional housing has been identified as a significant need for several population groups, bridging the gap between emergency and permanent housing
- There are 242 units of subsidized housing in the County. New subsidized housing has not been built in the last 20 years and the waiting lists are now 4-6 years long on average
- There are 1,009 people waiting for subsidized housing as of April 2023 an increase of 227% in 6 years
- We need 1,000 subsidized housing units in the County and 6,000 affordable market units in the County to meet the unprecedented projected growth in the population of the County in the next 3 - 5 years
- What supports and services do we need in the County to support the housing crisis?
- What kind of housing do we need in the County to support the housing crisis?

Housing Targets Established in Prince Edward County

Type of Unit	Housing Type	2023	2023-2024	2025-2028	Total	% Increase 2023 vs 2028
Studio	Emergency	0	20	0	20	100%
	Transitional	0	15	30	45	100%
	Subsidized	0	20	20	40	100%
	Affordable	16	50	200	266	94%
1 BR	Subsidized	159	20	40	219	27%
	Affordable	101	150	200	451	78%
2 BR	Emergency	0	5	10	15	100%
	Subsidized	51	60	75	186	73%
	Affordable	229	240	300	769	70%
3 BR	Emergency	0	5	10	15	100%
	Subsidized	42	50	60	152	72%
	Affordable	7	15	30	52	87%
Shared	Alternate	0	10	15	25	100%
TOTAL		2,628	660	990	4,278	39%

Housing Projects in Development

- Redevelopment of the prior Wellington Arena – 36 multi-residential (1,2, and 3-bedroom units) – 100% affordable and 4 – 3 bedroom townhomes – 100% affordable
- Disraeli Street Development – 12 multi-residential (6 studio, 6 1-bedroom units) – 100% affordable and modular construction
- P3 partnership – Lake Street – 225 residential units of which 90 units will be affordable units
- P3 partnership – Loyalist Parkway – 275 residential units – 100% affordable and supportive units with dedicated community support agencies on site to support the residents
- P3 partnership – Nicholas Street – 110 residential units – 100% affordable and supportive units with a focus on victims of domestic or gender-based violence
- P3 partnership – Bloomfield – 15 modular units – 100% affordable to be designated as “worker housing”
- Queen Elizabeth School – property and current structure deemed surplus. Master Plan is the redevelopment of the property with 75-100 affordable, supportive and subsidized units along with a community hub of community supports and medical clinic



To Be Successful Requires Creativity

CHALLENGE:

- How to get interest from private developers for a P3 partnership
- Developers have a set ROI (Return on Investment)

SOLUTION: (Prince Edward County)

- Municipal Capital Facilities By-Law
- Waiver all or a portion of the property taxes for a 20-year period on the affordable housing component
- The waiver brings the required ROI in-line for the developer



To Be Successful Requires Creativity

CHALLENGE:

- How to establish a diversity of housing typography

SOLUTION: (Prince Edward County)

- Zoning By-Law amendment
- New R4 residential classification which allows for a diversity of unit types within a residential classification and increased densification
- Secondary Suites, Small homes
- Planning By-Law amendment
- Reduction in the minimum required size of a unit from 560 s.f. to 290 s.f. to allow for alternate housing models



To Be Successful Requires Creativity

CHALLENGE:

- Development of affordable housing in a supportive community

SOLUTION: (Prince Edward County)

- Repurposing of public buildings to address health, poverty and homelessness
- Creating a community within a community (i.e. Queen Elizabeth School). This specific model has been already implemented in the Town of Georgina in York Region.
- The Master Plan for the Queen Elizabeth School is a one-stop access community providing affordable housing, childcare, medical access, social services access, community gardens, education and training, social enterprise creation, employment.



To Be Successful Requires Creativity

CHALLENGE:

- Addressing the increasing levels of homelessness in the community

SOLUTION: (Prince Edward County)

- Public consultation
- Creation of a detailed Housing Plan
- Establishing performance metrics to gauge success
- Engaging the entire community in the process so it is a community-owned initiative



Funding

- Leveraging your asset(s)
- Lasagna financing?
- CMHC – Seed Funding Program
- CMHC – COI – Co-Investment Funding Program
- CMHC – Housing Accelerator Funding Program
- Infrastructure Ontario
- Federation of Canadian Municipalities
- Schedule “A” financial institutions
- Community Land Trusts
- Community Bonds
- Corporate Sponsorship
- Grant Matching



The County
PRINCE EDWARD COUNTY + ONTARIO

Questions

RCHC Arrears Report Fourth Quarter 2023

	Arrears October 2023		# of Tenants	Arrears November 2023		# of Tenants	Arrears December 2023		# of Tenants
Arnprior	Rent	\$ 10,629.00		Rent	\$ 13,961.00		Rent	\$ 13,243.00	
	Maint.	\$ 880.00		Maint.	\$ 1,372.00		Maint.	\$ 1,227.70	
	Misc.	\$ 907.70		Misc.	\$ 927.70		Misc.	\$ 920.00	
	Total	\$ 12,416.70	16	Total	\$ 16,260.70	23	Total	\$ 15,390.70	26
Renfrew	Rent	\$ 26,413.00		Rent	\$ 27,469.32		Rent	\$ 31,530.00	
	Maint.	\$ 850.00		Maint.	\$ 720.00		Maint.	\$ 611.00	
	Misc.	\$ 444.00		Misc.	\$ 464.00		Misc.	\$ 448.00	
	Total	\$ 27,707.00	28	Total	\$ 28,653.32	31	Total	\$ 32,589.00	30
Pembroke	Rent	\$ 84,419.00		Rent	\$93,314.50		Rent	\$96,598.13	
	Maint.	\$2,317.00		Maint.	\$2,292.00		Maint.	\$2,348.00	
	Misc.	\$3,612.00		Misc.	\$3,314.48		Misc.	\$4,749.48	
	Total	\$90,348.00	73	Total	\$98,920.98	70	Total	\$103,695.61	71

Renfrew County Housing Corporation

Comparison Arrears

	Oct-23	October-22	October-21	October-20	October-19	October-18	October-17
Arnprior	\$12,416.70	\$10,451.00	\$2,233.00	\$21,941.65	\$8,065.80	\$8,338.83	\$7,994.60
Renfrew	\$27,707.00	\$39,409.00	\$14,636.59	\$19,948.29	\$10,327.33	\$9,300.98	\$7,423.17
Pembroke & Area	\$90,348.00	\$101,932.00	\$26,135.67	\$46,272.39	\$25,117.26	\$18,683.83	\$12,980.50
TOTAL	\$130,471.70	\$151,792.00	\$43,005.26	\$88,162.33	\$43,510.39	\$36,323.64	\$28,398.27

	Nov-23	November-22	November-21	November-20	November-19	November-18	November-17
Arnprior	\$16,260.70	\$10,842.00	\$2,163.00	\$16,316.80	\$7,844.00	\$9,345.00	\$11,468.00
Renfrew	\$28,653.32	\$28,536.00	\$17,627.47	\$24,573.29	\$13,488.00	\$9,204.00	\$6,514.00
Pembroke & Area	\$98,920.98	\$109,797.51	\$29,957.60	\$46,840.14	\$22,805.00	\$19,450.00	\$14,870.00
TOTAL	\$143,835.00	\$149,175.51	\$49,748.07	\$87,730.23	\$44,137.00	\$37,999.00	\$32,852.00

	Dec-23	December-22	December-21	December-20	December-19	December-18	December-17
Arnprior	\$15,390.70	\$9,504.00	\$1,485.00	\$12,733.01	\$7,811.00	\$11,648.00	\$11,594.00
Renfrew	\$32,589.00	\$37,469.00	\$3,392.59	\$27,020.29	\$11,599.00	\$11,325.00	\$5,680.00
Pembroke & Area	\$103,695.61	\$116,238.91	\$35,104.75	\$49,720.36	\$24,996.00	\$17,931.00	\$14,655.00
TOTAL	\$151,675.31	\$163,211.91	\$39,982.34	\$89,473.66	\$44,406.00	\$40,904.00	\$31,929.00

Arrears consist of the following:

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



Department of Community Services
Renfrew County Housing Corporation

www.countyofrenfrew.on.ca

Community Housing Directive 4	Internal Transfers
Legislative References	Housing Services Act (HSA) 2011 Ontario Regulation 367/11
Approved By: Renfrew County Housing Corporation Board of Directors	Approval Date: February 14, 2024 Implementation Date: February 14, 2024

Background

The purpose of the Internal Transfer Policy is to set guidelines to be followed by the tenants of the Renfrew County Housing Corporation (RCHC) who wish to transfer within the units directly managed by the RCHC and staff who initiate and issue transfer approval. Once a household has accepted a rent-geared-to-income (RGI) unit within the County of Renfrew, they are removed from the centralized waiting list. Any household wishing to transfer from one RGI unit to another RGI unit within the Renfrew County Housing Corporation portfolio may apply if they meet certain conditions.

Policy Statement

This Directive establishes the Renfrew County Housing Corporation's policy regarding the internal transfer application process for current tenants designed to allow RCHC tenants to move from one unit to another and give priority to tenants who are victims of domestic abuse.

Definitions

An internal transfer is the relocating of a tenant already residing in a unit directly managed by the RCHC to another unit directly managed by the RCHC. There are three types of internal transfers:

1. Special Priority transfers (The criteria for processing applications for special priority transfers is legislated and these requests are tenant initiated);
2. Over housed transfers (These are legislated transfers and are initiated by RCHC staff);
3. Other transfers (tenant initiated).

Special Priority Transfer (Tenant Initiated)

The Housing Service Act, 2011, states that special priority status is reserved for those whose personal safety or whose family's safety is at risk due to an abusive partner, someone whom they live with in a familial relationship. Verification must be provided to support the special priority transfer to the Housing office. The tenant will be placed on the special priority transfer list using the date the tenant submitted the application for special priority status. If the decision was made to deny the transfer, tenants will be notified in writing and will be informed at this time that they may request an internal review of this decision.

Over Housed Transfers: (Legislated transfers, initiated by the Housing Programs Branch)

An “over housed” household is a household living in a unit which is larger than the largest unit for which it qualifies under the local occupancy standards set by RCHC. It is the responsibility of the tenant to report a change in family composition, failure to do so may result in the loss of subsidy. Once the Central Registry has been notified of the change of family composition a letter will be forwarded to the tenant stating that they are considered over housed and will be placed on the internal transfer waiting list (with original date of application) for the appropriately sized unit.

Other Transfer Requests (Tenant Initiated)

Tenants wishing to request an internal transfer must contact their local housing office with their request. Requests should be in writing unless the tenant is unable to provide the request in writing. Individuals or households applying for an internal transfer other than Special Priority or Over Housed, shall be deemed ineligible if the following conditions have not been met:

- Has occupied the current unit for at least 18 months;
- Continue to meet all of the eligibility criteria for rent-geared-to-income assistance;
- Has had no arrears of rent in the last 12 months;
- Has not received a notice of early termination of the tenancy for any reason in the last 12 months;
- Has no history of disturbing neighbours, harassing staff or others in the complex, or staff intervention;
- Maintains their current unit at an acceptable standard of housekeeping/repair.
- Special Priority and Over-housed households have priority on the internal transfer list. All other approved internal transfer requests will be ranked by the date of the transfer request and will be offered alternately with applicants on the centralized waiting list or at the discretion of the housing provider.

A transfer fee of \$250.00 is payable in advance of the transfer.

Offers, Acceptances and Refusals

RCHC will advise all households on the internal transfer list that the refusal of an internal transfer offer will count as a refusal by the Registry if the household is on the centralized waiting list for that same project with the exception of over housed households in the first twelve months.

Responsibilities

Community Housing Caseworker

- Refers the request to the Community Housing Supervisor for review and approval
- Communicates with the tenant and provides supports to ensure condition requirements are met

Community Housing Supervisor

- Reviews the internal transfer request
- Either approves or denies the request and communicates the decision to the tenant

Manager of Housing and Homelessness

- Ensures policy adherence
- Monitors transfer frequency and operational capacity

REVIEWED AND APPROVED BY:

**Jennifer Dombroskie,
Manager of Housing and Homelessness**

Date

**Andrea Patrick,
Acting Chief Operating Officer,
Renfrew County Housing Corporation**

Date

DRAFT



Department of Community Services
Renfrew County Housing Corporation
www.countyofrenfrew.on.ca

Community Housing Directive 5	Tenant Chargebacks
Legislative References	Residential Tenancies Act 2006, Part III, s. 20, Part IV, s. 34, Part XIV, s. 224 & 224(1) Housing Services Act (HSA) 2011 Ontario Regulation 367/11 Ontario Regulation 516/06 Ontario Regulation 517/06
Approved By: Renfrew County Housing Corporation Board of Directors	Approval Date: February 14, 2024 Implementation Date: February 14, 2024

Background

In accordance with the Housing Services Act, s. 69 (2), housing providers must ensure that housing projects are well managed, maintained in a satisfactory state of repair and fit for occupancy. The prescribed maintenance standards apply to a residential complex located in a local municipality and the rental units located in the residential complex if:

- there is no municipal property standards by-law that applies to the residential complex or;
- there is a municipal property standards by-law that applies to the residential complex and the prescribed circumstances apply. (RTA, Part XIV, s. 224(1))

Tenants are responsible for the repair of undue damage to the rental unit or residential complex caused by the wilful or negligent conduct of the tenant, another occupant of the rental unit or a person permitted in the residential complex by the tenant as per section 34 of the Residential Tenancies Act, (2006).

POLICY STATEMENT

Renfrew County Housing Corporation requires all tenants to pay repair costs for any damage to their unit, residential complex and/or property which is the result of a negligent or willful act by the tenant, or a person permitted in the residential complex by the tenant. Consideration will be given to normal wear and tear, and tenants will not be responsible for the cost of upgrades or improvements initiated by Renfrew County Housing.

DEFINITIONS:

Negligent Damage:

A negligent act is failure to take proper care in doing something. Any damage caused by a tenant or guest of the tenant that is beyond normal wear and tear and/or is the result of a careless act, whether intentional or unintentional. For example, a tenant may unintentionally overflow a bathtub causing damage to the unit, but it would still be considered negligent.

Willful Damage:

Damage that occurs from any intentional act by the tenant or a guest of the tenant. For example, intentionally putting holes in the walls, or breaking a window or door would be considered willful damage.

Chargeback:

The dollar amount that is charged to a tenant for damages to their unit, residential complex or any property owned by Renfrew County Housing that is beyond normal wear and tear and is the result of negligent or willful acts by the tenant or a guest of the tenant. Chargebacks could also include the cost incurred to restore any alterations made by the tenant, the removal of garbage or the repair/replacement of damaged items owned by Renfrew County Housing.

CRITERIA:

- Unit inspections are completed within 60 days of a tenant moving in, at the time of moveout and once every twenty four months to check on the condition of the unit and identify if there are any required repairs. Work orders are tracked electronically in our property management system which assists in identifying if damages are the result of normal wear and tear or willful or negligent misconduct.
- If it is determined that the tenant has willfully or negligently damaged the rental unit and/or property, the tenant will be notified of the chargeback policy and Renfrew County Housing will initiate work orders to complete the necessary repairs.
- When processing chargebacks, consideration will be given to the useful life expectancy of the work done or thing purchased – see Schedule in O. Reg. 516/06.
- Chargebacks are not limited to unit and property damages and can include items such as:
 - If a tenant makes alterations without approval, Renfrew County Housing will do all of the necessary work to restore the property to the pre-existing condition before the alterations were made by the tenant. The cost of the restoration will be charged back to the tenant.
 - The removal of improperly disposed of garbage or household items will result in a chargeback to the tenant.
 - Tenant requests such as unit lock changes, mailbox lock changes, key/FOB replacements.
- Tenants may be served a Notice to End Your Tenancy (N5 or N7) for damages caused by a willful or negligent act. The tenant will have seven days to correct the problem or pay the estimated cost to repair. Additionally, an L2 Application to End a Tenancy may be filed with the Landlord and Tenant Board if the tenant fails to void the initial N5 or N7 application. This application could result in an Order from the Landlord and Tenant board indicating that the tenant must pay for the repair costs of the willful or negligent damage, and/or to evict the tenant if the tenant fails to correct the problem or to pay the cost of repairs. Further information on these forms can be found on the Landlord and Tenant Board website. <https://tribunalsontario.ca/ltb/forms/>

- If a tenant moves out and chargebacks have not been paid, Renfrew County Housing Corporation will forward their account to the Collection Agency to recover the amounts owed. (please see Community Housing Directive 2 – Arrears: Establishment and Collection)

RESPONSIBILITIES:

Renfrew County Housing Corporation is responsible to:

- Inform the tenant of their obligations under the signed Lease Agreement and ensure that tenants are aware of the chargeback policy
- Conduct regular unit inspections
- Maintain the unit and property in a good state of repair
- Comply with health, safety, housing and maintenance standards
- Assist tenants with any issues that may result in chargebacks
- Complete any necessary repairs within a reasonable period of time

The Tenant is responsible to:

- Keep the rental unit clean, up to the standard that most people would consider ordinary or normal cleanliness
- Report any damages, issues or repairs required as soon as they become aware of it – tenants may be charged back for damages resulting from failure to promptly notify Renfrew County Housing
- Pay for the repair of any damages that are beyond normal wear and tear, regardless if the damages are caused by the tenant or a guest of the tenant
- Upon vacating the unit, the tenant must leave the unit in the same condition as it was when the tenancy commenced, except for normal wear and tear
- Notify Renfrew County Housing of any required repairs within fifteen days of moving in – the office will assume that no repairs were needed if the Move In Inspection form is not returned and no reports were made
- Obtain, at their own expense adequate insurance coverage against damage to the leased premises, loss of personal property and public liability

REVIEWED AND APPROVED BY:

**Jennifer Dombroskie,
Manager of Housing and Homelessness**

Date

**Chief Operating Officer,
Renfrew County Housing Corporation**

Date

Chargeback Rates

	Service Description	Suggested Charge	Includes
Garbage Removal	Garbage Removal - Dual Axle Trailer / per Trip	\$370.00	3 Hr Per Labour (2), Tipping Fees (\$40) & Mileage (50km*.68)
	Garbage Removal - Single Axle Trailer / per Trip	\$300.00	2 Hr Per Labour (2), Tipping Fees (\$40) & Mileage (50km*.68)
	Garbage Removal - Bin 12 Yd per load - As Invoice comes in	\$400.00	2 Hr Per Labour (2), Tipping Fees (\$40) & Mileage (50km*.68)
	Garbage Removal - Bin 20 Yd per load	\$645.00	3 Hr Labour, Tipping Fees & Mileage
	Garbage Removal - Steel Disposal per load	\$110.00	Single Axle Trailer or 1/2 Ton Truck
	Garbage Removal - Refrigerator/Freezer Disposal	\$75.00	Freon Disposal, Labour & Mileage
	Individual Items (If can be included in a load) excluding Refrigerator or Freez/er (Per item) in Garbage Room	\$30.00	2 Hr Labour, Tipping Fees & Mileage
	Individual Items (If can be included in a load) excluding Refrigerator or Freezer (Per item) From In Unit	\$50.00	2 Hr Labour, Tipping Fees & Mileage
	Replacement of Green Composting Bin	\$120.00	Including Pick-up and Delivery
	Replacement of Green Composting Pail	\$40.00	Including Pick-up and Delivery
	Replacement of Yellow Recycling Barrel	\$50.00	Including Pick-up and Delivery
	Replacement of Blue Box	\$40.00	Including Pick-up and Delivery

SCREENS	Replaced broken screens	\$10.25 per Sq. Ft.	Minimum 4 Sq. Feet. (Min \$41)

Glass	As Per Invoice	Invoice	If needed put in a hold for \$500.

*Most other charges would have to be individually assessed and where appropriate charged to the tenant at the rate of \$50 per hour per maintenance person plus materials used. After hours charged \$75 an hour for a 3 hour minimum.

Service Description		Suggested Charge	Includes
Keys and FOBS	Lock Change - Admin/Maintenance/Security	\$100.00	2 Hr Labour and Material - Admin/Maintenance/Tracking/Security
	Replace Due to Damage	\$185.00	2 Hr Labour and \$85 Material
	After Hours Lockout/Rekey	\$200.00	3 Hr Callout + 1 Hr Administration After and Material
	Regular Hours Lockout	\$40.00	Labour
	Mailbox Lock	\$70.00	1 Hr Labour + Material
	Front Door Key	\$30.00	1 Hr Labour + Key Cutting
	Unit Key	\$30.00	1 Hr Labour + Key Cutting
	Mailbox Key	\$20.00	.5 Hr Labour + Key Cutting
	FOB Replacement	\$40.00	.5 Hr Labour + Material
FOB Replacement - After Hours	\$200.00	3 Hr Callout + 1 Hr Administration After and Material	

Electrical	Electrical - Non-compliant Occurrence	\$300.00	Fine per Occurrence (1 item or more)

Fire	Smoke Alarm/CO Alarm	\$500.00	\$85 for the alarm + Labour and Administration
	Alarm Tampering (Hanging by wires)	\$75.00	Reinstall by staff

Bathroom	Shower Head	\$15.00	Labour and Shower Head
	Toilet Paper Holder	\$10.00	Labour and Holder
	24" Towel Bar	\$20.00	Labour and Towel Bar
	Blocked Toilet (Not Lifted)	\$175.00	Labour - After Hours
	Blocked Toilet (Lifted)	\$200.00	Labour - After Hours + Wax Ring
	Shower Rod	\$15.00	Labour and Rod

Doors	Door Insert (Fixed Glazed)/Window Insert	\$300.00	3 Hr Labour + Door
	Interior Door	\$200.00	Labour + Door (\$110/Door)
	Exterior Door - Apartment Building	\$1,500.00	Labour + Door
	Exterior Door - Family Unit	\$2,500.00	Labour + Door

*Most other charges would have to be individually assessed and where appropriate charged to the tenant at the rate of \$50 per hour per maintenance person plus materials used. After hours charged \$75 an hour for a 3 hour minimum.