



Agenda
Housing York Inc. Board of Directors

June 3, 2020

9 a.m.

Electronic Meeting

Quorum: 6

Page No.

A. Call to Order

B. Disclosures of Interest

C. Approval of Minutes

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Minutes of the Housing York Inc. Board of Directors Meeting held on May 6, 2020.

Recommendation: Receive

D. Presentations

D.1 Housing York Inc. Monthly Activity Update

Kathy Milsom, General Manager, Housing York Inc.

(See Item E.1)

D.2 2019 Housing York Inc. Annual Report, Property Management Highlights, Financial Statements and Annual Information Return

Kathy Milsom, General Manager, Housing York Inc.

Michelle Willson, Chief Financial Officer, Housing York Inc.

Kerry Hobbs, Director, Housing Operations, Housing York Inc.

(See Item F.1)

E. Communications

E.1 Housing York Inc. Activity Update

5

Memorandum from Kathy Milsom, General Manager dated May 22, 2020

Recommendation: Receive

F. Reports

F.1 2019 Housing York Inc. Annual Report, Property Management Highlights, Financial Statements and Annual Information Return

19

Report from the General Manager and Chief Financial Officer dated May 22, 2020 recommending that:

1. The Board of Directors receive this report and approve the accompanying Housing York Inc. 2019 Highlights (Attachment 1) as part of Housing York Inc.'s Annual Report for submission to York Region, as Service Manager and sole shareholder of the Corporation.
2. The Board approve the 2019 Financial Statements and Notes for Housing York Inc. and submit them as part of Housing York Inc.'s Annual Report to York Region, as Service Manager and sole shareholder of the Corporation (Attachment 2).
3. The Board approve the 2019 Annual Information Return for the Housing York Inc. Provincial Reform Program and submit it to York Region, as the Service Manager and sole shareholder of the Corporation (Attachment 3).

F.2 2020 Mortgage Renewal - Heritage East in the Town of Newmarket

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Report from the General Manager and Chief Financial Officer dated May 20, 2020 recommending that:

1. The Housing York Inc. Board authorize the Ministry of Municipal Affairs and Housing to act on Housing York Inc.'s behalf to negotiate the mortgage renewal, in accordance with the provisions of the attached resolution (see Attachment 1) provided by the Ministry of Municipal Affairs and Housing, for Heritage East, located at 349/351 Crowder Boulevard, Town of Newmarket.
2. The Board pass the attached resolution recommendation.

3. The Board authorize the President to execute the necessary agreements and documents required by the lender to amend or renew the mortgage.
4. The Board authorize the Secretary to certify the attached resolution and provide copies to the Ministry of Municipal Affairs and Housing and the Lender.

F.3 Property Management System Contract Renewal

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Report from the General Manager and Chief Financial Officer dated May 21, 2020 recommending that:

1. The Board authorize Housing York Inc. to renew the agreement between Housing York Inc. and the vendor listed in Private Attachment 1 for an additional term of up to five years.
2. The President be authorized to renew and execute the agreement annually with the vendor as set out in Private Attachment 1, provided that the vendor has performed the services to the satisfaction of the President and the renewal amount is within the approved annual budget.

G. Other Business

H. Private Session

Motion to resolve into Private Session to consider the following:

H.1 Private Attachment 1 to Item F.3 - Property Management System Contract Renewal

I. Adjournment

Minutes

Housing York Inc. Board of Directors

May 6, 2020
Electronic Meeting

Directors: W. Emmerson, D. Hamilton, J. Heath, I. Lovatt, T. Mrakas,
G. Rosati, J. Taylor, T. Vegh

Staff: D. Balneaves, L. Bigioni, P. Casey, K. Chislett, C. Clark,
J. DeGagne, C. Goodeve, K. Hobbs, C. Ibarra, K. Milsom,
L. Mirabella, R. Profitt, J. Scholten, M. Willson

A. Call to Order

The Housing York Inc. Board meeting was called to order at 9:02 a.m. with Mayor Taylor in the Chair.

B. Disclosures of Interest

None

C. Approval of Minutes

Moved by Mayor Lovatt

Seconded by Mayor Mrakas

That the Board confirm the Minutes of the Housing York Inc. Board of Directors meeting on March 4, 2020.

Carried

D. Presentations

D.1 Housing York Inc. Monthly Activity Update

Moved by Regional Councillor Hamilton

Seconded by Regional Councillor Rosati

That the Board receive the presentation by Kathy Milsom, General Manager, Housing York Inc.

Carried

E. Communications

E.1 Housing York Inc. Activity Update

Moved by Regional Councillor Hamilton

Seconded by Regional Councillor Rosati

That the Board receive the memorandum dated April 21, 2020 from Kathy Milsom, General Manager, Housing York Inc.

Carried

F. Reports

F.1 Quarterly Contract Awards – January 1, 2020 to March 31, 2020

Moved by Mayor Lovatt

Seconded by Regional Councillor Heath

That the Board adopt the following recommendation in the report dated April 21, 2020 from the General Manager:

1. The Housing York Inc. Board of Directors receive this report for information.

Carried

G. Other Business

None

H. Private Session

The Board did not resolve into Private Session.

H.1 Private Minutes of the Housing York Inc. Board of Directors Meeting on March 4, 2020

Moved by Regional Councillor Rosati

Seconded by Regional Councillor Heath

That the Board confirm the Private Minutes of the Housing York Inc. Board of Directors meeting on March 4, 2020.

Carried

I. Adjournment

There being no further business, the Board adjourned at 9:11 a.m.

Carol Clark
for Christopher Raynor, Secretary

John Taylor
Chair

MEMORANDUM

To: Directors of Housing York Inc. Board
From: Kathy Milsom, General Manager
Date: May 22, 2020
Re: Housing York Inc. Activity Update

COVID-19 Impacts

The rapid spread of the COVID-19 virus has caused hardships for many Canadians, including Housing York Inc. (HYI) residents. Most residents have been confined to their homes since March 15th, following Public Health guidelines as they relate to isolating at home as much as possible and practicing social distancing in common areas.

The HYI team has continued to take all appropriate measures to keep buildings well maintained and sanitized, while deferring all but essential in suite work in order to comply with Public Health's physical distancing guidance. To protect both residents and employees, essential in suite work is conducted using personal protective equipment and safety protocols established in consultation with the Region's Employee Health experts.

A high proportion of HYI residents are seniors. Many have expressed concerns about their health and well-being, and have been referred to the Region's programs for supports. Recognizing the special needs of seniors and that not all seniors would reach out for help, a wellness check program has been introduced for HYI and other community housing providers by Housing Services as an enhancement to the supports offered by the Region overall.

The program involves a proactive outreach process, illustrated in Attachment 1. The program has been favourably received. The overall sentiment is that seniors are doing well and connected to the supports they need. 85% of calls have resulted in respondents indicating they are connected, 15% have been referred to additional supports including social work, medical and food related supports. Seniors have also reported overall feelings of loneliness; they miss the contact of friends and family, and appreciate receiving the wellness check.

As a responsible and caring landlord, Housing York Inc. is connecting residents to income supports and communicating that residents who are able to pay their rent are expected to do so

On March 31st, all HYI residents received a door-to-door notice about the importance of paying their rent on time and the options available if they were struggling financially during COVID-19. The notice included information about income support programs such as Ontario Works, Employment Insurance and the Canada Emergency Response Benefit, and provided contact information for Regional employees who could assist residents in navigating application processes.

The notice informed residents that the Landlord and Tenant Board was not currently handling rent related matters, and HYI was temporarily suspending its practice of issuing Landlord and Tenant Board forms. The notice emphasized that it is important to keep paying rent as residents who stop paying rent have more difficulty catching up and are at greater risk of eviction in the future. Subsidized residents were reminded that their rent could be reduced to reflect income losses and market residents were encouraged to contact HYI to discuss options if they had concerns about paying their rent.

HYI is working with more than ninety residents who called to report income losses, adjusting subsidized rents where appropriate, and assisting market households with referrals to income support programs and manageable rent repayment plans.

HYI is also assisting market households with applications for the Region's temporary rent subsidy program, COVID-19 In-Situ, for market rent households living in community housing. To be eligible, market residents must have experienced an involuntary, short-term COVID-19 related income loss that results in more than half of their income being required to pay the rent. Households approved for COVID-19 In-Situ will receive a rent subsidy that reduces their rent to 30% of their income for up to four months. Residents who apply for the program must also apply for income supports such as the Canada Emergency Response Benefit. Not all households will be eligible for the Regional program, as households with more than one person receiving the Canada Emergency Response Benefit typically have a combined income that exceeds the program's eligibility criteria.

Rental arrears are emerging as an issue for both market rent and subsidized households

Although some households have guaranteed income sources such as disability or Ontario Works benefits, many rely on employment income to pay their rent. Residents who have lost their jobs have no guarantee of when they will return to work or if their jobs will still be there when COVID-19 restrictions are finally lifted. Rent arrears in family and mixed buildings are escalating.

Pensions are HYI seniors' primary income source and these benefits remain stable or have increased. As a result, rent revenues from seniors' buildings, which account for approximately 55% of HYI's units, are relatively stable.

HYI has been telephoning all residents who didn't pay April rent or who made only partial payments to understand their circumstances, clarify HYI's rent payment expectations and to offer assistance to keep their tenancies in good standing. HYI also sent letters to residents who did not respond to HYI's attempts to reach them by telephone.

Rent arrears are expected to increase

Table 1 shows the average monthly rent owed in 2018 and 2019, and the actual rent owed and paid by month in 2020. The table also shows the number of "Form N4 – Notice to End a Tenancy Early for Non-payment of Rent" (N4 Notices) issued.

Table 1: Monthly Rent Comparison
(excluding prior account balances and additional charges)

| Period | Monthly Rent Due | Monthly Rent Paid | Rent Arrears | Arrears Rate | N4 Notice* Issued |
|-------------------------|------------------|-------------------|--------------|--------------|-------------------|
| 2018 – Average | \$1,711,529 | \$1,707,541 | \$3,488 | 0.23% | 83 |
| 2019 – Average | \$1,751,019 | \$1,746,268 | \$4,751 | 0.27% | 71 |
| 2020 – January Actuals | \$1,796,331 | \$1,790,179 | \$6,152 | 0.34% | 87 |
| 2020 – February Actuals | \$1,831,943 | \$1,818,269 | \$13,679 | 0.75% | 76 |
| 2020 – March Actuals | \$1,854,091 | \$1,832,754 | \$21,337 | 1.15% | 38 |
| 2020 – April Actuals | \$1,974,876 | \$1,923,263 | \$51,613 | 2.60% | 0 |

* N4 Notice is a Landlord and Tenant Board Form that landlords are required to use to start the formal rent collection process. If the rent remains unpaid, an N4 Notice can ultimately lead to eviction.

May rent arrears are trending higher than April, with additional households falling behind. As of May 19, 2020, residents owed over \$76,000 for unpaid May rent. HYI continues to follow up with residents to encourage timely rent payments. The September mid-year financial report to the HYI Board will include analysis of rent arrears and estimates of financial impact.

Suspension of Landlord and Tenant Board hearings has the unintended consequence of increasing the risk of eviction in the longer term

HYI's [Tenancy Management Policy](#) balances arrears management and eviction prevention. In essence, the policy directs HYI to initiate Landlord and Tenant Board processes promptly to encourage residents to pay in full or establish payment plans before the arrears become too high for the tenancy to be saved.

HYI's experience has been that most residents either pay their rental arrears promptly or enter into a sustainable payment plan within one to four months of receiving their first N4 Notice. Timely response also helps HYI identify issues that may be putting the tenancy at risk and offer referrals to support services to assist in preserving the tenancy. The policy has proven highly successful. In 2018, HYI issued more than 1000 N4 Notices but completed only ten evictions. In 2019, HYI issued more than 850 N4 Notices with only three evictions.

Provincial announcements about restrictions on evictions during COVID-19 and media coverage of advocates calling for a renters' strike seems to have led some residents to conclude that they cannot be required to pay rent. The temporary suspension of issuing N4 Forms may have inadvertently reinforced these behaviours.

While intended to prevent evictions in the short-term, the suspension of Landlord and Tenant Board hearings could have the unintended consequence of putting vulnerable tenants at greater risk of eviction in the long term.

Although HYI recognizes that economic uncertainty continues to be a concern, analysis of the April rent collection activity suggests that most residents in arrears should be able to continue to paying rent. As such, HYI will begin issuing N4 Notices in June to residents who are not responding to HYI's efforts to contact them and to those who have stopped paying rent. N4 Notices will not be issued to residents who are working with HYI to bring their accounts into good standing over time.

HYI 2019 resident survey results are in

In 2019, HYI team members along with five students living in HYI communities promoted and assisted residents in completing a resident survey. Residents provided feedback on a range of topics including:

- How HYI can best communicate with residents, considering resident language preferences, comfort with social media and emerging communication technologies
- Respectful and useful communications with employees and external service providers
- Satisfaction with building services, such as janitorial, elevator and laundry services
- The condition of common areas, such as resident lounges and outdoor spaces
- Experience with major capital work and resident-requested maintenance repairs
- How HYI can best support residents with administrative processes, such as rent payments and rent subsidy calculations, and connecting residents to other Regional services

To best meet the communication preferences of residents, the survey was available in English, Cantonese, Russian, Italian and Persian, and in a number of different formats, such as iPad, web link, telephone and paper-based. The survey also provided opportunities for residents to add comments to elaborate on their scored responses to the survey questions.

More than 40% of all HYI households responded to the survey. From a statistical perspective, HYI has a high degree of confidence in the representativeness of the results. Attachment 2 highlights survey results for the portfolio as a whole.

Overall, survey respondents were positive about their experiences with HYI; 89% said they would recommend their community if someone they knew was looking for rental housing and residents rated their interactions with HYI very favourably.

The survey was structured to enable HYI to analyze responses within each HYI community. For some questions, there was considerable variation in perceptions between communities. Examples of these variations include:

- Language preferences vary significant across the portfolio. While overall 28% of residents prefer to speak a language other than English, close to 100% of residents in some seniors buildings in northern communities responded that they prefer English while 45% of respondents in a seniors' building in Richmond Hill indicated that they preferred a language other than English.
- Communication preferences vary by community type. Respondents in seniors' buildings rated resident meetings highly as a preferred way to receive information from HYI. Residents in family sites expressed much less interest in meetings, preferring written communications.
- The survey included opportunities for residents to provide feedback on the common areas of their buildings and communities. Overall, most areas scored highly but there was some variation amongst properties. In townhouse properties, where residents and HYI have shared responsibility for outdoor spaces and garbage removal, the scores were generally lower than in apartment buildings where HYI is solely responsible. Elevator service ratings varied significantly and further analysis is needed to determine the relationship between resident responses, elevator service contracts and elevator modernization projects.

HYI's original survey response plan was for the summer student program to further explore individual community responses. The plan included comprehensive site inspections with an accessibility lens and targeted resident consultations at the property level. The student program depends on direct mentorship with HYI staff and team-based work in HYI properties. Given the impracticality of maintaining physical distancing in that context, the 2020 HYI summer student

program had to be cancelled. As part of continued efforts to support physical distancing, HYI suspended resident meetings. When safe to do so, HYI will meet with residents to review the survey results and seek clarification as needed. Over the summer months, HYI will complete a detailed review of the survey results at a property level and develop plans to provide opportunities for further resident input.

Housing development updates

Rose Town, City of Richmond Hill – balcony repairs and railing replacements

Rose Town is a six-storey seniors building. There are a total of 125 senior apartments at this facility. Construction work to repair balconies began in May 2020, and is expected to be completed in November 2020. A total of 107 balconies will be upgraded. Upgrades include the removal and replacement of concrete and reinforcement, coating of balcony surfaces, and the installation of new railings. Balconies are closed and secured during construction. All work is being performed from the exterior and access through the resident units is not required. Resident notices will provide tenants with up-to-date information regarding project schedules and activities. The balcony upgrades will give the building an updated appearance, and provide residents a safe and secure balcony area.

Kingview Court, Township of King – makeup air unit replacement

Kingview Court consists of 66 seniors' apartments. Construction to replace the makeup air unit is expected to be completed by the end of June 2020. The new makeup air unit will incorporate a cooling component that will provide cooling to the common areas of the facility. All work is limited to the roof and mechanical rooms, and can be safely completed with no access to resident units. Resident notices were delivered and posted in advance of the construction activities.

Unionville Seniors Affordable Housing Development, City of Markham – ongoing construction work

Shared site servicing through the Unionville Home Society is almost finished, with the remaining work to be completed over the summer. The general contractor continues work on the foundation, including vertical drilling, shoring, excavation and installation of tie backs.

COVID-19 precautions remain in place on site. This includes limiting site access to necessary workers, daily screening of workers for symptoms, practicing social distancing and enhanced cleaning of work areas.

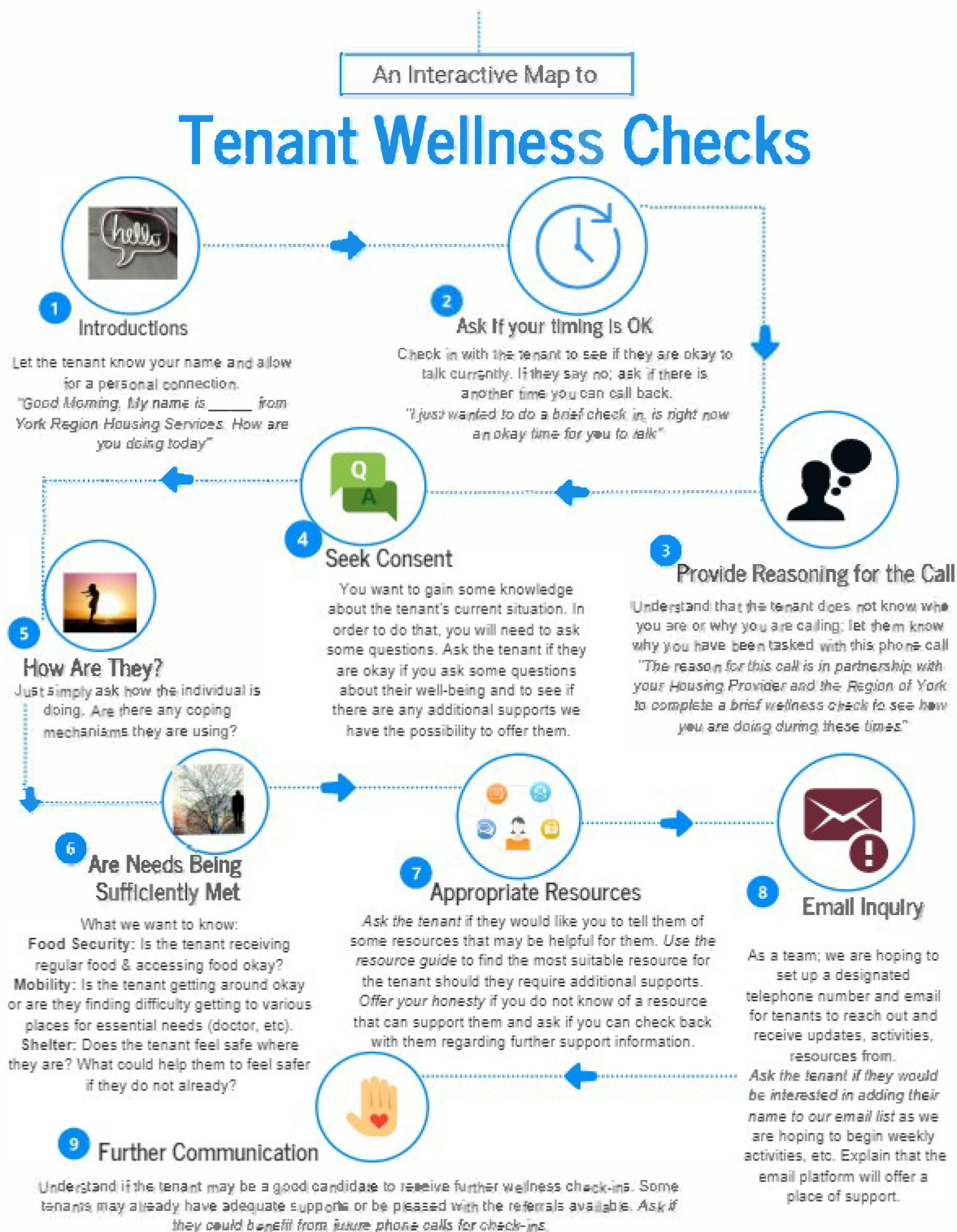
Stouffville Affordable Housing Development, Town of Whitchurch-Stouffville – site plan application work continues

Site plan application work continues, with a second submission made to the Town of Whitchurch-Stouffville in late May. Architectural drawings are underway, which consider many sustainable features that will follow LEED Gold standards. Demolition of the existing commercial structures on site is scheduled to occur in late summer.

Kathy Milsom
General Manager

Attachments (2)

#1082690



HOUSING YORK INC. 2019 RESIDENT SURVEY HIGHLIGHTS

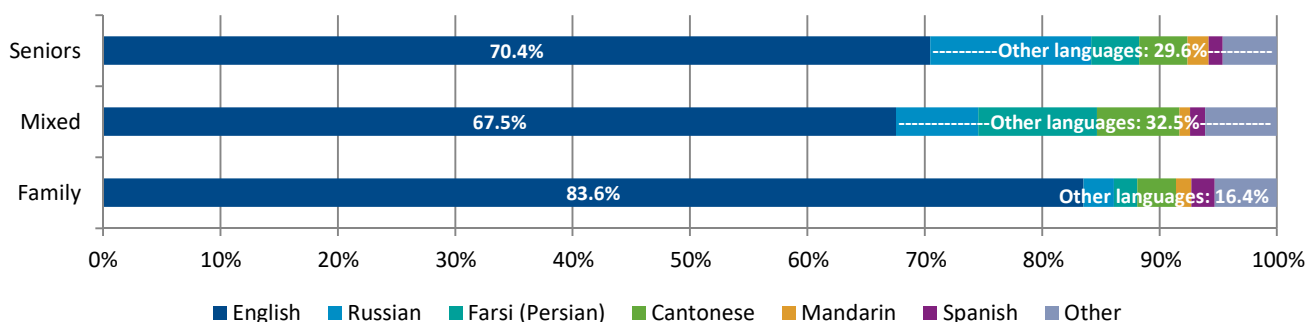


About these results: Housing York Inc. (HYI) received completed surveys from all communities with an response rate of 40%, indicating results strongly represent HYI's resident opinions with a margin of error of +/- 2.3%. The results below reflect the answers of residents who responded to the individual questions.

Communications

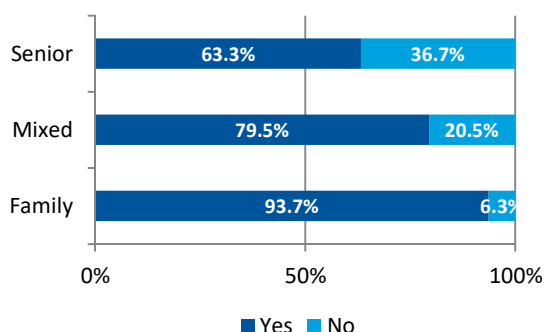
Overall, 28% of respondents prefer to speak a language other than English.

Q: What language do you prefer to speak in?



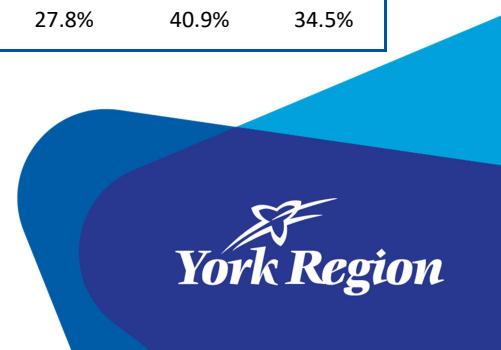
Overall, 28% of respondents reported that they do not have internet access at home and seniors in particular reported limit use of online communications and social media.

Q: Do you have access to the internet at home?



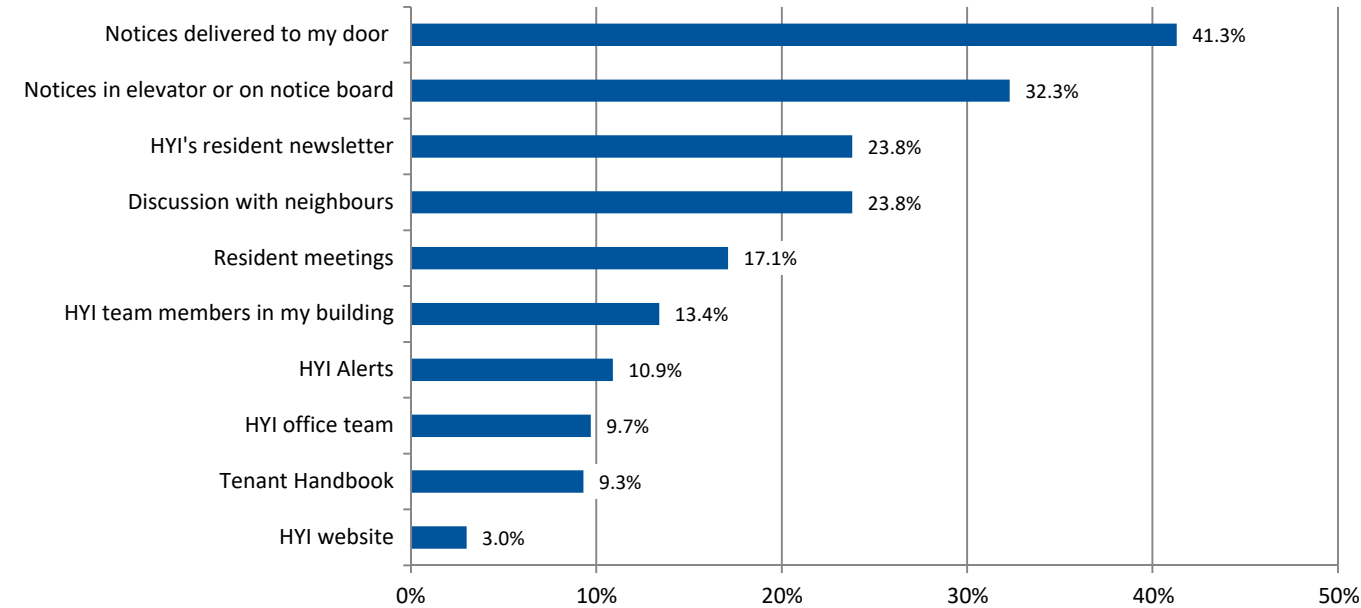
Q: Do you use: (Multiple answers allowed)

| Household Type | Text Message or SMS | Email | Social Media (Facebook, Twitter, Instagram) | Internet Searches (Google, Bing) | I don't regularly use any of these |
|----------------|---------------------|-------|---|----------------------------------|------------------------------------|
| Family | 78.6% | 79.2% | 54.5% | 68.2% | 9.1% |
| Mixed | 57.6% | 59.4% | 40.2% | 48.9% | 22.7% |
| Seniors | 36.6% | 48.1% | 27.8% | 40.9% | 34.5% |



Residents rely on traditional means of communication to stay informed.

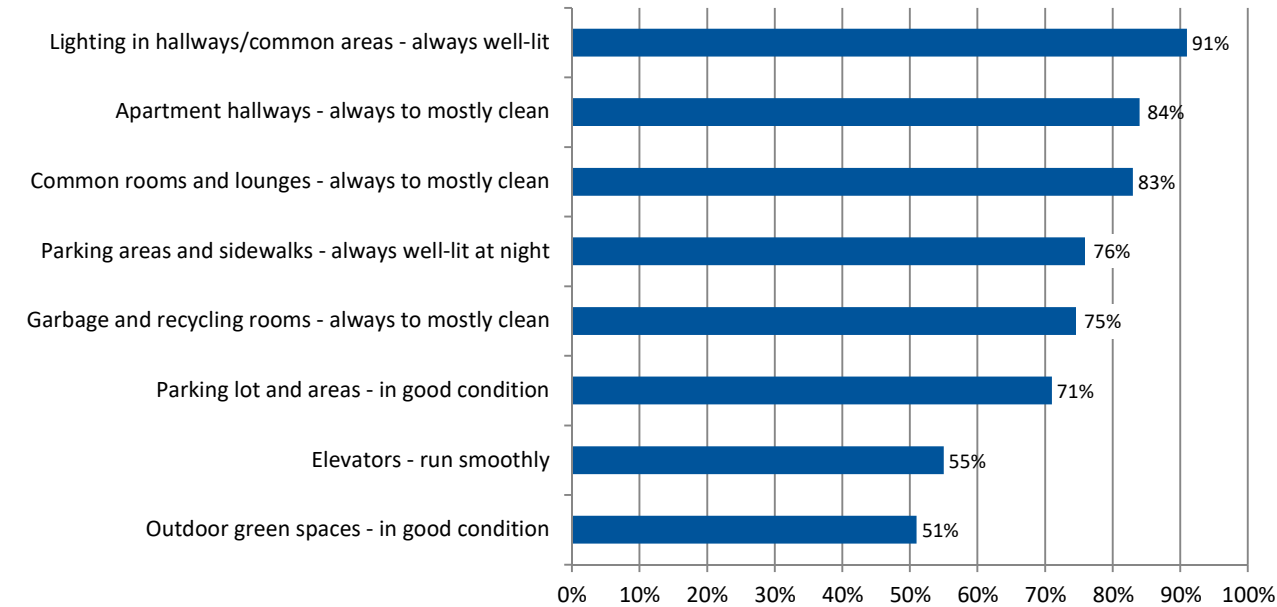
Q: How do you find HYI information? (Multiple answers allowed)



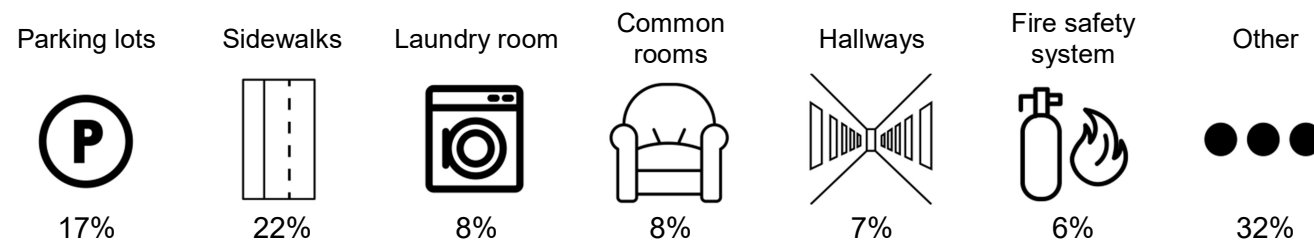
Common Areas and Building Services

Overall, residents are very satisfied with the condition and cleanliness of interior and exterior common areas. There is room for improvement with outdoor green spaces and elevator services.

Percentage of respondents rating the following conditions:



Over 21% of respondents said a member of their household had a disability and that accessibility could be improved. HYI will work with residents in each community to understand the barriers and explore options to enhance accessibility.

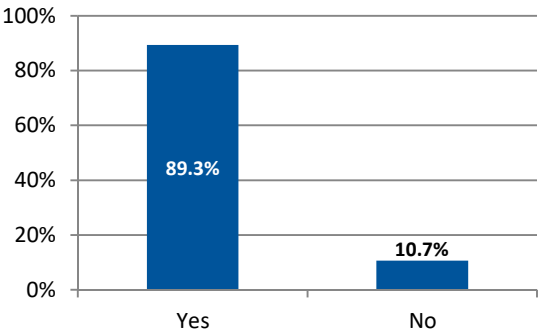


Capital Work, Maintenance Requests and Resident Suggested Improvements

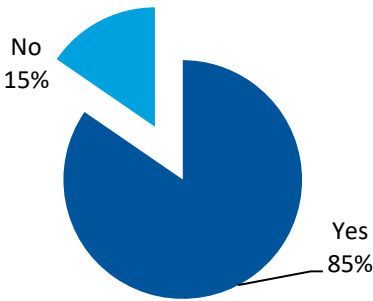
The majority of residents were very happy with capital work happening in and around their homes. Residents reported receiving sufficient information prior to start.

A high percentage of residents reported day-to-day maintenance requests were responded to in a timely manner.

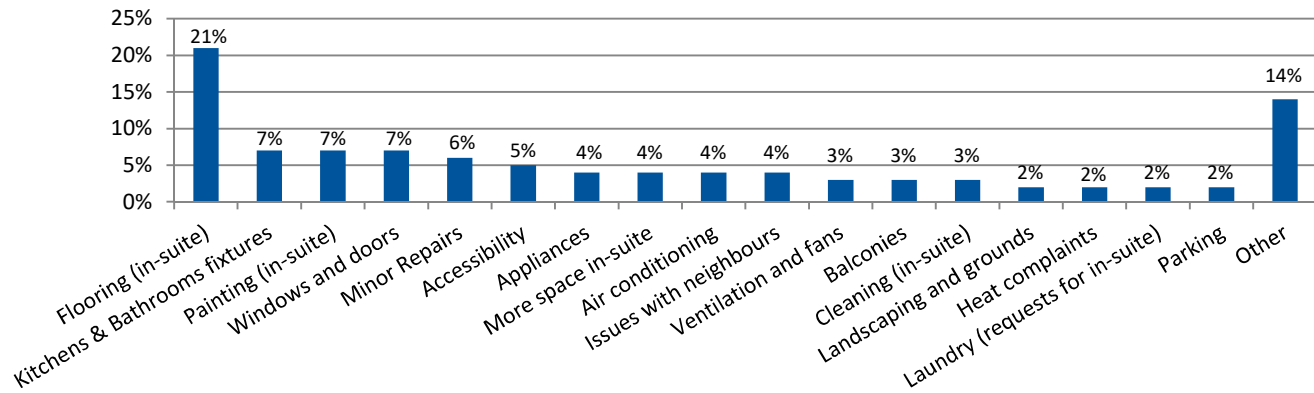
Q: With respect to the most recent capital repair in your building or home, did you have enough information about the major repair or replacement ahead of time?



Q: Of the residents who requested a repair or maintenance, did HYI respond in a timely manner?

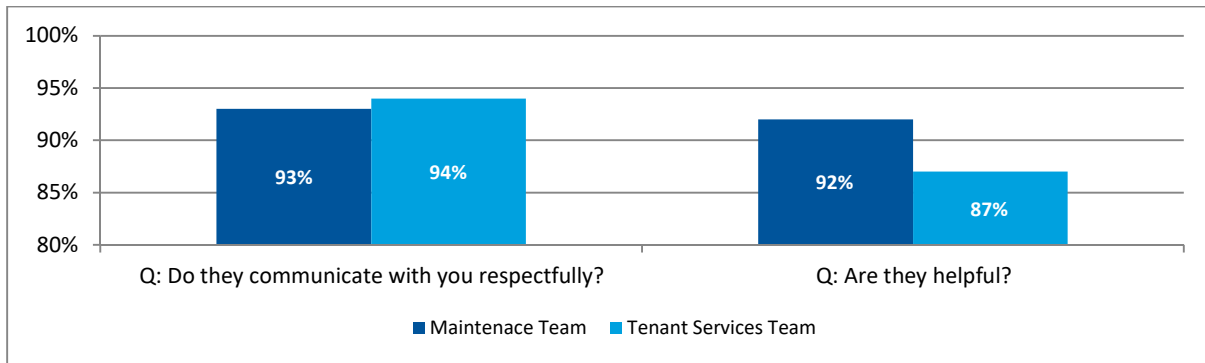


Q: If you could make one improvement to your home, what would it be?



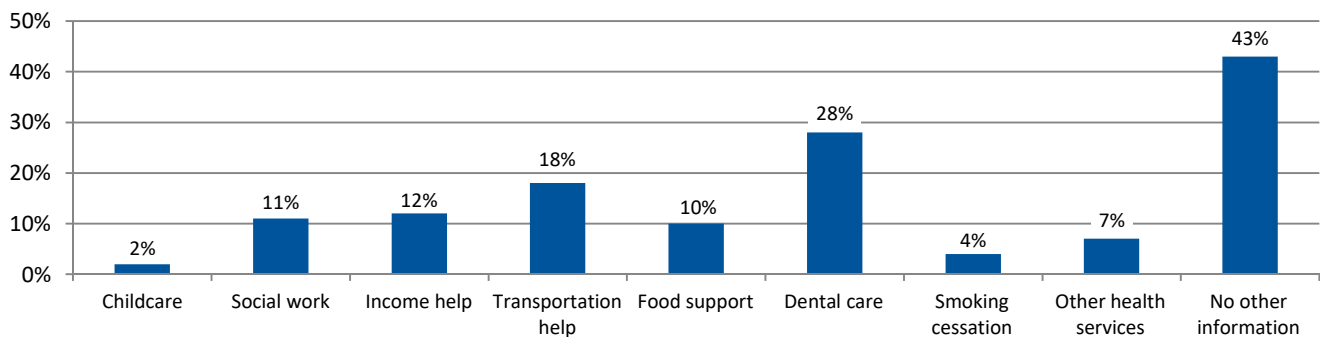
Interacting With HYI Team Members

Q: Thinking about your experience with HYI team members:



Connecting Residents to York Region Services

Residents requested information on the following York Region programs and services:



89% said they would recommend their community to a friend

“Repairs are done quickly! People are respectful in the townhomes. Great location/schools/daycare etc. kept well.”

“Good place to raise a family”

“Because I love it here.”

“Staff are excellent and respectful. A very good building with great designs”



Report of the General Manager and Chief Financial Officer

2019 Housing York Inc. Annual Report, Property Management Highlights, Financial Statements and Annual Information Return

Recommendations

1. The Board of Directors receive this report and approve the accompanying Housing York Inc. 2019 Highlights (Attachment 1) as part of Housing York Inc.'s Annual Report for submission to York Region, as Service Manager and sole shareholder of the Corporation.
2. The Board approve the 2019 Financial Statements and Notes for Housing York Inc. and submit them as part of Housing York Inc.'s Annual Report to York Region, as Service Manager and sole shareholder of the Corporation (Attachment 2).
3. The Board approve the 2019 Annual Information Return for the Housing York Inc. Provincial Reform Program and submit it to York Region, as the Service Manager and sole shareholder of the Corporation (Attachment 3).

Summary

The Amended and Restated Shareholder Direction, approved by the Region in [June 2018](#), requires the Housing York Inc. (HYI) Board of Directors to approve an annual report and audited financial statements for submission to the Region as Service Manager and sole shareholder of the Corporation, along with the 2019 Annual Information Return, a housing program report mandated under the *Housing Services Act, 2011*. There is also a requirement for annual reporting of tenancy management activity in accordance with the Tenancy Management Policy, approved by the Board in [December 2017](#).

This report highlights HYI's 2019 property management activities and fulfills the requirement for annual reporting of tenancy management activity.

Attachment 1 to this report is the publication shared with residents and proposed for submission to the Shareholder as the 2019 HYI Annual Report, along with the 2019 Financial Statements and Notes for HYI (Attachment 2) and the Annual Information Return, included as Attachment 3. HYI has engaged KPMG to perform the audit of the financial statements and to review the Annual Information Return. KPMG is prepared to issue an unqualified opinion of the 2019 financial statements.

Background

Property management activities include building operations, tenancy management and implementation of the [Resident Inclusion Plan](#)

Building operations include preventative maintenance and repair activities, as well as work done in response to resident requests. Major repair and retrofit initiatives are completed as part of the capital repair program, as reported in the 2019 Financial Statements (Attachment 2) and Annual Information Return (Attachment 3).

Tenancy management encompasses all aspects of HYI's relationships with individual resident households. As a responsible and caring landlord, and in accordance with the Tenancy Management Policy, HYI works with residents to connect them to support services, holds residents accountable to fulfill their tenancy obligations, and leverages the enforcement provisions of the *Residential Tenancies Act, 2006* as needed.

In [May 2019](#), the HYI Board approved the Resident Inclusion Plan. The plan supports HYI's vision:

A leader in affordable housing, building inclusive communities that everyone would be proud to call home.

HYI undertakes a variety of activities to respect the diversity of residents and to foster inclusion.

Housing York Inc.'s financial statements comply with Regional and legislative requirements

HYI prepares annual audited financial statements that are consolidated with the Region's financial statements. HYI's audit is performed concurrently with the Region's audit, by the same external auditors, ensuring that related-party transactions, such as subsidy transfers and payroll costs, are fully examined at the corporate and shareholder level.

In addition to the financial statements, the auditors review the Annual Information Return which is required under the *Housing Services Act, 2011*. The Annual Information Return is a summary of the financial, operating and statistical information of HYI's Provincial Reform portfolio. The Region, as Service Manager, uses this information to verify subsidy entitlement, assess compliance with the *Housing Services Act, 2011*, and for forecasting and budgeting purposes.

Board approval of the financial statements is required prior to submission to the Region, as Service Manager.

Analysis

PROPERTY MANAGEMENT

Housing York Inc. operates 2,762 rental units, located in more than 36 properties across the Region as well as the Region's five emergency and transitional housing facilities

The rental portfolio is comprised of 36 properties, with seven family townhouse properties and 29 apartment buildings, 23 of which are dedicated to seniors. HYI also operates five condominium units acquired through agreements with the City of Richmond Hill under Section 37 of the *Planning Act, 1990*.

Through the emergency and transitional housing program, HYI provides property management and capital repair services to the Region's facilities for men (Porter Place, Town of East

Gwillimbury), women (Belinda's Place, Town of Newmarket), youth (Richmond Hill Hub, City of Richmond Hill and Sutton Youth Shelter, Town of Georgina) and families (Leeder Place, Town of East Gwillimbury) experiencing homelessness. The Region contracts with community agencies that deliver client services in these facilities. HYI's emergency housing program operates on a Regionally funded, cost recovery basis in support of the Region's homelessness service programs. Highlights are reported through Regional, rather than HYI processes.

Housing York Inc.'s building operation programs ensure that all properties are in a good state of repair and compliant with applicable safety regulations

In addition to planned and preventative maintenance work, HYI responds to resident requests for maintenance services. During business hours, residents can call to request service or submit a written maintenance request. For after-hours assistance with urgent matters, residents can call HYI's emergency maintenance telephone line. In addition to routine operations, HYI undertook a number of service enhancements and other achievements in 2019, as highlighted below.

- HYI introduced a web-based process to enhance market rent unit leasing. Interested applicants can now view properties with market units and indicate their interest in receiving email information about future vacancies. Applicants are responding positively to the new process. HYI is also benefiting from operational efficiencies with the reduction in paper-based processes to track market applicant interest.
- Woodbridge Lane in the City of Vaughan achieved substantial completion in November 2019, with work on total completion continuing throughout December. During this period, HYI took possession of the building and supported returning households who had been temporarily relocated due to redevelopment. For the first time, HYI began using the web-based subscription list to contact prospective market tenants. Woodbridge Lane is the first building in the HYI portfolio to charge market rents based on market potential rather than funding program rules.
- HYI supported residents through major improvements at multiple properties, including five elevator modernizations, 291 bathroom and 66 kitchen replacements, building envelope modifications and a parking deck rehabilitation. HYI worked with residents to minimize disruptions, addressed specific community concerns and ensured resident engagement by holding onsite, interactive information sessions about the planned work. Meetings were followed with communication packages that provided details that included project timelines, how and where the work would happen, contractor and staff contact information, potential resident impacts and frequently asked questions.
- HYI ensures all properties are consistently and professionally maintained to make them attractive to residents, their guests and the surrounding community. Enhancements in 2019 included interior and exterior lighting upgrades, new intercom systems, keyless entry systems, automatic door openers to increase accessibility, upgraded air conditioning systems in common rooms, and interior design updates to public spaces. Some front entrances were updated to include park benches and hardscaping to divide green space, and address seasonal salt damage around sidewalks.
- HYI initiated a program to enhance safety by removing window air conditioners and prohibiting new installations above ground level. HYI assisted 161 residents at ten properties with removal of their window mounted air conditioners. In exchange for these window air conditioners, HYI offered a \$400 credit or a portable floor model air conditioner as an alternative. Over 110 residents chose to accept portable air conditioners and have received delivery of the new units.

The Tenancy Management Policy guides Housing York Inc.'s rent collection and enforcement efforts

Most HYI residents have stable, successful tenancies. At year end, 88% of HYI resident households had paid their rent and related charges on time and in full, consistent with the 87% of residents in good standing at the end of 2018. In accordance with the Tenancy Management Policy, HYI uses the Landlord and Tenant Board (LTB) process to support residents in maintaining their tenancies. There are many steps in the LTB process before eviction. If a tenant brings their account up to date at any point before an eviction is enforced by the Sheriff, the process stops. Throughout the LTB process, HYI continues to work with residents to preserve their tenancies, referring them to support services and other resources as needed.

HYI's experience is that prompt initiation of LTB processes preserves tenancies by encouraging residents to restore their rental accounts to good standing.

- HYI issued more than 850 "N4-Notice to End your Tenancy for Non-payment of Rent" forms to 319 households. Residents can receive multiple N4-Notices over the course of the year. A relatively small group of residents consistently struggle with timely rent payments, with 51 tenancies accounting for almost a third of the N4-Notices issued.
- If the resident does not pay the rent or negotiate a payment plan after receiving the N4-Notice, HYI applies for a hearing at the LTB. HYI scheduled 73 LTB hearings for rent related matters. Of these, 19 were cancelled because the resident paid the rent or negotiated an informal repayment plan. Of the 55 applications that continued through the LTB process, 28 resulted in mediated payment plans and 26 resulted in eviction orders.
- Although 26 eviction orders were granted, HYI was able to work with 23 of those households to restore their tenancies before the eviction was enforced. In total, HYI only enforced three evictions in 2019.

The 2019 resident survey results inform implementation of Housing York Inc.'s Resident Inclusion Plan

The Resident Inclusion Plan is framed around the expectation that HYI and residents are responsible to "Ask, Listen and Adapt." For HYI, this means making it easy for residents to provide input, considering resident feed-back and adapting business processes to the extent practical in response. For residents, this means letting HYI know if there is a concern and doing their part to contribute to an inclusive community.

HYI recognizes that communities sometimes need support to adapt to changing demographics. As an example, HYI delivered a Masterchef program to build a more inclusive sense of community at a seniors' building adjusting to diversity. Residents brought meals for everyone to taste and shared stories of the origins of their recipes and other wonderful memories. A number of awards were given out, including most creative dish and best dessert. HYI also partnered with the York Region Food Network to provide cooking classes and programs related to the residents' community garden. Residents' positive feedback resulted in series of gardening workshops. These programs have helped the community come together and begin to appreciate the cultural diversity of their community.

As an early deliverable under the plan, HYI conducted a survey to seek resident input on their experience with HYI. The survey addressed a range of topics, including communications, building services and maintenance, and rent programs. It also enabled residents to provide additional comments. The survey was promoted and delivered through HYI's summer student

program. More than 1,000 residents completed surveys, resulting in a response rate of 40%. From a statistical perspective, HYI can be confident that the results are representative.

Overall, survey respondents were very positive about their experiences with HYI; 89% said they would recommend their community if someone they knew was looking for rental housing. Although no overarching concerns were identified, the survey results indicate that a community specific focus is appropriate in some instances. Examples include communities where a significant number of residents prefer to communicate in a language other than English, or where specific aspects of a property, such as garbage and recycling room services, scored lower than other properties. The property management team will follow up at the individual community level to determine next steps.

A key survey objective was to inform future actions under the Resident Inclusion Plan. Attachment 1 provides highlights of relevant survey results and updates on plan-related initiatives.

FINANCIAL STATEMENTS

The auditor's opinion on the 2019 financial statements is free of any qualifications or conditions

HYI's financial statements were prepared in accordance with the financial reporting provisions in the *Housing Services Act, 2011*. KPMG conducted the annual audit in accordance with generally accepted auditing standards. The Auditor's Report reflects KPMG's opinion that the financial statements present fairly, in all material respects, the financial position of HYI as at December 31, 2019.

Housing York Inc. continued to be in a strong financial position in 2019

Table 2 summarizes HYI's balance sheet as of December 31, 2019, with comparative figures for 2018.

Table 2
Consolidated Balance Sheet
As at December 31, 2019

| | 2018 (\$000) | 2019 (\$000) | Variance (\$000) | (%) |
|---------------------------------|-----------------|-----------------|---------------------|-------|
| Assets | | | | |
| Current assets | 5,020 | 4,062 | (908) | (18%) |
| Restricted cash and investments | 20,061 | 22,051 | 1,990 | 10% |
| Property holdings | 186,523 | 221,518 | 34,995 | 19% |
| Total Assets | 211,604 | 247,631 | 36,027 | 17% |

| | 2018 (\$000) | 2019 (\$000) | Variance (\$000) | (%) |
|--------------------------|-----------------|-----------------|---------------------|------|
| Liabilities | | | | |
| Current liabilities | 12,430 | 17,687 | 5,257 | 42% |
| Building finance | 51,482 | 50,837 | (645) | (1%) |
| Total Liabilities | 63,912 | 68,524 | 4,612 | 7% |
| Equity | | | | |
| Reserve funds | 17,764 | 19,132 | 1,368 | 8% |
| Shareholder contribution | 129,928 | 159,975 | 30,047 | 23% |
| Total Equity | 147,692 | 179,107 | 31,415 | 21% |

Note: totals may not add due to rounding

In 2019, total assets were \$247.6 million, an increase of \$36.0 million (17%) compared to 2018, resulting from:

- An increase in property holdings due to the addition of 275 Woodbridge Avenue, in the City of Vaughan
- An increase in restricted cash and investments due to higher reserve balances

In 2019, total liabilities were \$68.5 million, an increase of \$4.6 million (7%) compared to 2018, resulting from:

- An increase in current liabilities of \$5.3 million due mainly to accounting rules that require the mortgage of Heritage East, in the Town of Newmarket, to be reclassified from a long term liability to a short term liability as it is renewable within 12 months of the fiscal year end
- An increase in building financing of \$10.5 million due to the addition of the \$6.6 million debenture for 275 Woodbridge Avenue, and a one-time restatement to recognize outstanding financial obligations to the Region of \$3.9 million. The one-time restatement relates to the financial statement presentation of the Regional debentures related to two of HYI's buildings, Tom Taylor Place in the Town of Newmarket, and Mackenzie Green in the City of Richmond Hill. When the two buildings were transferred to HYI from the Region, they were reported differently on the balance sheet. For Tom Taylor Place, the Regional debenture was recorded when the building was transferred in 2008, but the annual principal payments were not reflected. For Mackenzie Green, the Regional debenture was not recorded when the building was transferred but was included as a note to the financial statements. The restatement reflects the payments made to date for Tom Taylor Place and the inclusion of the debenture for Mackenzie Green.
- A decrease in building financing of \$11.1 million due to a reduction in mortgages payable of \$5.6 million and the reclassification of Heritage East mortgage renewal to current liabilities

In 2019, total equity was \$179.1 million, an increase of \$31.4 million (21%) compared to 2018 resulting mainly from an increase in shareholder contribution of \$33.9 million for the addition of 275 Woodbridge Avenue.

Housing York Inc. generated an operating surplus of \$2 million in 2019

Table 3 summarizes HYI's Statement of Revenue and Expenditures as of December 31, 2019 with comparative figures for 2018.

Table 3
Consolidated Statement of Revenue and Expenditures
As at December 31, 2019

| | 2018 (\$000) | 2019 (\$000) | Increase/ (Decrease) (\$000) | Increase/ (Decrease) (%) |
|--------------------------------|-----------------|-----------------|------------------------------------|--------------------------------|
| Revenue | | | | |
| Rental and other income | 21,869 | 22,596 | 727 | 3% |
| Government subsidies | 18,078 | 18,877 | 799 | 4% |
| Total Revenue | 39,947 | 41,473 | 1,526 | 4% |
| Expenses | | | | |
| Mortgage | 9,397 | 8,813 | (584) | (6%) |
| Administration and maintenance | 12,920 | 14,064 | 1,144 | 9% |
| Property taxes | 2,724 | 3,182 | 458 | 17% |
| Utilities | 3,513 | 3,524 | 11 | 0% |
| Contribution to reserves | 8,814 | 9,927 | 1,113 | 13% |
| Total Expenses | 37,368 | 39,510 | 2,142 | 6% |
| Surplus | 2,579 | 1,963 | (616) | (24%) |

Note: totals may not add due to rounding

Total revenues were \$41.5 million in 2019, an increase of \$1.5 million (4%) over 2018. The increase in revenues was due to an increase in government subsidies for capital repairs and upgrades (\$1.2 million) offset by a lower Provincial Reform operating subsidy (\$0.4 million).

Total expenses were \$39.5 million in 2019, an increase of \$2.1 million (6 %) over 2018, resulting from:

- Higher administration and maintenance costs due to higher operating contracts, additional investments in property improvements, and salaries and benefit costs
- An increase in contributions to the capital reserve for capital repairs and upgrades (\$1.2 million)

- Higher property taxes due to a one-time adjustment for the final settlement of the Richmond Hill Hub (\$0.4 million)

Housing York Inc. invested \$9.5 million in capital repairs and upgrades in 2019

Housing York is committed to maintaining properties in a state of good repair. As part of asset management practices, HYI completes building condition assessments and energy audits for all properties on a regular basis. These assessments identify future capital needs for HYI sites and buildings, taking into consideration items such as age, performance and reliability of building components. Generally, the portfolio is in good condition which is attributable to solid investment in capital repairs and rehabilitation.

In 2019, HYI had over 60 active capital projects to increase the safety, accessibility and lifespan of its buildings. Projects included exterior building upgrades, parking lot repairs, elevator modernization and kitchen and bathroom renovations. Table 4 provides a list of the major capital projects that were active in 2019.

Table 4
Capital Repair and Replacement Projects Over \$250,000 Active in 2019

| Property | Description |
|--|-------------------------------|
| Trinity Square, City of Markham | Kitchen and bathroom upgrades |
| Springbrook Gardens, City of Richmond Hill and Elmwood Gardens, Town of Whitchurch-Stouffville | Window and door replacement |
| Rose Town, City of Richmond Hill | Bathroom upgrades |
| Heritage East, Town of Newmarket | Kitchen and bathroom upgrades |
| Fairy Lake Gardens, Town of Newmarket | Building exterior upgrade |
| Mapleglen, City of Vaughan | Roof replacement |
| Thornhill Green, City of Markham | Roof replacement |
| Dunlop Pines, City of Richmond Hill | Elevator modernization |
| Heritage East, Town of Newmarket | Elevator modernization |
| Hadley Grange, City of Aurora | Make-up air replacement |

In addition to the \$9.5 million HYI invested in capital, HYI also received an additional \$1.2 million from the federal and provincial governments, and from the Region to address capital needs. Capital projects included installation of gas generators at several emergency housing facilities, roof and parking lot replacements, elevator modernizations, and renovations to the adult day program centre. Additional subsidy is received for these projects which flow through the reserve to offset expenses. By keeping assets in a state of good repair and increasing their safety and accessibility, HYI is striving to maximize the value and life span of all buildings in the portfolio.

Financial Considerations

All property management activities, including building operations, tenancy management and resident inclusion, are included in the HYI operating budget, and the results are reported in the 2019 Financial Statements (Attachment 2) and Annual Information Return (Attachment 3).

Housing York Inc. allocated the \$2 million operating surplus to specific reserves

The 2019 operating surplus was \$2 million. In accordance with the Board-approved operating surplus policy, HYI allocated \$2 million from the operating surplus to reserves. Table 5 shows how the surplus funds were allocated.

Table 5
Summary of Operating Surplus Allocation

| | (\$000) |
|--|--------------|
| Capital Repair and Replacement Reserve | 986 |
| Insurance Reserve | 14 |
| Strategic Initiatives Reserve | 888 |
| Emergency Housing Reserve | 75 |
| | <u>1,963</u> |

In 2019, bad debt write-offs totaled \$16,449

Although rent collection activity can continue indefinitely, former resident accounts with no repayment after one year in collections are written off at year-end. Outstanding accounts resulting from the death of a resident, and accounts with a total outstanding balance of less than the minimum value required for acceptance by the collection agency (currently \$100), are written off in the year in which the tenancy ended. In 2018, HYI collected \$4,023 from former residents and wrote off \$20,473 in bad debt.

Local Impact

HYI's buildings are located in all of the Region's cities and towns. Effective property management activities position HYI to be a good neighbour and positive member of the local community.

The Financial Statements and the Annual Information Return have no impact on local municipalities.

Conclusion

This report provides an overview of HYI's 2019 property management activities, including details regarding the implementation of the Tenancy Management Policy approved by the Board in [December 2017](#).

The 2019 Financial Statements reflect the financial results and position of HYI, and are presented in accordance with the provisions in the *Housing Services Act, 2011*.

The 2019 highlights publication (Attachment 1) will be shared with residents and provided to the Region as Shareholder as part of the annual report, which will also include the 2019 audited financial statements and Annual Information Return.

For more information on this report, please contact Kerry Hobbs, Director, Operations at 1-877-464-9675 ext. 72071 or Michelle Willson, Chief Financial Officer at ext. 76064. Accessible formats or communication supports are available upon request.

Recommended by: Michelle Willson
Chief Financial Officer, Housing York Inc.

General Manager, Housing York Inc.

Approved for Submission: Katherine Chislett
President, Housing York Inc.

May 21, 2020
Attachments (3)
#10796584



HOUSING YORK INC. 2019 HIGHLIGHTS

Housing York Inc.
1-877-464-9675
TTY 1-866-512-6228
york.ca/hyi



ABOUT HOUSING YORK INC.

Housing York Inc. is York Region's affordable housing company, with 2,762 apartments and townhouses in over 36 developments located across all nine of the Region's cities and towns. These communities are home to more than 4,000 residents.



Housing York's Board of Directors (2018 to 2022)

Housing York is governed by a Board of Directors appointed by the Region.

The Board oversees strategic direction and operation of the company, establishes budgets and business plans, and makes important policy decisions.



**York Region Chairman
and CEO
Wayne Emmerson**



**Mayor
Town of Newmarket
John Taylor
(Chair)**



**Mayor Town of
Whitchurch-Stouffville
Iain Lovatt
(Vice Chair)**



**Mayor
Town of East Gwillimbury
Virginia Hackson**



**Mayor
Town of Aurora
Tom Mrakas**



**Mayor
Town of Georgina
Margaret Quirk**



**Regional Councillor
City of Markham
Don Hamilton**



**Regional Councillor
City of Markham
Jack Heath**



**Regional Councillor
City of Vaughan
Gino Rosati**



**Regional Councillor
Town of Newmarket
Tom Vegh**

HOUSING YORK INC. 2019 HIGHLIGHTS

The purpose of this report is to outline key 2019 activities and achievements of interest to Housing York residents, including:

- Housing York's 2019 Resident Survey – page 3
- Housing York's Resident Inclusion Plan – page 4
- Resident Programs and Services – page 5
- 2019 in Your Community – page 6
- Welcome to Woodbridge Lane – page 7
- Here we grow Again! – page 7
- Capital Repair and Updates – page 8
- 2019 Financial Highlights – page 9

Housing York's 2019 Resident Survey

Throughout the summer, Housing York staff and students, who were hired from Housing York communities, promoted and delivered the 2019 resident survey.

The purpose of the survey was to seek resident input on their experience with Housing York. The survey included questions about communications, building services and maintenance, and rent programs. Residents were also able to provide additional comments.

More than 1,000 households completed the survey, which helps Housing York continually look for ways to improve its programs and services. This equals a response rate of 40%, which gives us confidence that the results are representative from a statistical perspective.



What we heard:

- Overall, residents are very positive about their experience with Housing York. For example, 89% of survey respondents said they would recommend their community if someone they knew was looking for a place to rent.
- The survey highlighted that what is important to residents varies by community, such as language preferences or garbage and recycling room services. Over the coming months, Housing York will be following up with each of the communities to respond to their feedback.

The feedback received from the survey also helps inform Housing York's **Resident Inclusion Plan**, including the actions Housing York will take to help maintain inclusive communities. To learn more about the Plan and these actions, continue reading onto page four.

We would like to thank everyone for taking the time to provide this important feedback!

Housing York's Resident Inclusion Plan

In May 2019, the Board of Directors approved Housing York's [Resident Inclusion Plan](#). The Resident Inclusion Plan recognizes that both the Housing York team and residents have a role to play in maintaining inclusive communities that everyone would be proud to call home. Housing York's approach is to "Ask, Listen and Adapt."

| | ASK | LISTEN | ADAPT |
|-------------------------|---|--|---|
| HYI'S COMMITMENT | We make it easy for residents to request our services and to tell us what's important to them | We value resident perspectives when we are making decisions that affect them | We do our best to adjust our services and our buildings to be inclusive for all residents |
| RESIDENTS' ROLES | Tell us if you have a concern with our services, your home or your community | Be considerate of your neighbours and remember it is their home too | Do your part to ensure that everyone is welcome in your community |

The table below highlights what Housing York heard from the 2019 resident survey related to the Resident Inclusion Plan and the planned actions to respond to the feedback.

| Resident Inclusion Plan Actions | Survey Results | Next Steps |
|---|--|---|
| Enhance accessibility of our buildings | <ul style="list-style-type: none"> 21% of respondents said someone in their household has a disability and that there are areas of the building or property that could be improved to make it easier to use them | <ul style="list-style-type: none"> We will assess each community to look for opportunities to improve accessibility |
| Provide inclusive communications | <ul style="list-style-type: none"> 28% of respondents prefer to communicate in a language other than English Notices delivered door to door or posted in the buildings are the most effective 88% of respondents who are familiar with HYI Alerts said it is a helpful service | <ul style="list-style-type: none"> We will explore options to increase translation services We will continue to communicate with residents in the way they prefer while adding more electronic communication options We will continue to promote the HYI Alerts service |
| Ensure business processes respect diversity | <ul style="list-style-type: none"> 93% of respondents said maintenance staff, and 94% of office staff and property managers treat them respectfully Thinking of the most recent time a major repair or replacement was completed, 89% of respondents said they had enough advance information about the work | <ul style="list-style-type: none"> We will continue to reinforce respectful residence engagement We have increased communications about major projects in communities to help residents anticipate how the work will impact their homes and day-to-day activities, and will continue to do so |
| Provide programs and services of value to residents | <ul style="list-style-type: none"> 57% of respondents said they are interested in, or have a need for, a variety of York Region Services, such as dental, transportation or income supports | <ul style="list-style-type: none"> We will continue to partner with York Region and community agencies to deliver programs and services that help residents |

Resident Programs and Services

Housing York's mission states, "As a responsible and caring landlord, we work with our residents and partners to deliver housing programs and services that are important to our communities."

Keeping with the commitment to the mission, the following examples highlight some of the programs and services delivered in 2019:



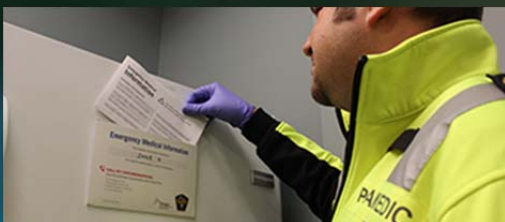
Partnering with Community Agencies

Housing York partnered with 26 community non-profit agencies to provide over 90 different events and programs, focusing on a broad range of topics including community safety, healthy living, food security and youth leadership.



Meetings and Social Events

Throughout the year, Housing York hosted resident appreciation socials, general resident meetings, capital repair meetings and a variety of social events. These events provide a forum to share important information and bring neighbours together.



Partnering with York Region

Housing York collaborated with York Region Paramedic Services to encourage seniors to complete emergency medical information kits. These kits include important and helpful information, such as pre-existing health conditions and medications, to enable first responders to better respond to a resident's needs in an emergency. Over 550 kits were distributed to seniors living in Housing York communities in 2019.



Housing York also collaborated with York Region's Waste Diversion team, who attended resident meetings throughout 2019. This partnership helped promote waste diversion initiatives and proper disposal of pharmaceuticals, personal care products, and fats, oils and grease (FOG). Proper waste disposal information helps residents take an active role in preventing drainage clogs in Housing York buildings.

2019 IN YOUR COMMUNITY



Ferida, the first returning resident to Woodbridge Lane, enjoys a coffee in her new home



Property Manager Anne-Marie connects with a resident of Fairy Lake Gardens at a summer BBQ



Residents at Mackenzie Green celebrate the Oscars at an annual viewing party



Property Manager Stacy delivers cold treats to help beat the heat during a summer resident appreciation event



The Ontario SPCA held an information session at Brayfield Manor where residents received free pet supplies and learned about free pet services



Housing York's summer student team completed the 2019 resident survey with over 1,000 households participating

WELCOME HOME TO WOODBRIDGE LANE

In December 2019, Housing York began leasing units at the newly constructed Woodbridge Lane, located in the City of Vaughan.

This six-storey building features 162 units for families, individuals and seniors. The building replaces two older properties, a 32-unit seniors' building and a 14-unit family townhouse complex.

HYI is pleased to welcome both returning and new residents to Woodbridge Lane.



HERE WE GROW AGAIN!

Planning and construction of two new Housing York affordable housing developments progressed during 2019.

Affordable housing development in Unionville

Construction is well underway for a new seniors' building in the community of Unionville, located in the City of Markham.

This building will offer 265 rental units and is expected to open in late 2022.

For more information, visit york.ca/unionvilleHYI



Affordable housing development in the Town of Whitchurch-Stouffville

A new building for seniors, families and individuals located in the community of Stouffville is in the planning stages of development.

This building will offer approximately 100 units with a mix of one, two and three-bedrooms. Construction is expected to start in 2020 and be completed by 2023.

For more information, visit york.ca/stouffvilleHYI



CAPITAL REPAIRS AND UPGRADES

Housing York is committed to keeping its properties in a state of good repair

To ensure buildings are kept in a state of good repair, Housing York:

- Completes regular building condition assessments and energy audits for all properties
- Looks for future capital needs, such as roof replacements, during these assessments
- Considers items such as age, performance and reliability of the different parts of buildings

Generally, Housing York buildings and properties are in good condition, which is a result of continuously investing in capital repairs and upgrades.

Housing York invested \$9.5 million in capital repairs and upgrades in 2019

This investment included over 60 projects to increase the safety, accessibility and lifespan of buildings.

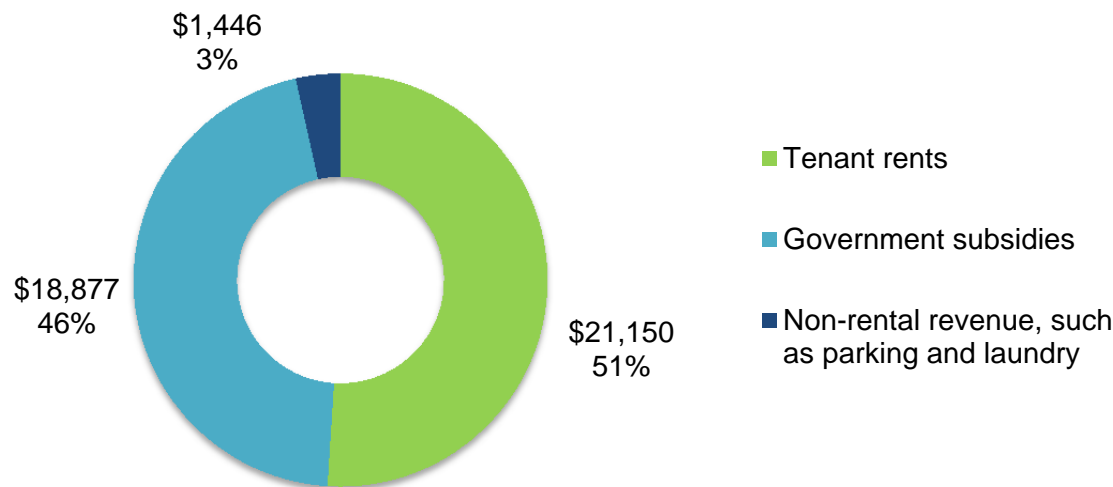
The table below provides a list of the major capital projects that were active in 2019.

| Capital Repair and Replacement Projects over \$250,000 active in 2019 | |
|--|-------------------------------|
| Property | Description |
| Trinity Square, City of Markham | Kitchen and bathroom upgrades |
| Springbrook Gardens, City of Richmond Hill and Elmwood Gardens, Town of Whitchurch-Stouffville | Window and door replacement |
| Rose Town, City of Richmond Hill | Bathroom upgrades |
| Heritage East, Town of Newmarket | Kitchen and bathroom upgrades |
| Fairy Lake Gardens, Town of Newmarket | Building exterior upgrade |
| Mapleglen, City of Vaughan | Roof replacement |
| Thornhill Green, City of Markham | Roof replacement |
| Dunlop Pines, City of Richmond Hill | Elevator modernization |
| Heritage East, Town of Newmarket | Elevator modernization |
| Hadley Grange, City of Aurora | Make-up air replacement |

By keeping properties in a state of good repair and increasing safety and accessibility, Housing York strives to maximize the value and life span of all buildings it owns and operates.

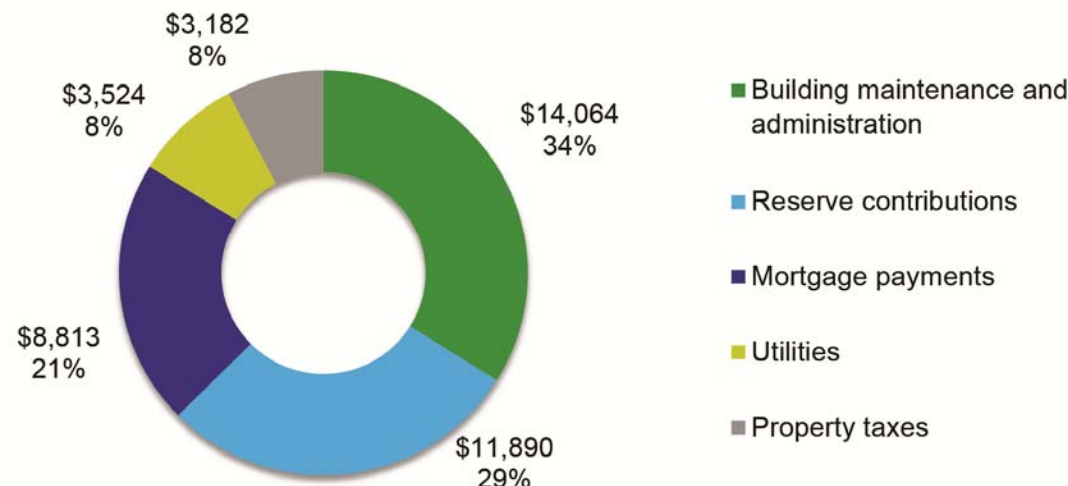
2019 FINANCIAL HIGHLIGHTS

Where Housing York Inc. collects money from



Total: \$41,473
(in \$000s)

Where Housing York Inc. spends money



Total: \$41,473
(in \$000s)

Housing York

communities by municipality

-  Highrise
-  Lowrise
-  Townhouse
-  Emergency housing
-  New development



HOUSING SERVICES

1091 Gorham Street, Unit 104
Newmarket, Ontario L3Y 8X7
1-877-464-9675 ext. 72700

housingyorkrentals@york.ca
york.ca/hyi

Accessible formats and communication
supports are available upon request

DRAFT #2
May 6, 2020

INDEPENDENT AUDITORS' REPORT

Financial Statements of

HOUSING YORK INC.

And Independent Auditors' Report thereon

Year ended December 31, 2019

INDEPENDENT AUDITORS' REPORT

To the Board of Directors of Housing York Inc.

Opinion

We have audited the financial statements of Housing York Inc. (the Entity), which comprise:

- the balance sheet as at December 31, 2019
- the statement of revenue and expenditures for the year then ended
- the statement of cash flows for the year then ended
- and notes to the financial statements, including a summary of significant accounting policies

(Hereinafter referred to as the "financial statements").

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Entity as at December 31, 2019, and its results of operations and its cash flows for the year then ended in accordance with the financial reporting provisions of Section 80(2) of the Housing Services Act, 2011 and guidance in its application issued by the Housing Branch of the Regional Municipality of York.

Basis for Opinion

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the "***Auditors' Responsibilities for the Audit of the Financial Statements***" section of our auditors' report.

We are independent of the Entity in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada and we have fulfilled our other ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Emphasis of Matter - Financial Reporting Framework

We draw attention to Note 1 in the financial statements, which describes the applicable financial reporting framework and the purpose of the financial statements.

As a result, the financial statements may not be suitable for another purpose.

Our opinion is not modified in respect to this matter.

Responsibilities of Management and Those Charged with Governance for the Financial Statements

Management is responsible for the preparation and fair presentation of the financial statements in accordance with the financial reporting provisions of Section 80(2) of the Housing Services Act, 2011 and guidance in its application issued by the Housing Branch of the Regional Municipality of York, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Entity's ability to continue as a going concern, disclosing as applicable, matters related to going concern and using the going concern basis of accounting unless management either intends to liquidate the Entity or cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Entity's financial reporting process.

Auditors' Responsibilities for the Audit of the Financial Statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists.

Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion.

The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.

- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.
- Communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

DRAFT

Chartered Professional Accountants, Licensed Public Accountants

Vaughan, Canada

HOUSING YORK INC.

DRAFT Balance Sheet

December 31, 2019, with comparative information for 2018

| | 2019 | 2018 |
|-----------------------------------|----------------|----------------|
| Assets | | |
| Current assets: | | |
| Cash | \$ 2,759,085 | \$ 3,653,048 |
| Accounts receivable: | | |
| Rents | 340,318 | 243,977 |
| Harmonized sales tax | 290,094 | 525,326 |
| Other | 83,963 | 62,639 |
| Prepaid expenses | 588,608 | 535,190 |
| | 4,062,068 | 5,020,180 |
| Restricted cash and investments: | | |
| Rental deposits | 852,486 | 834,566 |
| Reserve fund deposits | — | 7,565,974 |
| Insurance Reserve | 180,000 | 180,000 |
| Operations Reserve | 500,000 | 500,000 |
| Strategic Initiatives Reserve | 2,791,583 | 1,903,382 |
| Emergency Housing Reserve | 3,217,643 | 2,342,633 |
| Working Capital Reserve | 3,500,000 | 3,500,000 |
| Capital Reserve | 8,943,550 | — |
| Reserve fund investments (note 5) | — | 3,234,386 |
| Operating fund investments | 2,065,504 | — |
| | 22,050,766 | 20,060,941 |
| Property holdings (note 2) | 219,227,939 | 184,419,250 |
| Furniture and fixtures | 2,290,551 | 2,103,977 |
| | \$ 247,631,324 | \$ 211,604,348 |

| | 2019 | 2018 |
|---|-----------------------|-----------------------|
| Liabilities and Shareholder's Equity | | |
| Current liabilities: | | |
| Accounts payable and accrued liabilities | \$ 3,743,818 | \$ 4,620,652 |
| Deferred revenue | 1,407,560 | 1,396,767 |
| Amounts due to Regional Municipality of York, without interest or terms of repayment | 1,382,319 | 853,414 |
| Current portion of mortgages payable (note 3) | 11,152,907 | 5,559,174 |
| | 17,686,604 | 12,430,007 |
| Building financing: | | |
| Loan agreements (note 3) | 16,341,622 | 5,834,000 |
| Mortgages payable (note 3) | 34,495,395 | 45,648,302 |
| | 50,837,017 | 51,482,302 |
| Shareholder's equity (note 4): | | |
| Reserve for Capital Repair and Replacement | 8,943,550 | 9,337,912 |
| Reserve for Insurance | 180,000 | 180,000 |
| Reserve for Operations | 500,000 | 500,000 |
| Reserve for Strategic Initiatives | 2,791,583 | 1,903,382 |
| Reserve for Emergency Housing | 3,217,643 | 2,342,633 |
| Reserve for Working Capital | 3,500,000 | 3,500,000 |
| Shareholder's equity | 159,974,927 | 129,928,112 |
| | 179,107,103 | 147,692,039 |
| | \$ 247,631,324 | \$ 211,604,348 |

See accompanying notes to financial statements.

On behalf of the Board:

Director

Director

HOUSING YORK INC.

DRAFT Statement of Revenue and Expenditures

Year ended December 31, 2019, with comparative figures for 2018

| | 2019 Budget | 2019 Actual | 2018 Actual |
|---|----------------|----------------|----------------|
| Revenue: | | | |
| Rental | \$ 21,041,417 | \$ 21,149,590 | \$ 20,607,652 |
| Non-rental | 1,191,530 | 1,446,582 | 1,261,805 |
| Government subsidies (note 6) | 17,717,567 | 18,877,027 | 18,077,951 |
| | 39,950,514 | 41,473,199 | 39,947,408 |
| Expenditures: | | | |
| Mortgage payments (note 3) | 9,023,592 | 8,813,237 | 9,397,046 |
| Administration and maintenance | 13,533,933 | 13,534,506 | 12,430,862 |
| Property taxes | 3,515,786 | 3,181,559 | 2,723,683 |
| Utilities | 3,964,715 | 3,524,105 | 3,512,834 |
| Insurance | 543,089 | 513,640 | 459,090 |
| Bad debts | 124,632 | 16,449 | 30,282 |
| Contribution to Capital Reserve (note 4) | 7,848,148 | 8,648,177 | 7,674,941 |
| Contribution to Insurance Reserve (note 4) | — | — | 25,000 |
| Contribution to Emergency Housing Reserve (note 4) | 915,000 | 1,278,373 | 1,114,433 |
| | 39,468,895 | 39,510,046 | 37,368,171 |
| Excess of revenue over expenditures before the undernoted | 481,619 | 1,963,153 | 2,579,237 |
| Transfer to Reserves: | | | |
| Capital Reserve (note 4) | 240,809 | 985,670 | 1,287,884 |
| Emergency Housing Reserve (note 4) | — | 74,865 | 3,472 |
| Insurance Reserve (note 4) | — | 14,417 | 138,006 |
| Strategic Initiatives Reserve (note 4) | 240,810 | 888,201 | 1,149,875 |
| | 481,619 | 1,963,153 | 2,579,237 |
| Excess of revenue over expenditures | \$ — | \$ — | \$ — |

See accompanying notes to financial statements.

HOUSING YORK INC.

DRAFT Statement of Cash Flows

Year ended December 31, 2019, with comparative figures for 2018

| | 2019 | 2018 |
|---|---------------|--------------|
| Cash provided by (used in): | | |
| Operating activities: | | |
| Excess of revenue over expenditures | \$ - | \$ - |
| Amortization of income-producing properties which does not involve cash | 5,559,174 | 5,945,084 |
| Loan agreement payments which do not involve cash | 1,972,378 | - |
| Cash contributions to/from reserves | 1,368,849 | 3,620,078 |
| Change in non-cash operating working capital: | | |
| Accounts receivable | 117,567 | (121,612) |
| Prepaid expenses | (53,418) | (78,540) |
| Accounts payable and accrued liabilities | (876,834) | 610,407 |
| Deferred revenue | 10,793 | 76,139 |
| Amounts due to Regional Municipality of York | 528,905 | 2,260,994 |
| | 8,627,414 | 12,312,550 |
| Financing activities: | | |
| Mortgage principal repayment | (5,559,174) | (5,945,084) |
| Loan agreement principal repayment | (1,972,378) | - |
| | (7,531,552) | (5,945,084) |
| Investing activities: | | |
| Restricted cash and investments: | | |
| Rental deposits | (17,920) | (28,175) |
| Reserve fund deposits | 7,565,974 | (2,343,128) |
| Reserve fund investments | 3,234,386 | (56,792) |
| Strategic Initiatives Reserve | (888,201) | (1,149,875) |
| Emergency Housing Reserve | (875,010) | (696,728) |
| Capital Reserve | (8,943,550) | - |
| Operating fund investments | (2,065,504) | - |
| | (1,989,825) | (4,274,698) |
| Increase (decrease) in cash | (893,963) | 2,092,768 |
| Cash, beginning of year | 3,653,048 | 1,560,280 |
| Cash, end of year | \$ 2,759,085 | \$ 3,653,048 |
| Supplemental cash flow information: | | |
| Property holdings received by donation | \$ 33,924,437 | \$ - |
| Property loan agreements assumed | 12,480,000 | - |

See accompanying notes to financial statements.

HOUSING YORK INC.

DRAFT Notes to Financial Statements

Year ended December 31, 2019

Housing York Inc. (the "Corporation") was incorporated in accordance with Section 182 of the Ontario Business Corporations Act on January 1, 2003. The Regional Municipality of York (the "Region") is the sole shareholder of the Corporation.

1. Significant accounting policies:

(a) Basis of presentation:

The financial statements have been prepared in accordance with accounting policies that comply with Section 80(2) of the Housing Services Act, 2011 (the "Act") and guidance in its application issued by the Housing Branch of the Region. Canadian generally accepted accounting principles ("Canadian GAAP") has been interpreted to mean Canadian public sector accounting standards and the 4200 standards for government not-for-profit organizations.

The basis of accounting used in these financial statements materially differs from Canadian GAAP because:

(i) Amortization:

Beginning in 2012, amortization is not provided on property holdings and furniture and fixtures over the estimated useful lives of these assets. This currently includes Tom Taylor Place, Leeder Place Family Shelter, Kingview Court Expansion, Mackenzie Green, Lakeside Residences, Sutton Youth Services, Richmond Hill Hub and 275 Woodbridge Avenue.

Amortization is not provided on Provincial Reform Program property holdings over the estimated useful lives of these assets but rather at a rate equal to the annual principal repayments on these mortgages.

(ii) Income-producing properties:

Income-producing properties that were transferred to the Public Housing Program on December 14, 2000 by the Province of Ontario are carried at a nominal value of \$1 as the fair value of the properties was not readily available at the time of the transfer.

Income-producing properties that are reported for the Provincial Reform Program include land, buildings, equipment and other capitalized costs and are recorded at cost, net of any government grants or contributions.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

1. Significant accounting policies (continued):

As described in the Act, costs incurred by the Provincial Reform Program to modernize or improve existing income-producing properties, which have the effect of extending the useful life of the property or increasing its value, are funded from the Capital Repair and Replacement Reserve. In 2018, a Capital Repair and Replacement Reserve was established for the Public Housing Program. The Regional Housing Program is expected to be self-sustaining and funds its own Capital Repair and Replacement Reserve through surplus operating funds.

During 2004, the Region implemented the Regional Housing Program which the Corporation manages on behalf of the shareholder. A long-term lease agreement was created for each leased property. The land, building and equipment for the leased sites are not reflected in the Corporation's book of accounts.

| Property | Addition year | Ownership type |
|-------------------------------|------------------|-------------------|
| Armitage Garden | 2004 | Leased |
| Blue Willow | 2006 | Leased |
| Tom Taylor Place | 2008 | Owned |
| Kingview Court Expansion | 2011 | Owned |
| Mapleglen Residences | 2012 | Leased |
| Mackenzie Green | 2013 | Owned |
| Lakeside Residences | 2014 | Owned |
| Belinda's Place Women Shelter | 2015 | Leased |
| Richmond Hill Hub | 2016 | Owned |
| Sutton Youth Services | 2017 | Owned |
| 275 Woodbridge Avenue | 2019 | Owned |

The sites owned by the Corporation are recorded on the books at transfer costs between the shareholder and the Corporation.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

1. Significant accounting policies (continued):

(iii) Other property holdings:

- (a) The Corporation owns the Blue Door Shelters site, a non-revenue-producing property location with multiple buildings that serve as emergency shelters.
- (b) In 2009, the Corporation added a new family shelter building known as Leeder Place Family Shelter to the Blue Door Shelters site. The old Leeder Place Family Shelter has been closed and its disposition is under review.
- (c) In 2015, the Corporation added a new women's shelter building known as Belinda's Place Women Shelter. The building is owned by the Region and the land is leased by the Corporation from the Town of Newmarket. The facility is operated by the Salvation Army. Social Services provide funding for the administration and maintenance costs.
- (d) In 2016, the Corporation added a new building known as the Richmond Hill Hub. The building features 202 mixed units and a youth shelter. The building is owned by the Corporation and 360 Kids operates the youth shelter. Social Services provide funding for the administration and maintenance costs of the youth shelter.
- (e) In 2017, the Corporation added a new youth shelter known as Sutton Youth Services. The building is owned by the Corporation and operated by the Salvation Army. Social Services provide funding for the administration and maintenance costs.

(iv) Appropriations to/from Capital Repair and Replacement Reserve fund:

Appropriations to/from the Capital Repair and Replacement Reserve fund are reported on the statement of revenue and expenditures. Expenditures made from Capital Repair and Replacement Reserve fund are reported within this fund and not on the statement of revenue and expenditures. Interest income earned on investments of Capital Repair and Replacement Reserve fund is credited directly to the Capital Repair and Replacement Reserve fund and is not reported on the statement of revenue and expenditures. In 2019, the capital investment and bank account were closed. Interest income earned on investments is now allocated and reported as a transfer to reserve on the statement of revenue and expenditures.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

1. Significant accounting policies (continued):

(v) Financial instruments:

Financial instruments are recorded at fair value on initial recognition.

Under Program Instruction 2008-02 issued by the Region, the Corporation subsequently records its investments at book value. Gains or losses associated with capital reserve investments are recognized at redemption.

Financial instruments are adjusted by transaction costs incurred on acquisition and financing costs.

All financial assets are assessed for impairment on an annual basis. When a decline is determined to be other than temporary, the amount of the loss is reported in the statement of revenue and expenditures.

Long-term debt is recorded at cost.

(b) Other reserve funds:

In 2017, the Corporation established a reserve fund strategy and operating surplus policy. These funds are specifically restricted for working capital, strategic initiatives and operations. These are discussed further in note 4.

(c) Bad debts:

The funding formula does not recognize a provision for doubtful accounts. Therefore, bad debts are recognized as an expense in the year that write-off has occurred. The Corporation applies a collection of tenant accounts policy, which indicates that former tenant arrears that meet certain criteria are eligible for write-off annually.

(d) Operations:

As at December 31, 2019, the portfolio consists of 36 multi-residential buildings, five emergency shelter sites, and five condominium units. Daily operations of the shelter sites are provided by Blue Door Shelter, Salvation Army and 360 Kids through an operating agreement.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

1. Significant accounting policies (continued):

(e) Subsidy reconciliation - operating subsidies:

The Corporation is subsidized for certain occupancy costs relating to Provincial Reform Program and Public Housing Program properties administered by the Corporation. In 2019, any surplus funding will be allocated to reserves according to the operating surplus strategy. The Regional Housing Program is not eligible to receive operating subsidy.

The final subsidy amount to be received by the Corporation for the current fiscal year will not be determined until the Service Manager reviews the Corporation's financial and statistical returns. Corporation's management considers the subsidy receivable (payable) to include all appropriate adjustments for non-allowable costs. Any adjustments to the subsidy will be accounted for in the year it is determined.

(f) Furniture and fixtures:

Furniture and fixtures are recorded at cost.

(g) Use of estimates:

The preparation of financial statements requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities and disclosure of contingent assets and liabilities at the date of the financial statements, and the reported amounts of revenue and expenditures during the year. Significant items subject to such estimates and assumptions include the carrying amount of property holdings. Actual results could differ from those estimates.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

2. Property holdings:

| | 2019 | 2018 |
|--------------------------------|----------------|----------------|
| Incoming-producing properties: | | |
| Land | \$ 25,232,345 | \$ 25,232,345 |
| Buildings | 96,232,555 | 96,232,555 |
| | 121,464,900 | 121,464,900 |
| Less accumulated amortization | 75,816,601 | 70,257,424 |
| Net book value | \$ 45,648,299 | \$ 51,207,476 |
| Other properties: | | |
| Land | \$ 16,547,935 | \$ 15,650,135 |
| Buildings | 157,791,697 | 118,321,631 |
| | 174,339,632 | 133,971,766 |
| Less accumulated amortization | 759,992 | 759,992 |
| Net book value | \$ 173,579,640 | \$ 133,211,774 |
| Total property holdings: | | |
| Land | \$ 41,780,280 | \$ 40,882,480 |
| Buildings | 254,024,252 | 214,554,186 |
| | 295,804,532 | 255,436,666 |
| Less accumulated amortization | 76,576,593 | 71,017,416 |
| Net book value | \$ 219,227,939 | \$ 184,419,250 |

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

3. Mortgages payable:

(a) Mortgages payable applicable to buildings in the Provincial Reform Program:

| Property | Particulars | 2019 | 2018 |
|----------------------|---|---------------|---------------|
| Glenwood Mews | Mortgage payable, bearing interest at 1.73% per annum with blended monthly payments of \$33,908, maturing November 1, 2024 | \$ 1,917,745 | \$ 2,295,106 |
| Keswick Gardens | Mortgage payable, bearing interest at 6.996% per annum with blended monthly payments of \$70,011, maturing January 1, 2025 | 4,654,351 | 5,154,623 |
| Springbrook Gardens | Mortgage payable, bearing interest at 5.912% per annum with blended monthly payments of \$87,877, maturing January 1, 2024 | 6,040,985 | 6,721,011 |
| Mulock Village | Mortgage payable, bearing interest at 2.105% per annum with blended monthly payments of \$71,887, maturing March 1, 2022 | 5,797,479 | 6,530,268 |
| Heritage East | Mortgage payable, bearing interest at 1.850% per annum with blended monthly payments of \$73,639, maturing October 1, 2020 | 6,185,478 | 6,947,528 |
| Hadley Grange | Mortgage payable, bearing interest at 3.124% per annum with blended monthly payments of \$40,646, maturing February 1, 2028 | 3,514,527 | 3,886,899 |
| Brayfield Manor | Mortgage payable, bearing interest at 5.940% per annum with blended monthly payments of \$70,757, maturing July 1, 2028 | 5,719,845 | 6,217,372 |
| Oxford Village | Mortgage payable, bearing interest at 1.830% per annum with blended monthly payments of \$14,781, maturing June 1, 2025 | 1,657,236 | 1,802,957 |
| Rose Town | Mortgage payable, bearing interest at 1.880% per annum with blended monthly payments of \$39,771, maturing December 1, 2022 | 1,391,169 | 1,837,830 |
| Trinity Square | Mortgage payable, bearing interest at 2.315% per annum with blended monthly payments of \$68,160, maturing March 1, 2025 | 5,456,314 | 6,139,963 |
| Thornhill Green | Mortgage payable, bearing interest at 2.540% per annum with blended monthly payments of \$37,451, maturity December 1, 2022 | 3,313,173 | 3,673,919 |
| | | 45,648,302 | 51,207,476 |
| Less current portion | | 11,152,907 | 5,559,174 |
| | | \$ 34,495,395 | \$ 45,648,302 |

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

3. Mortgages payable (continued):

Principal repayments are as follows:

| | |
|------------|----------------------|
| 2020 | \$ 11,152,907 |
| 2021 | 5,151,235 |
| 2022 | 8,849,541 |
| 2023 | 6,045,271 |
| 2024 | 5,991,051 |
| Thereafter | 8,458,297 |
| | \$ 45,648,302 |

(b) Tom Taylor Place:

Tom Taylor Place, a 50-unit facility in the Town of Newmarket, opened on October 1, 2008. The building was constructed by the Region through the New Affordable Housing Program, which offers funding partnerships with the federal and provincial governments. The building is owned by the Corporation; however, the financial reporting does not fall under the Act like the other income-producing properties owned by the Corporation.

The Corporation purchased the land for this building in January 2006 for \$315,000. Financing for the building was structured in 2009, which includes Regional debentures and other loan agreements which are described below:

| | |
|--|---------------------|
| Amounts payable to shareholder (i) | \$ 4,434,000 |
| Less payments to shareholder | (1,234,602) |
| Federal forgivable loan (ii) | 1,400,000 |
| | 4,599,398 |
| Shareholder contribution (iii) | 3,720,635 |
| Additional shareholder contribution (iv) | 1,234,602 |
| | \$ 9,554,635 |

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

3. Mortgages payable (continued):

- (i) The amount payable to the shareholder is made up of two components:

A long-term loan in the amount of \$2,334,000 is repayable to the Region from rent revenue generated at the building. The Region has debentured this amount on the Corporation's behalf. Repayment terms are based on a 30-year amortization schedule. Principal payments of \$430,029 have been made to the shareholder.

The remaining amount payable to shareholder is \$2,100,000 for a second debenture financed by the Region. Under the New Affordable Housing Program, the province flows funds to the Corporation which, in turn, forwards the funds to the Region to pay the debenture. These provincial contributions are forgivable advances subjected to similar terms and conditions applicable to federal forgivable loan as discussed below. The term of the Regional debenture is 20 years. Principal payments of \$804,573 have been made to the shareholder.

- (ii) The federal forgivable loan of \$1,400,000 is provided through the Canada-Ontario New Affordable Housing Program agreement. This loan is to be fully forgiven on the last day of the month at the end of the term of the loan. The term of the loan is 20 years maturing in 2028 and the amounts are forgiven provided all terms and conditions of the agreement are satisfied by the Corporation. The loan is interest-bearing with the interest rate, being the higher of the average posted rate offered by major Canadian lending institutions for a commercial first mortgage having a five-year term, plus 2% or the interest rate applicable to the first mortgage registered against title to the property, plus 2%. The interest, however, is to be fully forgiven on an annual basis provided all terms and conditions of the agreement are satisfied by the Corporation.

- (iii) The shareholder contribution in the amount of \$3,720,635 represents a gift from the Region to the Corporation to fully finance the cost of the Tom Taylor Place not covered by the Canada-Ontario New Affordable Housing Program.

- (iv) The additional shareholder contribution in the amount of \$1,234,602 represents the debenture payments to the shareholder.

- (c) Blue Door Shelters - Leeder Place Family Shelter:

The new Leeder Place Family Shelter, with a construction cost valued at \$2,836,826, was developed by the Region on existing lands owned by the Corporation. It was gifted to the Corporation without any financing obligations.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

3. Mortgages payable (continued):

(d) Kingview Court Expansion:

Kingview Court Expansion, a 39-unit facility in the Town of King, opened on October 26, 2011. The building was constructed through the New Affordable Housing Program, which offers funding partnerships with the federal and provincial governments by the Region with a cost of \$7,847,469, including \$98,644 in furniture and fixtures. The building is owned by the Corporation and it was gifted without any financing obligations. The financial reporting does not fall under the Act like the other income-producing properties owned by the Corporation.

(e) Mackenzie Green:

Mackenzie Green, a 140-unit facility in the Town of Richmond Hill, opened on March 15, 2013. The building was constructed with funding provided through: Canada-Ontario Affordable Housing Program 2009 Extension \$16,800,000; York Region Investing in Ontario Funding \$11,011,000; Developing Opportunities for Ontario Renters Funding \$2,409,000; and Social Housing Development Charges Reserve \$1,350,871. The building is owned by the Corporation and it was gifted with a \$5,850,000 financial obligation serviced through tenants rent. The Region has debentured this amount on the Corporation's behalf. Repayment terms are based on a 30-year amortization schedule. Principal payments of \$737,776 have been made to the shareholder.

The financial reporting is similar to the other properties not covered by the Act. In 2019, a one-time adjustment of \$5,112,224 was recorded to recognize the outstanding financial obligation.

(f) Lakeside Residences:

Lakeside Residences, a 97-unit facility in the Town of Georgina, was purchased on June 15, 2014. The building was constructed with funding provided through: Investment in Affordable Housing for Ontario Program \$12,489,748; York Region Investing in Ontario Funding; \$5,788,386; York Region Social Housing Development Reserve \$1,178,795 and the Sundry Revenue account \$17,393. The building is owned by the Corporation and it was gifted with no financial obligation. The financial reporting is similar to the other properties not covered by the Act.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

3. Mortgages payable (continued):

(g) Belinda's Place Women Shelter:

Belinda's Place Women Shelter is a women's shelter that was built by the Region on land leased from the Town of Newmarket. This building is owned by the Region and the land is leased by the Corporation. A third party provider operates the facility through an operating agreement. This building features 28 emergency beds and nine transitional units.

(h) Richmond Hill Hub:

Richmond Hill Hub, a 202-unit facility in the Town of Richmond Hill, opened on January 28, 2016. The building is owned by the Corporation and it was gifted without any financing obligations. It features a youth shelter which is operated by a third party provider.

(i) Sutton Youth Services:

Sutton Youth Services is an emergency youth shelter. Ownership was transferred by the Region in 2017 and is operated by a third party provider through an operating agreement. This building features 16 long term beds and 10 short term beds.

(j) 275 Woodbridge Avenue:

275 Woodbridge Avenue, a 162 unit facility in the City of Vaughan, opened December 8, 2019. The building was constructed with funding provided through: Federal and Provincial funding \$13,683,000, Regional Reserves \$23,939,000 and Region debentures \$6,630,000. The building is owned by the Corporation. Repayment terms are based on a 10 year term, with the option to refinance for an additional 10 years. The financial reporting is similar to the other properties not covered by the Act.

4. Reserve funds:

In addition to the Capital Reserve fund that has always been maintained by the Corporation, the Board of Directors and the Region have approved additional reserves for specified purposes.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

4. Reserve funds (continued):

(a) Capital Repair and Replacement Reserve fund:

In accordance with the Act, the use of the Capital Repair and Replacement Reserve fund is limited to the replacement, enhancement or repair of existing capital assets, or the purchase of new capital assets for the Provincial Reform Program. Funding for capital expenditures is obtained through the Region, through the subsidy payment process, and through an annual operating surplus sharing agreement.

In 2018, the Corporation implemented a fiscal and operating surplus strategy. The fiscal strategy establishes a consolidated capital reserve to be shared by all three programs. In addition, 50% of the year-end surplus will be allocated to the Capital Repair and Replacement Reserve fund.

In 2019, the capital investment and bank account were closed. Interest income earned on investments is now allocated and reported as a transfer to reserve from operations. Interest of \$61,638 is included in the transfer to reserve from operations.

The Corporation has a 10-year capital plan for managing expenses from capital reserves, which has been approved through a separate process.

| | 2019 | 2018 |
|-------------------------------------|--------------|--------------|
| Balance, beginning of year | \$ 9,337,912 | \$ 7,564,437 |
| Contribution to reserve: | | |
| Operating Region | 5,048,177 | 2,174,941 |
| | 3,600,000 | 5,500,000 |
| | 8,648,177 | 7,674,941 |
| Transfer to reserve from operations | 985,670 | 1,287,884 |
| Interest earned | 148,604 | 133,752 |
| Capital expenditures | (10,176,813) | (7,323,102) |
| Net activity | (394,362) | 1,773,475 |
| Balance, end of year | \$ 8,943,550 | \$ 9,337,912 |

(b) Insurance Reserve:

The Corporation maintains property insurance on all buildings through the Social Housing Services Corporation. This is a pooled insurance program available for housing providers in Ontario.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

4. Reserve funds (continued):

The Corporation takes all reasonable measures to mitigate insurance claims through aggressive risk management strategies. However, the unpredictable nature of insurance claims has the potential to create unforeseen impacts on operating expenses on a year-over-year basis as frequency and severity of incidents cannot be forecasted.

As an alternative to using operating funds on an as-required basis for insurance-related costs, the Board of Directors approved the establishment of a reserve fund to facilitate a more predictable draw on operating expenses.

Insurance costs related to deductibles on claims and small settlements will be paid from the Insurance Reserve fund. The combination of the insurance policy and the Insurance Reserve fund provides financial protection from catastrophic loss.

| | 2019 | 2018 |
|-------------------------------------|------------|------------|
| Balance, beginning of year | \$ 180,000 | \$ 180,000 |
| Contribution to reserve | — | 25,000 |
| Transfer to reserve from operations | 14,417 | 138,006 |
| Claims paid, net of recoveries | (14,417) | (163,006) |
| Net activity | — | — |
| Balance, end of year | \$ 180,000 | \$ 180,000 |

(c) Operations Reserve:

Management established a Contingency Fund for maintenance costs for three properties: Mackenzie Green, Lakeside Residences and Richmond Hill Hub. In 2017, the Corporation adopted a new reserve strategy and operating surplus policy. The Operations reserve has now been expanded to ensure funding is available for unplanned expenditures and revenue shortfalls for all properties. Prior year shelter surplus contributions were transferred to the Emergency Housing Reserve as part of this strategy. The Operations reserve is funded through annual allocations from the operating surplus to a limit of \$500,000.

| | 2019 | 2018 |
|------------------------------------|------------|------------|
| Balance, beginning and end of year | \$ 500,000 | \$ 500,000 |

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

4. Reserve funds (continued):

(d) Strategic Initiatives Reserve:

Management established a Strategic Initiatives Reserve to fund strategic priorities for the Corporation. The reserve will be funded through annual allocations from the operating surplus to a limit of \$3,500,000.

| | 2019 | 2018 |
|-------------------------------------|--------------|--------------|
| Balance, beginning of year | \$ 1,903,382 | \$ 753,507 |
| Transfer to reserve from operations | 888,201 | 1,149,875 |
| Balance, end of year | \$ 2,791,583 | \$ 1,903,382 |

(e) Emergency Housing Reserve:

In 2015, management established a furniture replacement fund specifically designated for furniture enhancements at the various emergency and transitional housing facilities owned by the Corporation and operated by Social Services. In 2017, the reserve was renamed the Emergency Housing Reserve and has expanded to include capital repairs and operating expenditures for all emergency housing facilities.

| | 2019 | 2018 |
|-------------------------------------|--------------|--------------|
| Balance, beginning of year | \$ 2,342,633 | \$ 1,645,905 |
| Contribution to reserve | 1,278,373 | 1,114,433 |
| Transfer to reserve from operations | 74,865 | 3,472 |
| Direct costs | (478,228) | (421,177) |
| Net activity | 875,010 | 696,728 |
| Balance, end of year | \$ 3,217,643 | \$ 2,342,633 |

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

4. Reserve funds (continued):

(f) Working Capital Reserve:

In 2017, management established a working capital reserve to ensure funds are available to facilitate timely payment of invoices. The reserve will be funded through annual allocations from operating surpluses to a limit of \$3,500,000.

| | 2019 | 2018 |
|------------------------------------|--------------|--------------|
| Balance, beginning and end of year | \$ 3,500,000 | \$ 3,500,000 |

(g) Shareholder's equity:

Tom Taylor Place, a 50-unit facility in the Town of Newmarket was gifted to the Corporation with \$5,834,000 in loan agreements. The debenture payments to date of \$1,234,602, represents an increase in the shareholder's equity.

Mackenzie Green was constructed by the Region and was gifted to the Corporation with a \$5,850,000 financing obligation serviced through tenants' rent. As amortization is not provided on Mackenzie Green, the contribution of Mackenzie Green was recognized as a direct increase in shareholder's equity in the amount of \$37,420,871. In 2019, a one-time reduction of \$5,850,000 was made to recognize the original financial obligation. Principal repayments to date of \$737,776 represent an increase in shareholder's equity.

Lakeside Residences was constructed by the Region and was gifted to the Corporation. As amortization is not provided on Lakeside Residences, the contribution of Lakeside Residences is recognized as a direct increase in the shareholder's equity in the amount of \$19,405,805.

Richmond Hill Hub was constructed by the Region and was gifted to the Corporation. As amortization is not provided on Richmond Hill Hub, the contribution of Richmond Hill Hub is recognized as a direct increase in the shareholder's equity in the amount of \$57,323,809.

Sutton Youth Services is recognized as a direct increase in shareholder's equity in the amount of \$1,372,697.

275 Woodbridge Avenue was constructed by the Region and was gifted to the Corporation. As amortization is not provided on 275 Woodbridge Avenue, the contribution is recognized as a direct increase in the shareholder's equity in the amount of \$33,924,437.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

4. Reserve funds (continued):

| | 2019 | 2018 |
|--|----------------|----------------|
| Balance, beginning of year | \$ 129,928,112 | \$ 129,928,112 |
| Shareholder contribution from building transfers | 33,924,437 | — |
| Shareholder contribution from principal repayments | 1,972,378 | — |
| Financial obligation adjustment | (5,850,000) | — |
| Balance, end of year | \$ 159,974,927 | \$ 129,928,112 |

5. Restricted investments:

During 2005, the Corporation adopted an Investment Strategy Policy, which includes the management of mandatory investment of the Capital Repair and Replacement Reserve fund, as well as the investment of surplus operating funds. The policy prescribes to a conservative investment approach that carries a low to moderate risk tolerance similar to investment strategies adopted by the Region.

(a) Reserve fund investments:

Under the requirements of the Act, housing providers are required to invest their Capital Repair and Replacement Reserve fund in an investment pool designed for housing providers. The Corporation has participated in this mandatory program since its inception and, from time to time, adjusts its investment mix to reflect its risk profile and to improve its overall returns.

During 2019, the Corporation liquidated its reserve fund investments. The Provincial Reform reserves were depleted and the Corporation was no longer obligated to invest in this program.

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

5. Restricted investments (continued):

Reserve fund investments comprise the following:

| | 2019 | 2018 |
|--|------|--------------|
| Security description: | | |
| Social Housing Canadian Short Term Bond Fund | \$ — | \$ 3,223,523 |
| Social Housing Canadian Bond Fund | — | 3,673 |
| Social Housing Canadian Equity Fund | — | 7,190 |
| Total reserve fund investments | \$ — | \$ 3,234,386 |

6. Related party transactions:

(a) During the year, the Corporation received net subsidies as summarized below:

| | 2019 | 2018 |
|--|---------------|---------------|
| Subsidies: | | |
| Provincial Reform Program | \$ 6,358,536 | \$ 6,616,564 |
| Public Housing Program | 3,319,485 | 3,238,521 |
| Blue Door Shelters | — | 81,824 |
| Other | 9,507,236 | 8,492,594 |
| | 19,185,257 | 18,429,503 |
| Less surplus subsidy payable to System Service Manager | 308,230 | 351,552 |
| | \$ 18,877,027 | \$ 18,077,951 |

The Region provided contracted services of personnel, rental of office space and other administrative costs. The cost of these services, aggregating \$8,019,571 (2018 - \$7,581,579), was charged to administration and maintenance.

(b) Buildings in the Regional Housing Program are financed by the Region. The collection of tenants' rent is used to pay the financing costs and the Corporation issued payments to the Region to fund the debentures payable. The payments issued for Armitage Garden, Blue Willow Terrace, Tom Taylor Place, Mapleglen Residences and Mackenzie Green amounted to \$1,527,922 (2018 - \$1,524,455).

HOUSING YORK INC.

DRAFT Notes to Financial Statements (continued)

Year ended December 31, 2019

7. Financial risks and concentration of credit risk:

(a) Credit risk:

Credit risk refers to the risk that a counterparty may default on its contractual obligations, resulting in a financial loss. The Corporation is exposed to credit risk with respect to the accounts receivable and cash.

The Corporation assesses, on a continuous basis, accounts receivable and writes off any amounts that are not considered to be collectible during the year. The maximum exposure to credit risk of the Corporation at December 31, 2019 is the carrying value of these assets.

(b) Liquidity risk:

Liquidity risk is the risk that the Corporation will be unable to fulfill its obligations on a timely basis or at a reasonable cost. The Corporation manages its liquidity risk by monitoring its operating requirements. The Corporation prepares a budget to ensure it has sufficient funds to fulfill its obligations.

Accounts payable and accrued liabilities are generally due immediately within receipt of an invoice.

SOCIAL HOUSING - ANNUAL INFORMATION RETURN

THIRD AND SUBSEQUENT YEARS

PROVINCIAL REFORMED AND OTHER HOUSING PROGRAMS

Identification

Page A1

| | | | | | |
|---|------------------------|-------------------------|--|--|---|
| Corporation name | | I.D. No. | | Year end (dd/mm/year) | |
| Housing York Inc. | | | | December 31, 2019 | |
| CMSM/DSSAB | | | | | |
| The Regional Municipality of York | | | | | |
| Corporation address | Mailing address | Program type | | Y/N | # of units |
| 1091 Gorham Road Newmarket, Ontario L3Y 8X7 | - same - | (A) PROVINCIAL REFORMED | | Y | 1,025 |
| | | (B) OTHER PROGRAMS | | | |
| | | 1. Sect 95 - MNP | | | |
| | | 2. Sect 95 - Private | | | |
| | | 3. Sect 26/27 | | | |
| | | 4. Limited Dividend | | | |
| | | 5. Public Housing | | Y | 840 |
| | | 6. Regional Program | | Y | 897 |
| | | 7. Post 85 urban native | | | |
| Contact name | Position | Telephone number | | Fax number | |
| Michelle Willson | CFO, Housing York Inc. | 905-830-4444 x76064 | | 905-895-5724 | |
| | | SHRA Section 103 | | SHRA Section 110 Market & RGI | SHRA Section 106 100 % RGI |
| | | No | | Yes | No |
| e-mail address | | | | | |
| michelle.willson@york.ca | | | | | |

Board of Directors DECLARATION (Must be signed by two members of the Board.)

We declare that, to the best of our knowledge and belief, the information provided in this Annual Information

Return and the representations on Page 2 is true and correct.

| Signature | Name | Position | Date |
|-----------|-------------|------------|------|
| | John Taylor | Chair | |
| Signature | Name | Position | Date |
| | Iain Lovatt | Vice-Chair | |

Note to auditors:

Auditors are required to complete the "Accountant's Report on Applying Specified Auditing Procedures in Respect of the Annual Information Return" and "Appendix A" per SHB Notification 05-02. These reports are available in the AIR Guide.

Instructions

This form to be used by all Private Non-Profit Housing Corporations, Municipal Non-Profit Housing Corporations, and Co-operative Housing Corporations to reconcile operations for the third and subsequent benchmark year's. This form applies principally to provincially transferred housing groups who are subject to benchmarks. Service Managers at their discretion can use this form for LHC's and Federal Unilateral Projects. Form is prescribed by the Minister, SHRA 113(2).

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Social Housing Annual Information Return

Year End: December 31, 2019

Housing York Inc.

Management Representation Report

Page A2

Note 1: The Social Housing Reform Act and its regulations are referred to as SHRA throughout these representations.

Note 2: If the answer to any question, other than number 5, is "No", please provide explanatory details.

Note 3: All questions are to be answered as of the end of the fiscal year. Question 11 to 13 should cover the fiscal year as well as the months preceding the filing of this report.

The following questions relate to the Provincially Reformed projects. The questions should be answered with respect to the provisions of the SHRA.

GOVERNANCE

- 1) Does the corporation follow the required conflict of interest provisions? ☒ Y ☐ N ☐ NA

RESIDENT RELATIONS

- 2) Did the corporation select applicants as required? ☒ Y ☐ N
- 3) Were all RGI households charged the required correctly calculated rent ? ☒ Y ☐ N ☐ NA
- 4) Did the corporation comply with its mandate and targeting plan in housing applicants, if applicable? ☒ Y ☐ N ☐ NA

FINANCIAL MANAGEMENT

- 5) Did the corporation receive a management letter from its auditors reporting deficiencies in internal controls or operations?
(If yes, attach a copy of the letter.) ☐ Y ☒ N
- 6) Were all revenue and expenses properly allocated to any non-shelter component as required ? ☒ Y ☐ N ☐ NA
- 7) Was the shelter component of the corporation's revenue used only for shelter purposes? ☒ Y ☐ N ☐ NA
- 8) Did the corporation fully invest its Capital/Replacement Reserve Fund under the SHSC program or in accordance with the project Operating Agreement? ☒ Y ☐ N ☐ NA
- 9) Did the corporation transfer the annual allocation to the Capital/Replacement Reserve and only expense eligible costs? ☒ Y ☐ N ☐ NA
- 10) Did the corporation comply with the requirement in the SHRA to participate in a system for group insurance of housing providers? ☒ Y ☐ N ☐ NA
- 11) Is the corporation free and clear of material contingent liabilities and legal disputes? ☒ Y ☐ N ☐ NA

MORTGAGE

- 12) Is the corporation in compliance with its obligation not to mortgage or encumber, replace or amend the mortgage? ☒ Y ☐ N
- 13) Are all other mortgages the corporation may have in good standing? ☒ Y ☐ N
- 14) Was the sector support mortgage cost excluded from shelter expenses and offset against sector revenue? (Co-ops only) ☐ Y ☐ N ☒ NA

Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Statement of Financial Position (Corporate Balance Sheet)

Page A3

ASSETS

| | | | |
|--|-------------------------------------|-----|---|
| Cash and investments - capital reserve fund | Balance Sheet Notes & Details - A3S | 310 | 0 |
| -other (describe) | | 312 | |
| Subsidies receivable from the service manager | | 320 | |
| Accounts receivable-tenants | Balance Sheet Notes & Details - A3S | 321 | 0 |
| Accounts receivable-other (describe) | | 322 | |
| Capital Assets (at cost): | | | |
| Shelter - devolved prior federal and provincial projects | | 325 | |
| Non-shelter - devolved prior federal and provincial projects | | 327 | |
| Sector support devolved prior co-ops only | | 328 | |
| Other programs (describe) | | 329 | |
| Total | Lines 325 to 329 | 330 | 0 |
| Accumulated amortization - federal and provincial projects | | 334 | |
| - other programs | | 335 | |
| Net capital assets | Lines 330 - 334, 335 | 336 | 0 |
| Subsidy Advance from Service Manager | | 350 | |
| Other assets (describe) | | 351 | |

TOTAL ASSETS Lines 310 + 312 + 320 + 321 + 322 + 336 + 350 **355** **0**

LIABILITIES

| | | |
|--|-----|--|
| Subsidies payable to the service manager | 360 | |
| Mortgage loans | 368 | |
| Loan Payable to York Region | 369 | |
| Other loans (describe) | 370 | |
| Other liabilities (describe) | 375 | |

SURPLUS

| | | |
|-------------------------------|-----|---|
| Contributed surplus | 380 | |
| Capital reserve fund housing | 384 | |
| Other reserves (describe) | 386 | |
| Accumulated surplus/(deficit) | 390 | 0 |

TOTAL LIABILITIES AND SURPLUS Lines 360 to 390 **395** **0**

Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Supplemental Information (Corporate Balance Sheet)

Page A3S

Balance Sheet Notes and Details

Capital Reserve Fund

- Invested in SHSC
- To be transferred (current yr. cont.)
- Federal Groups (funds invested in GIC's, etc.)
- Other (describe) _____
- Total Capital Reserves _____

| | |
|-------|---|
| 310 A | |
| 310 B | |
| 310 C | |
| 310 D | |
| 310 | 0 |

Accounts Receivable

- Current Tenants
- Former Tenants
- Allowance for Bad Debts
- Other (describe) _____
- Other (describe) _____
- Total Accounts Receivable - Tenants _____

| | |
|-------|---|
| 321 A | |
| 321 B | |
| 321 C | |
| 321 D | |
| 321 E | |
| 321 | 0 |

Internal Allocations

Accumulated Surplus/(Deficit)

- Provincially Reformed
- Federal Programs
- Total Accumulated Surplus/(Deficit)

| | |
|-------|---|
| 390 C | |
| 390 A | |
| 390 B | |
| 390 | 0 |

* Comprised of Shareholders Contribution and Retained Earnings of 3,554,879 and 1,818,118 respectively.

Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Statement of Operations and Accumulated Surplus (Corporate)

Page A4

(A) Statement of Operations (Revenue and Expenses) Provincial Reformed (Section 106 and 110)

Shelter Occupancy revenue

| | | |
|------------------------------------|-----------------|---------------|
| Rent-geared-to-income units | 501 | 4,607,822 |
| Market units | 502 | 4,313,163 |
| Gross occupancy revenue | Lines 501 + 502 | 504 8,920,985 |
| Less: Vacancy loss on market units | 505 | 6,904 |
| Subtotal | Lines 504 - 505 | 510 8,914,081 |

| | | |
|---|---|----------------|
| Investment income (includes interest) | 521 | 105,928 |
| Non-rental revenue (parking, laundry, etc.) | <u>Coin Laundry, Parking, Tenant Recoveries</u> | 522 263,295 |
| Net Subsidy Entitlement for the Year | Line 789 or Line 819 | 525 6,050,306 |
| Total Revenue | Lines 510 to 525 | 530 15,333,610 |

Shelter expenses

| | | |
|---|--|----------------|
| Maintenance and administration | From A4 - Schedules Below | 541 4,776,977 |
| Utilities | From A4 - Schedules Below | 542 1,062,982 |
| Insurance | | 543 171,007 |
| Bad debts | | 544 45 |
| Mandatory transfer to capital reserve fund | From SM Subsidy Estimate/Approved Budget | 547 722,648 |
| Subtotal Operating expenses | Lines 541 to 547 | 548 6,733,660 |
| Property taxes | | 549 1,331,997 |
| Mortgage principal and interest (excluding Sector Support and/or non-shelter component) | | 550 7,284,077 |
| Total Shelter Expenses | Lines 548 to 550 | 565 15,349,734 |

NET INCOME (LOSS) - Provincial Reformed -Shelter Lines 530 - 565 570 (16,124)

| | | |
|--|---------------------|------------|
| Gifts and donations - (describe) | 575 | |
| Non shelter revenue (net) | Line 629 Col 3 | 576 16,124 |
| Sector support (net) (co-ops only) | | 577 |
| Non-Shelter Net Income (Loss) | Lines 575 to 577 | 578 16,124 |
| Net Income(Loss)-Provincial Reformed Total | Line 570 + Line 578 | 580 0 |

(B) Net Income (Loss)- Other Programs

| | | |
|-------------------------------|----------------------------|-------|
| Section 95(federal)MNP | From B1 - Line 1580 | 581 0 |
| Section 95(federal)PNP | - | 582 0 |
| Section 26/27(federal) | - | 583 0 |
| Limited Dividend | - | 584 0 |
| Public Housing | - | 585 0 |
| Regional Program | - | 586 0 |
| Post-85 Urban Native(federal) | - | 587 0 |
| Consolidated Net Income(Loss) | Line 580 + Lines 581 - 587 | 589 0 |

CORPORATE STATEMENT OF ACCUMULATED SURPLUS (DEFICIT)

| | | Provincial Reformed | | |
|----------------------------|-----|---------------------|-------------|----------------|
| | | Shelter | Non-Shelter | Other Programs |
| BALANCE, BEGINNING OF YEAR | 590 | | | |
| Net income for the year | 591 | (16,124) | 16,124 | 0 |
| Other * | 592 | | | |
| BALANCE, END OF YEAR | 599 | (16,124) | 16,124 | 0 |

* Approved Spending as per Board of Directors.

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Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Statement of Operations and Accumulated Surplus (Corporate)

A4 - Schedules

Line - 541 - Maintenance and Administration

Maintenance

| | | |
|---|--------------|------------------|
| Maintenance salaries, wages and benefits | 541 A | 1,037,091 |
| Building and equipment | 541 B | 920,370 |
| Elevators | 541 C | 25,416 |
| Electrical systems | 541 D | 62,510 |
| Heating, air, ventilation and plumbing | 541 E | 270,534 |
| Grounds | 541 F | 406,440 |
| Painting | 541 G | 91,747 |
| Waste Removal | 541 H | 119,931 |
| Security | 541 I | 79,291 |
| Other - (describe) <u>Life Safety Systems</u> | 541 J | 97,062 |
| Other - (describe) | 541 K | |
| Other - (describe) | 541 L | |
| Subtotal Maintenance | 541 P | 3,110,393 |

Administration

| | | |
|--|--------------|------------------|
| Salaries, wages and benefits | 541 Q | 1,193,478 |
| Management fees | 541 R | |
| Materials and Services | 541 S | 340,555 |
| Other - (describe) <u>Discretionary Contribution - Capital Reserve</u> | 541 T | 85,962 |
| Other - (describe) <u>Discretionary Contribution - Other Reserves</u> | 541 U | 85,963 |
| Other - (describe) <u>Other Subsidy - AC Buyback Program</u> | 541 V | (39,373) |
| Subtotal Administration | 541 Y | 1,666,585 |
| TOTAL MAINTENANCE AND ADMINISTRATION | 541 Z | 4,776,977 |

LINE - 542 - UTILITIES

| | | |
|------------------------|--------------|------------------|
| Electricity | 542 A | 454,739 |
| Fuel | 542 B | 152,140 |
| Water and Sewage | 542 C | 456,103 |
| Other - (describe) | 542 D | |
| TOTAL UTILITIES | 542 H | 1,062,982 |

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Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Non-Shelter Income (Loss) - Provincial Reformed

Page A5

| NON-SHELTER REVENUE | | Care 01 | Commercial & Other 02 | Total 03 |
|---|----------------------|------------|-----------------------------|-------------|
| Commercial rent | 610 | | | 0 |
| Grants from Ministry of Health | 611 | | | 0 |
| Grants from Ministry of Community & Social Ser. | 612 | | | 0 |
| Other (describe) <u>Keswick Day Care</u> | 613 | 48,406 | | 48,406 |
| Other (describe) _____ | 614 | | | 0 |
| Total non-shelter revenue | Lines 610 to 614 615 | 48,406 | 0 | 48,406 |
| NON-SHELTER EXPENSES | | | | |
| Operating costs | | | | |
| Maintenance salaries, wages and benefits | 620 | 3,135 | | 3,135 |
| Maintenance materials and services | 621 | 3,135 | | 3,135 |
| Utilities | 622 | 3,810 | | 3,810 |
| Administration | 623 | 1,045 | | 1,045 |
| Other (describe) <u>Grounds Keeping</u> | 624 | 1,474 | | 1,474 |
| Subtotal Non-Shelter Operatng Exp | Lines 620 to 624 625 | 12,599 | 0 | 12,599 |
| Property taxes | 626 | 2,938 | | 2,938 |
| Mortgage principal and interest | 627 | 16,745 | | 16,745 |
| Total non-shelter expenses | Lines 625 to 627 628 | 32,282 | 0 | 32,282 |
| NET NON-SHELTER INCOME (LOSS) | Lines 615 - 628 629 | 16,124 | 0 | 16,124 |

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Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Capital Reserve Fund (Housing)

Page A6

See Attached Schedule for Capital Reserve Activity

BALANCE, BEGINNING OF YEAR

Previous year's line 690

| | Provincial Reformed | Blue Door | Regional Program | Total |
|-----|------------------------|-----------|---------------------|--------|
| 651 | 77,572 | | | 77,572 |

Revenue

Mandatory transfer from operations

Line 547 /1547

| | | | | |
|-----|---------|--|--|---------|
| 652 | 722,648 | | | 722,648 |
|-----|---------|--|--|---------|

Investment income/(loss)

| | | | | |
|-----|--|--|--|---|
| 654 | | | | 0 |
|-----|--|--|--|---|

Other

| | | | | |
|-----|--|--|--|---|
| 655 | | | | 0 |
|-----|--|--|--|---|

Total

Lines 652 to 655

| | | | | |
|-----|---------|---|---|---------|
| 660 | 800,220 | 0 | 0 | 800,220 |
|-----|---------|---|---|---------|

Expenses (by item or category)

Schedule not required to be completed as per SM.

| | | | | |
|-----|--|--|--|---|
| 671 | | | | 0 |
| 672 | | | | 0 |
| 673 | | | | 0 |
| 674 | | | | 0 |
| 675 | | | | 0 |
| 676 | | | | 0 |
| 677 | | | | 0 |
| 678 | | | | 0 |
| 679 | | | | 0 |
| 680 | | | | 0 |
| 681 | | | | 0 |
| 682 | | | | 0 |
| 683 | | | | 0 |

Total expenses

Lines 671 to 683

| | | | | |
|-----|---|---|---|---|
| 685 | 0 | 0 | 0 | 0 |
|-----|---|---|---|---|

BALANCE, END OF YEAR

Lines 651 + 660 - 685

| | | | | |
|-----|---------|---|---|---------|
| 690 | 800,220 | 0 | 0 | 800,220 |
|-----|---------|---|---|---------|

ASSETS, END OF YEAR

Cash and investments

Line 310

| | | | | |
|-----|--|--|--|--|
| 695 | | | | |
|-----|--|--|--|--|

DIFFERENCE Under (Over) Funded

Lines 690 - 695

| | | | | |
|-----|---------|---|---|---------|
| 699 | 800,220 | 0 | 0 | 800,220 |
|-----|---------|---|---|---------|

Instructions:

If the difference on line 699 is greater than \$1,000, provide an explanation for the difference and the corporation's plan to bring the fund into balance.

**Social Housing
Annual Information Return
Third and Subsequent Year Return**
Housing York Inc.

Year end: December 31, 2019

Unit Activity Data Report - Section 110, 106, Rent Supp.

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| Project | Unit Type | 1st Month | | 2nd Month | | 3rd Month | | 4th Month | | 5th Month | | 6th Month | | 7th Month | | 8th Month | | 9th Month | | 10th Month | | 11th Month | | 12th Month | | Total |
|---------------------------------------|------------|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|------------|-----|------------|-----|------------|-----|-------|
| | | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | |
| Glenwood Mews | 2 B TH | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 132 |
| | 3 B TH | 34 | - | 34 | - | 35 | - | 35 | - | 34 | - | 34 | - | 35 | - | 34 | - | 33 | - | 33 | - | 34 | - | 34 | - | 417 |
| | 4 B TH | 3 | - | 3 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 3 | - | 4 | - | 4 | - | 4 | - | 48 |
| | 1 B Apt | 76 | - | 75 | - | 75 | - | 77 | - | 76 | - | 76 | - | 74 | - | 74 | - | 75 | - | 76 | - | 77 | - | 77 | - | 921 |
| Kewick Gardens | 2 B TH | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 156 |
| | 2 B TH | 24 | - | 24 | - | 24 | - | 25 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 25 | - | 25 | - | 25 | - | 300 |
| | 3 B TH | 29 | - | 30 | - | 31 | - | 31 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 384 |
| | 4 B TH | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 36 |
| Molock Village | 2 B TH | 24 | - | 24 | - | 24 | - | 24 | - | 25 | - | 25 | - | 25 | - | 25 | - | 25 | - | 25 | - | 25 | - | 25 | - | 296 |
| | 3 B TH | 56 | - | 56 | - | 55 | - | 56 | - | 55 | - | 55 | - | 54 | - | 54 | - | 55 | - | 55 | - | 55 | - | 55 | - | 687 |
| | 4 B TH | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 36 |
| | 1 B Apt | 28 | - | 28 | - | 28 | - | 28 | - | 28 | - | 27 | - | 26 | - | 26 | - | 27 | - | 27 | - | 27 | - | 26 | - | 331 |
| Heritage East St (67805) | 2 B TH | 23 | - | 23 | - | 23 | - | 23 | - | 23 | - | 22 | - | 22 | - | 22 | - | 21 | - | 21 | - | 23 | - | 23 | - | 273 |
| | 3 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 1 B Apt | 12 | - | 12 | - | 12 | - | 12 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 152 |
| | 2 B Apt | 31 | - | 31 | - | 31 | - | 31 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 32 | - | 384 |
| Heritage East Fam (67869) | 3 B Apt | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 53 |
| | 1 B Apt | 50 | - | 50 | - | 50 | - | 50 | - | 50 | - | 50 | - | 50 | - | 50 | - | 47 | - | 48 | - | 48 | - | 49 | - | 596 |
| | 2 B Apt | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 156 |
| | 2 B TH | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 12 | - | 144 |
| Brayfield Manor | 3 B TH | 39 | - | 39 | - | 39 | - | 39 | - | 39 | - | 39 | - | 39 | - | 37 | - | 38 | - | 37 | - | 37 | - | 36 | - | 483 |
| | 4 B TH | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 48 |
| | 1 B Apt | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 24 | - | 288 |
| | 2 B Apt | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 36 |
| Rose Town | 1 B Apt | 83 | - | 83 | - | 83 | - | 83 | - | 83 | - | 82 | - | 82 | - | 83 | - | 83 | - | 82 | - | 84 | - | 84 | - | 1,001 |
| | 2 B Apt | 27 | - | 27 | - | 27 | - | 27 | - | 27 | - | 27 | - | 27 | - | 27 | - | 28 | - | 28 | - | 28 | - | 28 | - | 329 |
| | 2 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 3 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Woodbridge Lane (site redeveloped) | 4 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 2 B TH | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 16 | - | 208 |
| | 3 B TH | 15 | - | 15 | - | 15 | - | 15 | - | 15 | - | 15 | - | 15 | - | 14 | - | 14 | - | 14 | - | 14 | - | 14 | - | 175 |
| | 3 B TH (G) | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 96 |
| Trinity Square (67814) | 4 B TH | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 72 |
| | 2 B TH | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 132 |
| | 3 B TH | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 96 |
| | 3 B TH | 41 | - | 41 | - | 41 | - | 41 | - | 41 | - | 41 | - | 40 | - | 41 | - | 42 | - | 42 | - | 42 | - | 42 | - | 508 |
| Thornhill Green (67868) | 4 B TH | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 48 |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Total RGI Units | | 739 | 10 | 741 | 10 | 742 | 8 | 747 | 3 | 747 | 4 | 742 | 5 | 738 | 9 | 736 | 11 | 736 | 11 | 739 | 8 | 744 | 3 | 746 | 1 | 8,980 |

GEARED TO INCOME

MARKET

| Project | Unit Type | 1st Month | | 2nd Month | | 3rd Month | | 4th Month | | 5th Month | | 6th Month | | 7th Month | | 8th Month | | 9th Month | | 10th Month | | 11th Month | | 12th Month | | Total |
|---------------------------------------|------------|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|-----------|-----|------------|-----|------------|-----|------------|-----|--------|
| | | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | Occ | Vac | |
| Glenwood Mews | 2 B TH | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 12 |
| | 3 B TH | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 14 | - | 14 | - | 14 | - | 159 |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 1 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Kewick Gardens | 2 B Apt | 10 | - | 10 | - | 10 | - | 10 | - | 11 | - | 11 | - | 11 | - | 10 | - | 10 | - | 10 | - | 10 | - | 10 | - | 123 |
| | 2 B TH | 20 | - | 20 | - | 20 | - | 20 | - | 20 | - | 19 | - | 20 | - | 20 | - | 20 | - | 20 | - | 20 | - | 20 | - | 240 |
| | 2 B TH | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 132 |
| | 3 B TH | 22 | - | 22 | - | 22 | - | 22 | - | 21 | - | 22 | - | 22 | - | 22 | - | 22 | - | 22 | - | 22 | - | 22 | - | 264 |
| Mellock Village | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 2 B TH | 9 | - | 9 | - | 9 | - | 9 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 8 | - | 100 |
| | 3 B TH | 11 | - | 11 | - | 12 | - | 12 | - | 12 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 13 | - | 149 |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Heritage East Sr (67805) | 1 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 2 B Apt | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 5 | - | 5 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 5 |
| | 3 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 1 B Apt | 4 | - | 4 | - | 4 | - | 4 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 3 | - | 51 |
| Heritage East Fam (67869) | 1 B Apt | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 |
| | 2 B Apt | 12 | - | 12 | - | 12 | - | 12 | - | 11 | - | 11 | - | 11 | - | 10 | - | 11 | - | 11 | - | 11 | - | 11 | - | 40 |
| | 3 B Apt | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 2 | - | 2 | - | 2 | - | 2 | - | 2 | - | 144 |
| | 1 B Apt | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 6 | - | 7 | - | 7 | - | 7 | - | 19 |
| Hadley Grange | 2 B Apt | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 76 |
| | 2 B TH | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 132 |
| | 3 B TH | 21 | - | 21 | - | 21 | - | 21 | - | 21 | - | 21 | - | 21 | - | 22 | - | 22 | - | 22 | - | 22 | - | 22 | - | 257 |
| | 4 B TH | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 12 |
| Oxford Village | 1 B Apt | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 48 |
| | 2 B Apt | 5 | - | 5 | - | 5 | - | 5 | - | 4 | - | 4 | - | 4 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 48 |
| | 1 B Apt | 10 | - | 10 | - | 10 | - | 10 | - | 10 | - | 10 | - | 10 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 60 |
| | 2 B Apt | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 5 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 115 |
| Woodbridge Lane (site redeveloped) | 3 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | 55 |
| | 4 B Apt | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 2 B TH | 11 | - | 10 | - | 10 | - | 10 | - | 10 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | 11 | - | - |
| | 3 B TH (G) | 14 | - | 14 | - | 14 | - | 14 | - | 14 | - | 14 | - | 14 | - | 15 | - | 15 | - | 15 | - | 15 | - | 15 | - | 128 |
| Trinity Square (67813) | 4 B TH | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 9 | - | 108 |
| | 2 B TH | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | 1 | - | - |
| | 3 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 4 B TH | 52 | - | 51 | - | 51 | - | 51 | - | 51 | - | 51 | - | 51 | - | 51 | - | 51 | - | 50 | - | 50 | - | 50 | - | 610 |
| Trinity Square (67814) | 2 B TH | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 4 | - | 48 |
| | 3 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Thornhill Green (67668) | 2 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 3 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| | 4 B TH | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - | - |
| Total Market Units | | 276 | - | 274 | - | 275 | - | 275 | - | 271 | - | 276 | - | 277 | - | 276 | - | 277 | - | 277 | - | 277 | - | 277 | - | 3,320 |
| Total Portfolio Units | | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 1,025 | - | 12,300 |

Instructions:

- (1) Include the number of units available at the end of each period (whether occupied or vacant) for each classification
- (2) A unit which becomes vacant retains its classification until it becomes occupied, at which time it assumes the classification of the new occupant
- (3) See the Guide to the Annual Information Return for the definition of an RGI and Market unit.

MWA/07/09

Housing York Inc.

General Subsidy - Part VI SHRA - RGI Rental Schedule

Page A8

| Project | Unit Type | Total Units | Prev. Year Total Indexed Benchmk Mkt Rents (Prev. AIR) | Curr. Year Market Rent Index (1.00xx) | Curr. Year Indexed Benchmk Market Rent (Col 3 x Col. 4) | Current Actual Market Rent Per Month | Current RGI Unit Months (A7Total) | Actual Market Rents RGI Units (Col 6 x Col. 7) | Indexed Benchmark Market Rents RGI Units (Col 5 x Col. 7) | Current Rental Income RGI Units |
|---------------------------|------------|-------------|--|---|---|--|---|--|--|---------------------------------------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| Glenwood Mews | 2 B TH | 12 | 922 | 1.018 | 939 | 1,047 | 132 | 138,204 | 123,948 | |
| | 3 B TH | 48 | 1,055 | 1.018 | 1,074 | 1,138 | 417 | 474,546 | 447,858 | |
| | 4 B TH | 4 | 1,124 | 1.018 | 1,144 | 1,283 | 48 | 61,584 | 54,912 | |
| Keswick Gardens | 1 B Apt | 87 | 847 | 1.018 | 862 | 1,003 | 921 | 923,763 | 793,902 | |
| | 2 B Apt | 33 | 964 | 1.018 | 981 | 1,156 | 156 | 180,336 | 153,036 | |
| Springbrook Gardens | 2 B TH | 36 | 1,161 | 1.018 | 1,182 | 1,338 | 300 | 401,400 | 354,600 | |
| | 3 B TH | 54 | 1,302 | 1.018 | 1,325 | 1,497 | 384 | 574,848 | 508,800 | |
| | 4 B TH | 3 | 1,400 | 1.018 | 1,425 | 1,633 | 36 | 58,788 | 51,300 | |
| Mulock Village | 2 B TH | 33 | 1,110 | 1.018 | 1,130 | 1,292 | 296 | 382,432 | 334,480 | |
| | 3 B TH | 68 | 1,252 | 1.018 | 1,275 | 1,457 | 667 | 971,819 | 850,425 | |
| | 4 B TH | 3 | 1,345 | 1.018 | 1,369 | 1,603 | 36 | 57,708 | 49,284 | |
| Heritage East Sr (67805) | 1 B Apt | 28 | 904 | 1.018 | 920 | 1,046 | 331 | 346,226 | 304,520 | |
| | 2 B Apt | 27 | 1,048 | 1.018 | 1,067 | 1,217 | 273 | 332,241 | 291,291 | |
| Heritage East Fam (67869) | 1B Apt | 16 | 904 | 1.018 | 920 | 1,041 | 152 | 158,232 | 139,840 | |
| | 2B Apt | 44 | 1,048 | 1.018 | 1,067 | 1,214 | 384 | 466,176 | 409,728 | |
| | 3B Apt | 6 | 1,190 | 1.018 | 1,211 | 1,347 | 53 | 71,391 | 64,183 | |
| Hadley Grange | 1 B Apt | 56 | 929 | 1.018 | 946 | 1,095 | 596 | 652,620 | 563,816 | |
| | 2 B Apt | 24 | 1,075 | 1.018 | 1,094 | 1,274 | 156 | 198,744 | 170,664 | |
| Brayfield Manor | 2 B TH | 16 | 1,112 | 1.018 | 1,132 | 1,288 | 144 | 185,472 | 163,008 | |
| | 3 B TH | 60 | 1,255 | 1.018 | 1,278 | 1,452 | 463 | 672,276 | 591,714 | |
| | 4 B TH | 5 | 1,345 | 1.018 | 1,369 | 1,592 | 48 | 76,416 | 65,712 | |
| Oxford Village | 1 B Apt | 28 | 808 | 1.018 | 823 | 925 | 288 | 266,400 | 237,024 | |
| | 2 B Apt | 8 | 935 | 1.018 | 952 | 1,100 | 36 | 39,600 | 34,272 | |
| Rose Town | 1 B Apt | 93 | 926 | 1.018 | 943 | 1,076 | 1,001 | 1,077,076 | 943,943 | |
| | 2 B Apt | 32 | 1,058 | 1.018 | 1,077 | 1,244 | 329 | 409,276 | 354,333 | |
| Woodbridge Lane | 2 B Apt | | | - | | | | | | |
| (site redeveloped) | 3 B Apt | | | - | | | | | | |
| | 4 B Apt | | | - | | | | | | |
| Trinity Square (67813) | 2 B TH | 28 | 1,169 | 1.018 | 1,190 | 1,300 | 208 | 270,400 | 247,520 | |
| | 3 B TH | 29 | 1,321 | 1.018 | 1,345 | 1,457 | 175 | 254,975 | 235,375 | |
| | 3 B TH (G) | 17 | 1,363 | 1.018 | 1,388 | 1,546 | 96 | 148,416 | 133,248 | |
| | 4 B TH | 6 | 1,433 | 1.018 | 1,459 | 1,623 | 72 | 116,856 | 105,048 | |
| Trinity Square (67814) | 2 B TH | 12 | 1,152 | 1.018 | 1,173 | 1,263 | 132 | 166,716 | 154,836 | |
| | 3 B TH | 8 | 1,304 | 1.018 | 1,327 | 1,420 | 96 | 136,320 | 127,392 | |
| Thornhill Green (67868) | 3 B TH | 93 | 1,274 | 1.018 | 1,297 | 1,482 | 506 | 749,892 | 656,282 | |
| | 4 B TH | 8 | 1,344 | 1.018 | 1,368 | 1,558 | 48 | 74,784 | 65,664 | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Total | | 1,025 | | | | | 8,980 | 11,095,933 | 9,781,958 | 4,607,822 |

For 2006 See
Shnotification 07-09
(Enter as 0.00 or -0.00))
For 2009 Shnotification 06-05 Future years released annually

MMAH 01/09

Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

General Subsidy - Part VI SHRA (Section 110)

Page A9

I. Operating subsidy

| | | | |
|--|--|-----|------------|
| Total indexed benchmark operating costs | From SM Subsidy Estimate/Approved Budget | 701 | 5,902,448 |
| Mortgage principal and interest payment (shelter component only) | Line 550 | 703 | 7,284,077 |
| Less total indexed benchmark revenue | From SM Subsidy Estimate/Approved Budget | 705 | 13,642,351 |
| Operating subsidy | Lines 701 + 703 - 705 | 709 | (455,826) |

II. RGI subsidy

| | | | |
|--|----------------|-----|------------|
| Indexed benchmark market rents for RGI units | A8 Col. 09 | 713 | 9,781,958 |
| Actual market rents for RGI units | A8 Col. 08 | 714 | 11,095,933 |
| Lesser of Line 713 or Line 714 | | 715 | 9,781,958 |
| Actual rental income from RGI households | A8 Col. 10 | 718 | 4,607,822 |
| RGI subsidy | Line 715 - 718 | 719 | 5,174,136 |

III. Surplus repayment Revenue

| | | | |
|--|---|-----|------------|
| Shelter occupancy revenue | Line 510 | 741 | 8,914,081 |
| Investment income & non rental revenue | Line 521 + 522 | 742 | 369,223 |
| Net subsidy entitlement for the year | Line 549, 709, 719 | 743 | 6,050,306 |
| Total revenue | Line 741 to 743 | 744 | 15,333,610 |
| Less: | | | |
| Total shelter expenses | Line 565 | 750 | 15,349,734 |
| Net income/loss - provincial reformed-shelter | Lines 744 - 750 | 751 | (16,124) |
| Operating reserve allowance | D1 Line 3085 or 3095 | 755 | 0 |
| Surplus/(Deficit) | Lines 751 - 755 | 759 | 0 |
| Surplus repayable | 50% of Line 759 (only if surplus) | 760 | 0 |
| Less: Service manager approved reduction | Enter \$ (up to the value in Line 760) | 764 | 0 |
| Net surplus repayable | Line 760 - 764 | 769 | 0 |

MMAH 01/09

Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

General Subsidy - Part VI SHRA (Section 110)

Page A9

A9 - CONTINUED

V. Subsidy for the year

| | | | |
|---|-----------------|-----|-----------|
| Operating subsidy | Line 709 | 771 | (455,826) |
| RGI subsidy | Line 719 | 772 | 5,174,136 |
| Property taxes | Line 549 | 773 | 1,331,997 |
| Additional subsidy | | 774 | |
| Subtotal | Line 771 to 774 | 779 | 6,050,306 |
| Less: | | | |
| Surplus repayment | Line 769 | 782 | 0 |
| Reduction in subsidy (Section 113 (9) SHRA) | | 783 | |
| Subtotal | Line 782 to 783 | 785 | 0 |
| Net subsidy entitlement for the year | Line 779 - 785 | 789 | 6,050,306 |

V. Current year settlement

| | | | |
|--|----------|-----|-----------|
| Net subsidy for the year | Line 789 | 791 | 6,050,306 |
| Less Subsidy received the year | | 792 | 6,358,536 |
| Settlement - subsidy payable to Group (repayable to SM) | | 795 | (308,230) |

MMAH 01/09

Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

General Subsidy - Part VI SHRA - 100% RGI (Section 106)

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I. Subsidy for the year

Indexed Benchmark operating costs

From SM Subsidy Estimate/Approved Budget

801

Property taxes

line 549

806

0

Mortgage principal and interest

line 550

807

0

Subtotal

Line 801 to 807

809

0

Less:

Actual rents for RGI units

line 501

811

0

Non-Rental Revenue (including interest)

line 521 and 522

812

0

Surplus repayment (from below)

Line 829

813

0

Reduction in subsidy (Section 113 (9) SHRA)

814

Subtotal

Line 811 to 814

816

0

Additional Subsidy

817

Net subsidy entitlement for the year

Line 809 - 816 + 817

819

0

II. Surplus repayment

Indexed Operating costs

Line 801

821

0

Less:

Operating costs (actual)

line 548

822

0

Operating reserve allowance

Line 3107 or 3112

823

0

Subtotal

Line 822 to 823

825

0

Surplus

Line 821 - 825

826

0

Surplus repayable

50% of Line 826

827

0

Less: Service manager approved reduction

Enter \$ (up to the value in Line 827)

828

Net surplus repayment

Line 827 - 828

829

0

III. Current year settlement

Net subsidy for the year

Line 819

831

0

Less Subsidy received for the year

832

Current year settlement

Line 831 - 832

833

0

Social Housing Annual Information Return Housing York Inc.

Year end: December 31, 2019

Revenue and Expenses-All programs except Provincial Reformed

Page B1

| Program Revenue | Provincial Reformed | Federal Unilateral | Federal Unilateral | Federal Unilateral | Federal Unilateral | Federal Unilateral | Federal Unilateral | Federal Unilateral |
|---|---------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| | MNP (Sec95) | PNP(Sec95) | Sec26/27 | Limited/Dividend | Public Housing | Region Program | UNative-Post85 | |
| | 581 | 582 | 583 | 584 | 585 | 586 | 587 | |
| Occupancy Revenue (Shelter) | | | | | | | | |
| RGI-Income Tested Units | | | | | 5,383,161 | | | |
| Market Rent | | | | | 16,389 | 7,074,495 | | |
| Gross occupancy revenue | 0 | 0 | 0 | 0 | 5,399,550 | 7,074,495 | 0 | |
| Less: vacancy loss on market units | | | | | | 189,468 | | |
| Subtotal | 0 | 0 | 0 | 0 | 5,399,550 | 6,885,027 | 0 | |
| Investment income | | | | | | | | |
| Non-rental revenue/income | | | | | 54,713 | 53,877 | | |
| Subsidy - Rent Supp (i.e. OCHAP & CHSP) | | | | | 318,855 | 437,277 | | |
| Subsidy - Operating Subsidy | | | | | 1,371,985 | | | |
| Subsidy - Capital Subsidy | | | | | 1,947,500 | | | |
| Subsidy- Other (describe) | | | | | 1,086,253 | 511,821 | | |
| Total Revenue | 0 | 0 | 0 | 0 | 10,178,855 | 10,297,086 | 0 | |
| Shelter Expenses: | | | | | | | | |
| Maint & Admin (see B1 schedules below) | | | | | | | | |
| Utilities(see B1 schedules below) | | | | | | | | |
| Insurance | | | | | | | | |
| Bad Debts | | | | | | | | |
| Other | | | | | | | | |
| Capital reserve contribution | | | | | | | | |
| Subtotal Operating Expenses | | | | | | | | |
| Municipal property taxes | | | | | | | | |
| Mortgage principal and interest | | | | | | | | |
| Other (describe) | | | | | | | | |
| Other (describe) | | | | | | | | |
| Total Shelter Expenses | | | | | | | | |
| Net income (loss) - Shelter | | | | | | | | |
| Subsidy settlement-pay (repayable to SM) | | | | | | | | |
| Shelter Surplus(Deficit) after settlement | | | | | | | | |
| Gifts and Donations | | | | | | | | |
| Non-Shelter Surplus(Deficit) Net | | | | | | | | |
| Program Net Income (Loss) | | | | | | | | |

Social Housing Annual Information Return

Housing York Inc.

Year end: December 31, 2019

Revenue and Expenses-All programs except Provincial Reformed

B1 Schedules

Line - 1541 - Maintenance and Administration

Maintenance

| | |
|--|--------|
| Maintenance salaries, wages and benefits | 1541 A |
| Building and equipment | 1541 B |
| Elevators | 1541 C |
| Electrical systems | 1541 D |
| Heating, air, ventilation and plumbing | 1541 E |
| Grounds | 1541 F |
| Painting | 1541 G |
| Waste Removal | 1541 H |
| Security | 1541 I |
| Other | 1541 J |
| Life Safety Systems | 1541 K |
| Other | 1541 L |
| Subtotal Maintenance | 1541 P |

| Provincial Reformed | Federal Unilateral | Federal Unilateral | Federal Unilateral | Federal Unilateral | Federal Unilateral | Federal Unilateral |
|---------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| MNP (Sec95) | PNP(Sec95) | Sec26/27 | Limited/Dividend | Public Housing | Region Program | UNative-Post85 |
| 581 | 582 | 583 | 584 | 585 | 586 | 587 |
| | | | | 1,047,785 | 792,918 | |
| | | | | 681,805 | 648,738 | |
| | | | | 59,474 | 87,477 | |
| | | | | 34,388 | 44,941 | |
| | | | | 197,313 | 328,644 | |
| | | | | 250,704 | 224,393 | |
| | | | | 65,228 | 45,789 | |
| | | | | 75,021 | 39,670 | |
| | | | | 39,122 | 88,669 | |
| | | | | 155,361 | 71,662 | |
| 0 | 0 | 0 | 0 | 2,606,200 | 2,372,900 | 0 |

Administration

| | |
|--------------------------------------|--------|
| Salaries, wages and benefits | 1541 R |
| Management fees | 1541 S |
| Materials and Services | 1541 T |
| Other (describe) | 1541 U |
| Other (describe) | 1541 V |
| Other (describe) | 1541 W |
| Subtotal Administration | 1541 Y |
| Total Maintenance and Administration | 1541 Z |

| | | | | | | |
|---|---|---|---|-----------|-----------|---|
| | | | | 1,261,677 | 954,782 | |
| | | | | 371,931 | 281,461 | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| 0 | 0 | 0 | 0 | 1,633,608 | 1,236,244 | 0 |
| 0 | 0 | 0 | 0 | 4,239,808 | 3,609,144 | 0 |

LINE - 1542 - UTILITIES

| | |
|------------------|--------|
| Electricity | 1542 A |
| Fuel | 1542 B |
| Water and Sewage | 1542 C |
| Other (describe) | 1542 D |
| Total Utilities | 1542 E |

| | | | | | | |
|---|---|---|---|-----------|-----------|---|
| | | | | 763,955 | 522,469 | |
| | | | | 158,078 | 220,118 | |
| | | | | 396,705 | 374,041 | |
| 0 | 0 | 0 | 0 | 1,318,737 | 1,116,629 | 0 |

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Social Housing Annual Information Return

Housing York Inc.

Page B2

Year end: December 31, 2019

Non-Shelter - All programs except Provincial Reformed

| PROGRAM | Provincial Reformed | | Federal Unilateral | | Federal Unilateral | | Federal Unilateral | | Federal Unilateral | |
|--|---------------------|------------|--------------------|-----------------|--------------------|---------------|--------------------|---|--------------------|---|
| | MNP (Sec95) | PNP(Sec95) | Sec26/27 | LimitedDividend | Public Housing | UNative-Pre86 | UNative-Post86 | | | |
| REVENUE | | | | | | | | | | |
| Commercial rent | 581 | 582 | 583 | 584 | 585 | 586 | 587 | | | |
| Grants from Ministry of Health | 1610 | | | | | | | | | |
| Grants from MCSS | 1611 | | | | | | | | | |
| Other (describe) | 1612 | | | | | | | | | |
| Other (describe) | 1613 | | | | | | | | | |
| Other (describe) | 1614 | | | | | | | | | |
| Other (describe) | 1615 | | | | | | | | | |
| Other (describe) | 1616 | | | | | | | | | |
| Other (describe) | 1617 | | | | | | | | | |
| Other (describe) | 1618 | | | | | | | | | |
| Total Non-Shelter Revenue | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| EXPENSES | | | | | | | | | | |
| Maintenance salaries, wages and benefits | 1620 | | | | | | | | | |
| Maintenance materials and services | 1621 | | | | | | | | | |
| Utilities | 1622 | | | | | | | | | |
| Administration | 1623 | | | | | | | | | |
| Other (describe) | 1624 | | | | | | | | | |
| Subtotal Non-Shelter Operating Expenses | 1625 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Property taxes | 1626 | | | | | | | | | |
| Mortgage principal and interest | 1627 | | | | | | | | | |
| Total non-shelter expenses | 1628 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Non-Shelter Surplus (Deficit) Net | 1629 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

Unit Activity

[illegible][illegible]

| | |
|---------------|------|
| Total Market | 0.00 |
| Total Project | 0.00 |

3) A unit which becomes vacant retains its classification until it becomes occupied, at which time it assumes the classification of the new occupant.

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Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Subsidy Entitlement Calculation- Section 95 NHA - MNP

Page B4

Operating costs:

Budget

Previous year

Inflation factor

From line 1640 Pr. Yr. Budget

1635

2008 See Table Below, 2009 onward MAH SH Notification

1636

Budgeted Operating Costs

Line 1635 x 1636

1640

0

Actual Operating Costs

line 1548-1547

1641

0

Allowable costs

Lesser of budget or actual

Municipal taxes

Mortgage principal and interest

Capital reserve contribution

Lesser of 1640 and 1641

1645

0

line 1549

1646

0

line 1550

1647

0

line 1547

1648

0

Total

Lines 1645 to 1649

1650

0

Adjusted Total Revenue

Rent Inflation Factor

From MAH

1651

| Unit Type | Market Units | Prior Year Minimum Market Rent | Minimum Market Rent Line 1651 x Column B | Minimum Annual Market Rent $A \times C \times 12$ |
|-----------|--------------|--------------------------------------|---|--|
| | A | B | C | D |
| Bachelor | 0.00 | | 0.00 | 0.00 |
| 1 Bed Apt | 0.00 | | 0.00 | 0.00 |
| 2 Bed Apt | 0.00 | | 0.00 | 0.00 |
| 3 Bed Apt | 0.00 | | 0.00 | 0.00 |
| 3 Bed Apt | 0.00 | | 0.00 | 0.00 |
| 2 Bed TH | 0.00 | | 0.00 | 0.00 |
| 3 Bed TH | 0.00 | | 0.00 | 0.00 |
| 4 Bed TH | 0.00 | | 0.00 | 0.00 |
| 0 | 0.00 | | 0.00 | 0.00 |
| Total | 1652 | 0.00 | 1653 | 0.00 |

Less: Budgeted vacancy loss

current year budget

1654

Net minimum annual market revenue

Line 1653 - 1654

1655

0

Market rent revenue

1656

0

Adjusted market revenue

Greater of line 1655 or 1656

1660

0

Geared-to-income rent

1661

0

Non-Rental revenue(including interest)

1662

0

Adjusted total revenue

Line 1660 to 1663

1665

0

Subsidy Entitlement

Line 1650 - 1665

1680

0

Subsidy Paid (Maximum Federal Assistance and Municipal Contribution)

1685

Settlement - subsidy payable to Group (repayable to SM)

1690

0

Social Housing Annual Information Return

Year end: December 31, 2019

Housing York Inc.

Statistical Information

Page C1

All Units Under Administration by Service Manager

I. Households assisted by program type at year end

RGI households with incomes at or below the HILs

Households assisted by program (at end of year)

Non-RGI households and RGI households with incomes above the HILs

Households assisted by program (end of year)

Vacant units (end of year)

Total households (All units under administration)

| Unit of Measure | Public Housing | Rent Supplement | Limited Dividend | Section 26 & 27 | TTP | Maple Glen | Provincial Reformed | Post-1985 Urban Native | Pre-1985 Urban Native |
|-----------------|----------------|-----------------|------------------|-----------------|-----|------------|---------------------|------------------------|-----------------------|
| 2101 Households | 832 | | | | 29 | 66 | 738 | | 08 |
| 2105 Households | 2 | | | | 21 | 17 | 282 | | |
| 2106 Households | 6 | | | | - | 1 | 5 | | |
| 2107 TOTAL | 840 | 0 | | | 50 | 84 | 1,025 | 0 | 0 |

II. Household types assisted and average gross incomes (at year end) - (All targeted households are to be surveyed and income reported)

Families-RGI households with incomes at or below HILs

Total number of targeted households

Average annual gross household income

Non-RGI households and RGI households with incomes above the HILs

Total number of non-targeted households

2111 Households

2113 \$

2115 Households

2116 Households

Seniors-RGI households with incomes at or below the HILs

Total number of targeted households

Average annual gross household income

Non-RGI households and RGI households with incomes above the HILs

Total number of non-targeted households

2121 Households

2123 \$

2125 Households

2126 Households

Non-elderly singles

RGI households with incomes at or below the HILs

Total number of targeted households

Average annual gross household income

Non-RGI households and RGI households with incomes above the HILs

Total number of non-targeted households

2131 Households

2133 \$

2135 Households

2136 Households

Special needs

RGI households with incomes at or below the HILs

Total number of targeted households

Average annual gross household income

Non-RGI households and RGI households with incomes above the HILs

Total number of non-targeted households

2141 Households

2143 \$

2145 Households

2146 Households

III. ADDITIONAL REQUIREMENTS - Service Level Standards

Households receiving RGI whose household income is at or below the household income limit established

In regulation.

High need households

Units modified to provide physical accessibility

Households receiving support services (All of the above information is as of year end.)

| Unit of Measure | Public Housing | Rent Supplement | Section 95 MNP | Provincial Reformed |
|-----------------|----------------|-----------------|----------------|---------------------|
| 2101 Households | 832 | 0 | 66 | 738 |
| 2105 Households | 701 | | | 687 |
| 2106 Households | 1 | | | 94 |
| 2107 Households | | | | 15 |

Current Household Income Limit amounts by Service Manager are found in O. Reg. 368/01 Tables 6 and 7

| | |
|--|----------------|
| <div style="text-align: right;"> Social Housing Annual Information Return </div> <div style="display: flex; justify-content: space-between; align-items: flex-end;"> <div> Year end: December 31, 2019 </div> <div> Housing York Inc. </div> </div> | |
| Targeting Plans | Page C2 |

Housing York Inc.

Page C2

| I. Minimum RGI Unit Requirements | |
|----------------------------------|-------------------|
| Project address / Portfolio No. | Total RGI |
| | Units at Year End |
| | Required Actual |
| Glenwood Mews | 52 49 |
| Keswick Gardens | 90 90 |
| Springbrook Gardens | 65 60 |
| Mulock Village | 84 83 |
| Heritage East - Seniors | 49 49 |
| Heritage East - Family | 52 49 |
| Hadley Grange | 61 62 |
| Brayfield Manor | 57 54 |
| Oxford Village | 27 27 |
| Rosetown | 103 112 |
| Woodbridge Lane | - - |
| Trinity Square | 60 64 |
| Thornhill Green | 41 47 |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| Total | 741 746 |

| Total RGI | |
|--------------------------|---------------|
| Units at Year End | |
| Required | Actual |
| 52 | 49 |
| 90 | 90 |
| 65 | 60 |
| 84 | 83 |
| 49 | 49 |
| 52 | 49 |
| 61 | 62 |
| 57 | 54 |
| 27 | 27 |
| 103 | 112 |
| - | - |
| 60 | 64 |
| 41 | 47 |
| | |
| | |
| | |
| | |
| | |
| | |
| | |
| 741 | 746 |

Total

741

746

| II. Move-outs and Vacancies | | | |
|-----------------------------|-------------------------------|----------------------------------|--------------------------------|
| | Unit Move-outs during year | Vacancy months during year | Vacant units at year end |
| Geared-to-income | - | | 1 |
| Market units | - | | 1 |
| Special needs units | | | |
| Total | 0 | 0 | 2 |

Special needs units, including modified units, must be filled with households requiring those units.

How many special needs units, including modified units, were filled with households which did not require those services or units? Number

| Unit Move-outs during year | Vacancy months during year | Vacant units at year end |
|-------------------------------|----------------------------------|--------------------------------|
| - | | 1 |
| - | | 1 |
| | | |
| 0 | 0 | 2 |

Special needs units, including modified units, must be filled with households requiring those units.

Number

n/a

Social Housing Annual Information Return

December 31, 2019

Housing York Inc.

General Subsidy - Part VI SHRA - Operating Reserve

Page D1

Has the provider had an accumulated surplus at the beginning of any previous fiscal year since the termination of its operating agreement of \$300 per unit or greater?

Choose Yes or No

3000 ☒ Yes

Accumulated surplus (deficit) beginning of the year

3002

Number of units

Page A1

3025

Allowable operating reserve per unit

3030

Total allowable operating reserve

Line 3025 x line 3030

3035

If line 3002 is greater than line 3035 the provider is not eligible for any operating reserve in the calculation of surplus.

THE REMAINDER OF THE FORM IS COMPLETED ONLY IF LINE 3000 IS "NO"

Calculation for General Subsidy - Part VI SHRA (This section applies only if sheet A7 completed)

Accumulated surplus, beginning of year

Line 3002

3040

Net Shelter Income

Line 751

3045

Subtotal

Line 3040 + line 3045

3060

Operating reserve eligibility determinant

Line 3035 - 3060

3070

If line 3070 is nil or negative operating reserve calculation is:

Total allowable operating reserve

Line 3035

3075

Accumulated surplus, beginning of year

Line 3040

3080

Operating reserve allowance (to line 755)

Line 3075 - line 3080

3085

If line 3070 is a positive value operating reserve calculation is:

Total allowable operating reserve

Line 3070

3090

Accumulated surplus, beginning of year

Line 3040

3091

Operating reserve allowance (to line 755)

Line 3090 - line 3091 (if positive)

3095

Calculation for General Subsidy - 100% RGI (Complete section only if sheet A 10 completed)

Accumulated surplus beginning of year

Line 3002

3100

Indexed benchmark operating costs

Line 801

3101

Actual operating costs for the year

Line 822

3102

Difference

Line 3101 - 3102

3103

Operating reserve eligibility determinant

Line 3035 - (3002 + 3103)

3104

If line 3104 is nil or negative operating reserve calculation is:

Total allowable operating reserve

Line 3035

3105

Accumulated surplus, beginning of year

Line 3002

3106

Operating reserve allowance (to line 823)

Line 3105 - line 3106

3107

If line 3104 is positive operating reserve calculation is:

Indexed benchmark operating costs

Line 3101

3110

Actual operating costs for the year

Line 3102

3111

Operating reserve allowance (to line 823)

Line 3110 - Line 3111

3112



Report of the General Manager and Chief Financial Officer

2020 Mortgage Renewal - Heritage East in the Town of Newmarket

Recommendations

1. The Housing York Inc. Board authorize the Ministry of Municipal Affairs and Housing to act on Housing York Inc.'s behalf to negotiate the mortgage renewal, in accordance with the provisions of the attached resolution (see Attachment 1) provided by the Ministry of Municipal Affairs and Housing, for Heritage East, located at 349/351 Crowder Boulevard, Town of Newmarket.
2. The Board pass the attached resolution recommendation.
3. The Board authorize the President to execute the necessary agreements and documents required by the lender to amend or renew the mortgage.
4. The Board authorize the Secretary to certify the attached resolution and provide copies to the Ministry of Municipal Affairs and Housing and the Lender.

Summary

This report seeks Board approval to proceed with the mortgage renewal process for Heritage East in the Town of Newmarket, in accordance with Housing York Inc.'s (HYI's) [Borrowing Bylaw 2-07](#). The existing mortgage on this property expires October 1, 2020. The Ministry of Municipal Affairs and Housing (Ministry) requires a Board resolution to act on HYI's behalf to refinance the mortgage.

Background

Ministry of Municipal Affairs and Housing coordinates Housing York Inc.'s mortgage renewals

On January 1, 2001, the Ministry assumed responsibility for coordinating mortgage renewals for housing providers. A centralized and unified mortgage renewal process has increased the Ministry's bargaining power and resulted in favourable interest rates for housing providers across Ontario. This process also provides a single point of contact for housing providers during the renewal process. The Ministry researches the rates available through different sources, particularly the Ontario Financing Authority Corporation (the funding authority for the Province), Canada Mortgage and Housing Corporation, and financial markets. Historically, mortgage rates obtained by the Ministry have been the best rates available on the market.

Housing York's Inc.'s Borrowing Bylaw enables refinancing of the buildings

HYI's Borrowing Bylaw allows for the financing of its Provincial Reform buildings (buildings constructed between 1987 and 1996). All buildings in this program with five or more years remaining to maturity are financed by mortgages that have been arranged by the Ministry.

Heritage East is a 121 unit apartment site located in the Town of Newmarket. The existing mortgage expires October 1, 2020, concluding a five year term at 1.85%. The estimated principal balance of the existing mortgage is \$5,539,627.91. The remaining amortization period is 80 months.

Analysis

The renewal rate is expected to be between 1.5% to 2.5%

The Bank of Canada prime rate was 2.45% on April 28, 2020. Based on the current economic outlook, the COVID-19 pandemic and a recent mortgage renewal, HYI management forecasts that the renewal rate will be between 1.5% and 2.5%.

The mortgage renewal process is lengthy, taking several months to complete. The Ministry requires considerable lead time to identify and negotiate the best terms on behalf of housing providers. Once the details are confirmed, the Ministry will work with HYI to execute the transactions and register the documents.

Financial Considerations

The Region will adjust subsidy funding to Housing York Inc. to reflect the updated mortgage rate

The Region provides HYI with a subsidy to cover mortgage costs. Mortgage renewals do not have a budget impact for HYI.

Following the mortgage renewal, the Region will recalculate HYI's mortgage subsidy. The Region has budgeted for a 2.5% renewal rate, which would increase the Region's budget by \$94,609 over 60 months.

Local Impact

HYI pays property taxes to the local municipalities based on independent assessments through the Municipal Property Assessment Corporation. The financing structure of the properties does not have a direct impact at the local level.

Conclusion

HYI will renew the mortgage for Heritage East following processes established by the Ministry. The renewal rate is expected to be similar to the existing term and will not result in a budget impact to HYI.

For more information on this report, please contact Michelle Willson, Chief Financial Officer at 1-877-464-9675 ext. 76064. Accessible formats or communication supports are available upon request.

Recommended by:

Michelle Willson
Chief Financial Officer, Housing York Inc.

Kathy Milsom
General Manager, Housing York Inc.

Approved for Submission: Katherine Chislett
President, Housing York Inc.

May 20, 2020
Attachment
#10717179

**RESOLUTION OF THE BOARD OF DIRECTORS
OF
HOUSING YORK INC.**

WHEREAS HOUSING YORK INC. (the "Corporation" and/or "Housing Provider") has requested the Ministry of Municipal Affairs and Housing (the "Ministry") to arrange on its behalf a refinancing of the existing charge/mortgage of land (the "Mortgage") for its project municipally known as 349/351 Crowder Boulevard maturing on October 1, 2020 in the approximate amount of \$ 5,539,627.91.

AND WHEREAS the Ministry has agreed to arrange said mortgage financing and the Housing Provider agrees to be bound for those purposes by the terms and conditions contained in the said Mortgage, or any amendments thereto.

THEREFORE BE IT RESOLVED THAT:

1. The Housing Provider hereby authorizes the Ministry to solicit and arrange on its behalf such Mortgage(s) or Mortgage facilities with a lender or its authorized agent (the "Lender") as it deems necessary, appropriate or advisable for the project identified above and for the maturity date aforementioned;
2. The Housing Provider hereby agrees to be bound to the Lender for such mortgage purposes and upon the terms and conditions contained in the said Mortgage, or any amendments thereto, and the Housing Provider hereby further agrees to mortgage its property and assets to secure its present and future obligations under the said Mortgage, or any amendments thereto, to the Lender, as deemed necessary or advisable;
3. The Housing Provider hereby authorizes the designated signing Officers to enter into such agreement or agreements amending the terms of the said Mortgage and to deliver to the Lender such document or documents as may be deemed necessary, advisable or required by the Lender to give effect thereto;
4. The Housing Provider hereby confirms that this Resolution has been ratified and approved by its Board of Directors and it agrees to deliver this resolution to the Ministry and to the Lender; and

The Housing Provider further confirms that this resolution shall continue in force and effect until written notice to the contrary is delivered to the Lender and the Ministry with receipt acknowledged by the Lender and the Ministry.

I HEREBY CERTIFY that the foregoing is a true copy of a Resolution passed by the Board of Directors of the Housing Provider on the _____ day of _____, 20__, which Resolution was duly enacted in the manner authorized by law and in conformity with the constating documents of the Housing Provider and that this Resolution has not been amended and continues to be in full force and effect.

Dated at _____ this _____ day of _____, 20__.

HOUSING YORK INC.

Per: _____ c/s

Name: Christopher Raynor

Title: Secretary

I have the authority to bind the subject Corporation



Report of the General Manager and Chief Financial Officer

Property Management System Contract Renewal

Recommendations

1. The Board authorize Housing York Inc. to renew the agreement between Housing York Inc. and the vendor listed in Private Attachment 1 for an additional term of up to five years.
2. The President be authorized to renew and execute the agreement annually with the vendor as set out in Private Attachment 1, provided that the vendor has performed the services to the satisfaction of the President and the renewal amount is within the approved annual budget.

Summary

This report seeks Housing York Inc. (HYI) Board approval to renew the agreement with the current provider of property management system licenses, maintenance and support services listed in Private Attachment 1.

Background

Housing York Inc.'s Purchasing Bylaw requires Board approval of any direct purchase exceeding \$100,000

HYI's [Purchasing Bylaw 1-18](#) provides under Section 10.1 (a) for direct purchases, where the compatibility of the purchase with existing equipment, facilities or service is the paramount consideration. The award of any contract under Section 10.1 (a) where the total cost of any deliverable exceeds \$100,000 is subject to Board approval. Under Section 18.1 of the Board's Purchasing Bylaw, Board approval is also required for any award where the renewal or extension of a contract would result in an aggregate term of greater than five years.

Analysis

HYI uses software directly purchased from the vendor listed in Private Attachment 1 to assist with fulfilling its mandate to deliver the Region's social housing programs. Maintenance and support services are provided by the vendor on an ongoing basis, while the technology application is evaluated annually to ensure it continues to meet the business needs. A renewal to the existing agreement on an annual basis for up to five years is required to support continued service delivery.

Financial Considerations

Annual costs for licensing, maintenance and support services have been included in Housing York Inc.'s multi-year budget

The annual cost of licensing, maintenance and support services is set out in Private Attachment 1 and may vary depending on the number of users, service use, Consumer Price Index, further upgrades or enhancements required to meet changing business needs.

The costs for all licensing, maintenance and support services will be managed within the approved HYI annual operating budget.

Local Impact

There are no direct municipal impacts as a result of this report.

Conclusion

Management is seeking Board authorization to renew the property management system contract annually for up to five years. The technology continues to meet HYI's business needs, and is a key element in fulfilling HYI's mandate to provide efficient and effective social housing.

For more information on this report, please contact Michelle Willson, Chief Financial Officer, HYI at 1-877-464-9675 ext. 76064. Accessible formats or communication supports are available upon request.

Recommended by: Michelle Willson
Chief Financial Officer, Housing York Inc.

Kathy Milsom
General Manager, Housing York Inc.

Approved for Submission: Katherine Chislett
President, Housing York Inc.

May 21, 2020
Private Attachment (1)
10760163