

2019 ANNUAL REPORT PROPERTY MANAGEMENT HIGHLIGHTS, AND FINANCIAL STATEMENTS

Presented to
HOUSING YORK INC. BOARD

Presented by
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June 3, 2020

PRESENTATION OVERVIEW

- Annual Report to the Shareholder
- 2019 Highlights
- 2019 Financial Results

2019 ANNUAL REPORT TO THE SHAREHOLDER



- Housing York's 2019 Resident Survey
- Housing York's Resident Inclusion Plan
- Resident Programs and Services
- 2019 in Your Community
- Welcome to Woodbridge Lane
- Here We Grow Again
- Capital Repair and Updates
- 2019 Financial Highlights

OPERATIONAL HIGHLIGHTS

Kerry Hobbs



2019 OPERATIONAL HIGHLIGHTS

2019 activities highlighted include:

- Property management
- Tenancy management
- Resident inclusion and related resident survey results

BUILDING OPERATIONS

New Online Service for Market Rentals

MARKET RENT WITH HOUSING YORK

Home > Community Support > Housing > Market Rent with Housing York

CHILDREN'S SERVICES

FINANCIAL ASSISTANCE

HOUSING

About Subsidized Housing

Applying for Subsidized Housing

Emergency and Transitional Housing

Home Repair Program

Housing Locations

Housing Solutions: A place for everyone

Housing with Supports

Housing York Inc.

Housing York Inc. Tenant Information

Information for Housing Providers

Market Rent with Housing York

New Developments and Proposed Projects

Rent and Utility Assistance

NEWCOMER SERVICES

ONTARIO WORKS

STREET OUTREACH

Market Rent with Housing York

Many community housing providers offer both market rent and subsidized housing. Market rent is where the tenant pays the full rent for the unit and rent typically increases each year (similar to what you would pay a landlord in the private sector).

Market rent units are **not subsidized**. Community housing providers cannot give rent subsidies to market rent tenants unless the tenant has reached the top of York Region's subsidized housing waitlist. For more information about subsidized housing in York Region please visit [Applying for Subsidized Housing](#).

Information on Market Rentals

Community housing providers are located throughout York Region. Most community housing providers offer market rentals to the public. These units are not filled from the subsidized housing waiting list. If you are interested in these market rentals you can find more information on the [Housing Locations](#) page.

The Regional Municipality of York owns an affordable housing corporation called [Housing York Inc.](#)

HYI Market Rent Frequently Asked Questions

Is there a waitlist?

How many market rent units does Housing York have?

How much is market rent?

I am interested in Housing York's market rent accommodations, what are the next steps?

What is the HYI Market Rental Process?

Housing York does not maintain a waiting list for market rentals. Instead, Housing York uses a subscriber's list to communicate with people who are interested in market rentals. Market rent units are in high demand and there is a limited number of market rent units for lease. For this reason, Housing York fills vacancies on a **first come, first served basis**.

The market rent vacancy process is as follows:

1. When a market unit is available for rental, an email is sent to individuals on the subscriber list. The email provides information about the available unit such as unit size, building/townhome location, amenities and rental rate.
2. Subscribers are directed to respond to the email if they are interested in the available unit
3. Housing York contacts the **first respondent**. The email will request the respondent to complete a form and confirm income information, a landlord reference (or an explanation if you don't have a rental history) and consent to a credit verification
4. When the individual provides the above information, a unit viewing appointment is scheduled
5. If Housing York does not hear back within 48 hours or if the first respondent does not qualify or is no longer interested, Housing York will contact the next respondent
6. This process is repeated until the vacancy is filled

If you are interested in getting information about market rental opportunities with Housing York, please use the subscriber form below to provide us with your e-mail.

If you need help filling out the following form, please contact Access York at 1-877-464-9675.

News & Social Media

NEWSROOM

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Flickr


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e-News

YR Mobile App

Campaigns & Projects




Future Market and Affordable Rental Apartments in the Town of Whitchurch-Stouffville


The Regional Municipality of York is proposing to construct an apartment building with approximately 100 residential units and ground floor non-residential space at 5676 Main Street in the Community of Stouffville.

[More Campaigns & Projects >>](#)

Contact Us

Air Conditioner Safety

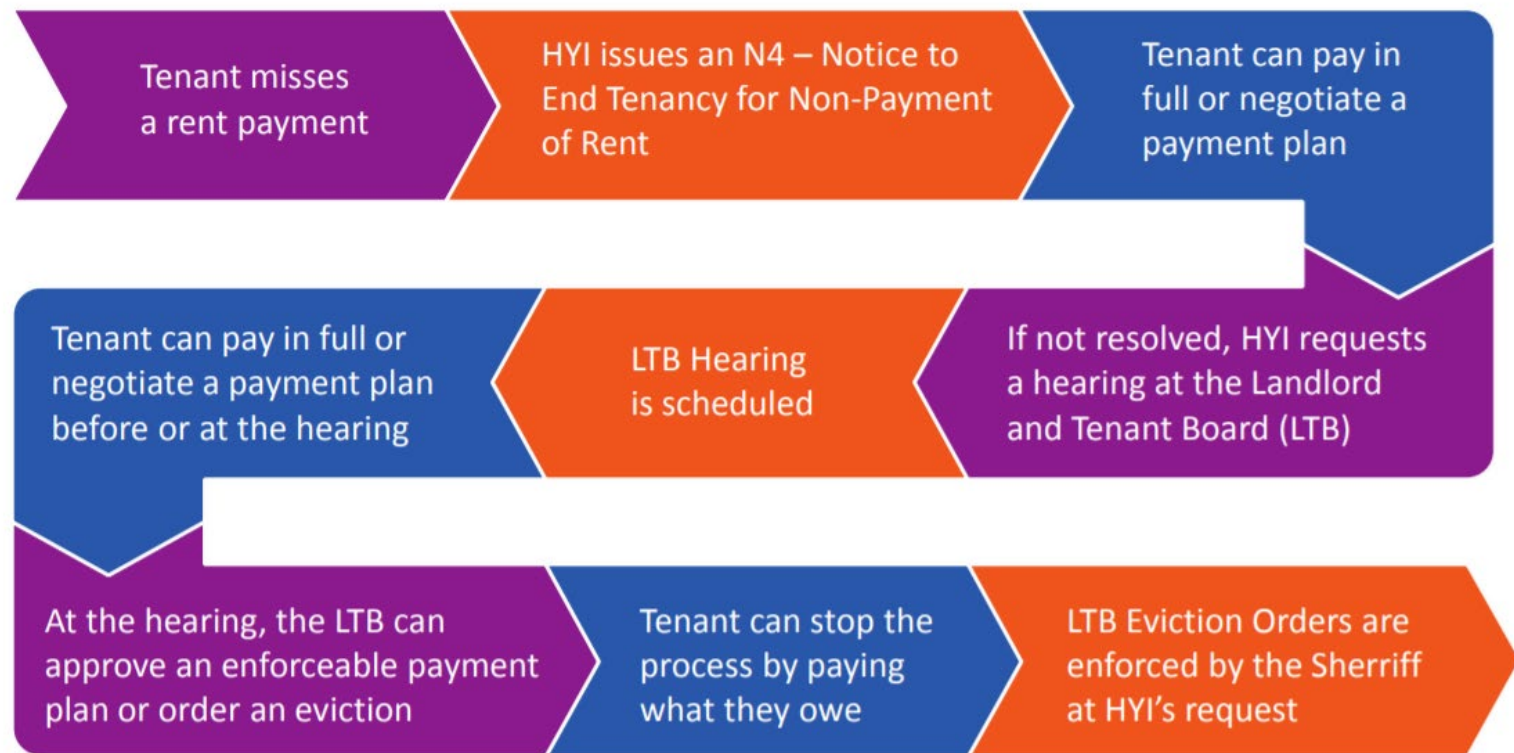




Woodbridge Lane

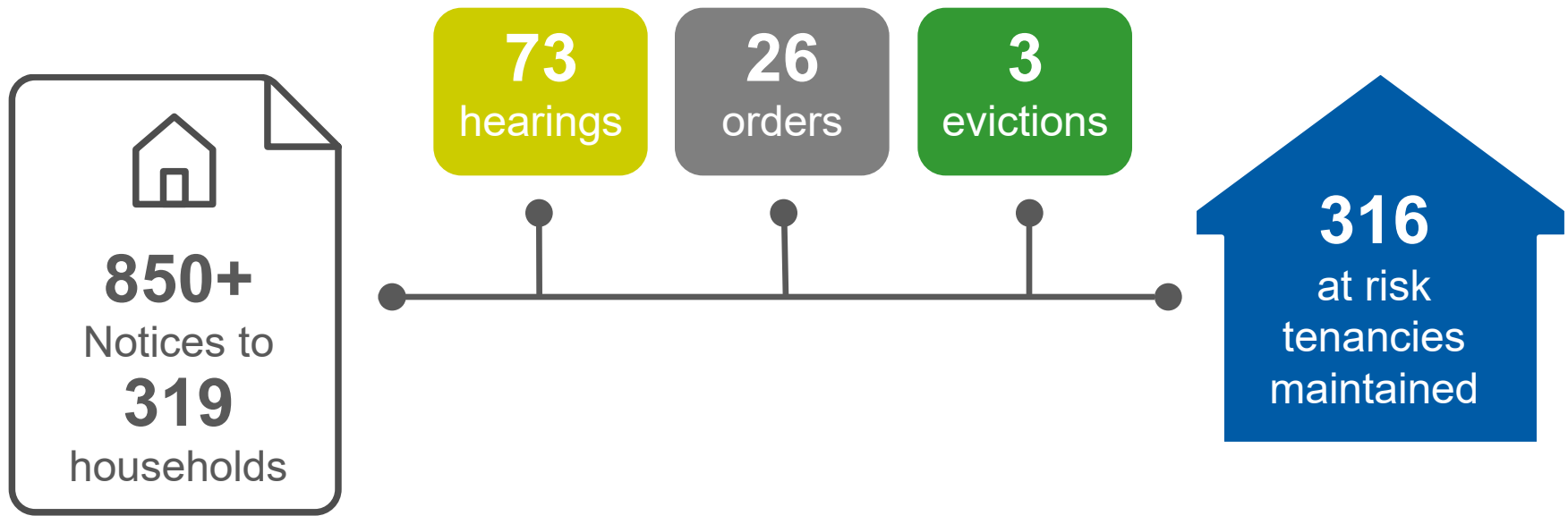
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LANDLORD AND TENANT BOARD PROCESS OVERVIEW



Rent arrears evictions typically take 4 to 8 months, depending on complexity and LTB availability. Tenants can stop the process at any time by paying what they owe.

TENANCY MANAGEMENT



88% of households were in good standing

RESIDENT INCLUSION PLAN

Housing York and its residents have a role to play in maintaining inclusive communities that everyone would be proud to call home

	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

RESIDENT SURVEY

What we heard

- There are opportunities to enhance accessibility within our communities
- Residents have diverse communication preferences and needs, particularly in the areas of language and use of technology
- Residents generally experience HYI as positive and respectful and would recommend their communities to others
- Residents have additional program and service needs

RESIDENT SURVEY

Next Steps

Continued Resident Inclusion Plan implementation:

- Assess each community and look for opportunities to improve accessibility
- Explore opportunities to increase translation services and maintain traditional communications while increasing technology options
- Maintain positive engagement with residents
- Explore opportunities to increase programs and services through partnerships

2019 FINANCIAL HIGHLIGHTS

Michelle Willson



KEY FINANCIAL HIGHLIGHTS

- Operating surplus of \$2.0 million
- \$9.5 million in capital expenditures

The Auditors provided an unqualified opinion on
HYI's 2019 Financial Statements

BALANCE SHEET

	2018 (\$000)	2019 (\$000)	Variance (\$000)	Variance (%)
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%
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%

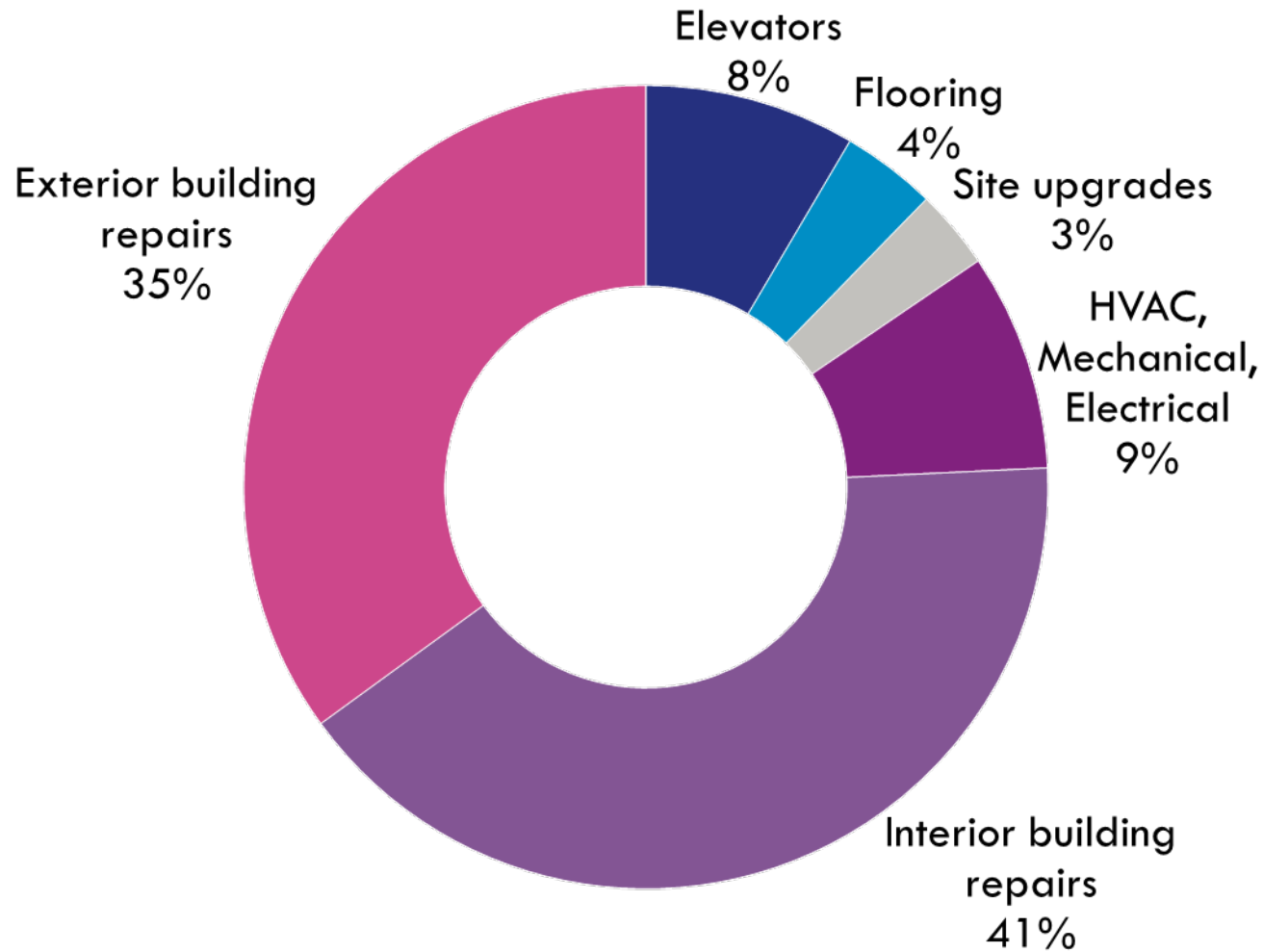
STATEMENT OF REVENUE AND EXPENDITURES

	2018 (\$000)	2019 (\$000)	Variance (\$000)	Variance (%)
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				
Mortgages	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%)

OPERATING SURPLUS ALLOCATION

	Capital Repair (\$000)	Working Capital (\$000)	Insurance (\$000)	Operations (\$000)	Strategic Initiatives (\$000)	Emergency Housing (\$000)
Opening balance	9,338	3,500	180	500	1,903	2,343
Budgeted contribution	8,648					1,278
Interest income	149					
Expenditures	(10,177)		(14)			(478)
Operating surplus	986		14		888	75
Ending balance	8,944	3,500	180	500	2,792	3,218
Limit	N/A	3,500	180	500	3,500	N/A

CAPITAL EXPENDITURES FOR 2019 - \$9.5 MILLION



RECOMMENDATION

Board of Directors:

- Approve the draft 2019 Financial Statements and Notes for Housing York Inc. and submit them to York Region, as the Service Manager and sole Shareholder of the Corporation
- Approve the 2019 Annual Information Return for the Housing York Inc. Provincial Reform Program and submit it to York Region, as the Service Manager
- Receive the 2019 Housing York Inc. Highlights Report and approve the accompanying publication for submission as part of the Housing York Inc. Annual Report to the Region as sole Shareholder of the Corporation

THANK YOU

