Board Members:	PUBLIC AGENDA
Phil Squire- Chair Mayor Grantham- Vice Chair Gary Bezaire Shawn Lewis Hadleigh McAlister Cara Awcock Kathleen Savoy Gregory Thompson Sara Piñeros Castaño LMCH Leadership Paul Chisholm, CEO Sara De Candido, COO John Krill, Director, Asset Renewal Dirk Volschenk, Manager of Human Resources Tsitsi Muyambo, Director of Finance and Corporate Services	LONDON & MIDDLESEX COMMUNITY HOUSING (LMCH) Board of Directors Meeting Board Meeting Room 1299 Oxford St. E London, Ontario, N6E 0C1 Thursday, August 20, 2026 5:30 PM – 8:00 PM

Item	Lead	Time
1. Call to Order	P. Squire	5:30
2. Recognition of Indigenous Peoples and Lands Statement	P. Squire	
3. Completion and Acceptance of Agenda	P. Squire	
4. Disclosure of Interest	P. Squire	
5. Approval of Minutes of Previous Meetings a. May 28, 2026	P. Squire	
6. Communications:		
7. Delegations None		
8. Consent Agenda Items: None		
9. Reports and Business a) **Staff Report 2026-21** CEO Report b) **Staff Report 2026-22** Board Expense Policy c) **Staff Report 2026- 23** Director Asset Renewal Q2 2026 Report d) **Staff Report 2026- 24** Capital Unit Turns e) **Staff Report 2026- 25** Commissioners' Boiler Replacement f) **Staff Report 2026-26** Q2 Capital Projects Report g) FAR Reports for Information I. FAR- 2026-25 Finance and Corporate Services Update II. FAR- 2026- 26 2025 Q2 Financials III. FAR- 2026- 27 Q2 KPIs IV. FAR- 2026- 30 CMHC Q2 2026 Report V. FAR-2026- 31 Reimagine Q2 2026 Report	 P. Chisholm P. Chisholm J. Krill J. Krill J. Krill J. Krill Greg Thompson	

h) **Staff Report 2026- 27** LMCH Tuition Reimbursement Policy i) **Staff Report 2026- 28** Staff Property Damage & Reimbursement Policy j) **Staff Report 2026- 29** 2027 Market Rent Increases Report k) **Staff Report 2026- 30** Maximum Rent Increase for 2027 Report l) **Staff Report 2026- 31** E-Mobility Policy <u>PSH Reports for Information:</u> I. **PSH- 2026-26** Q2 2026 HR Update II. **PSH- 2026- 27** Senior Manager of Property Services Update III. **PSH-2026-28** Q2 Communications Update IV. **PSH -2026- 29** Senior Manager Tenant Experience Update V. **PSH-2026-30** Senior Manager of Community Safety and Wellbeing Update VI. **PSH-2026-31** COO Update	D. Volschenk D. Volschenk S. De Candido S. De Candido S. De Candido	
11.) In-Camera: To provide an opportunity for the board to discuss particularly sensitive matters within the jurisdiction of the board (such as litigation, labour relations, or management performance	P. Chisholm	
12) New Business/ Enquiries:	P. Squire	
13) Meeting Adjournment	P. Squire	8:00pm

Recognition of Indigenous Peoples and Lands Statement

London & Middlesex Community Housing provides housing on the traditional lands of the Anishinaabek (AUh-nish-in-ah-bek), Haudenosaunee (Ho-den-no-show-nee), Lūnaapéewak (Len-ah-pay-wuk) and Attawandaron (Adda-won-da-run).

We acknowledge the local First Nations communities in this area, the territory of the Chippewa (CHIP-I-WAA) of the Thames, the Oneida (OH-NY-DUH) of the Thames, and the Muncey (m-UH-n-s-ee) Delaware Nation.

We honour and respect the history, languages and culture of the diverse Indigenous people who call this territory home. Today, the City of London & Middlesex County is home to many First Nations, Métis and Inuit people. We are grateful to have the opportunity to work and live in this territory.

BOARD OF DIRECTORS PUBLIC MEETING MINUTES

May 28, 2026, at 5:30 p.m.
London & Middlesex Community Housing
Boardroom, 955 Southdale Rd. W, London, Ontario, Canada

Board Members in Attendance:

Phil Squire, Board Chair

Gary Bezaire

Hadleigh McAlister

Kathleen Savoy

Cara Awcock

Sara Pineros

Senior Leadership in Attendance:

Paul Chisholm, CEO

Sara De Candid, COO

John Krill, Director of Asset Renewal

Tsitsi Muyambo, Director of Finance and Corporate Services

Dirk Volschenk, Manager Human Resources

Regrets
Shawn Lewis
Gregory Thompson
Mayor Grantham, Vice Chair

** Virtual Attendance via Zoom*

1. Call to Order	Board Chair called the meeting to order at 5:33 p.m.
2. Recognition of Indigenous Peoples and Lands	Board Chair provided the recognition address at 5:33 p.m. *We would like to begin by acknowledging the treaty territory of the Anishnaabeg, which is defined within the pre-confederation treaty know as the London Township Treaty of 1796. Throughout time, this region has also become the current home to the Haudenosaunee and Lenni-Lenape Nations.*
3. Completion and Acceptance of the Agenda	**MOTION** to **RECEIVE** the Agenda, **MOVED** by C. Awcock, seconded by K. Savoy, ALL in Favour **PASSED** at 5:34 PM
4. Disclosures of Interest	The Board Chair called for conflict-of-interest declarations with respect to the agenda. 5:35 p.m.

5. Approval of Board Meeting Minutes	Regarding the Board Meeting Minutes of April 16, 2026 **MOVED** by C. Awcock, seconded by H. McAlister, that the Minutes **BE ACCEPTED** and **APPROVED,** item **CARRIED** at 5:35 pm
6. Communications	None
7. Delegations	None
8. Consent Items	None
9. Reports and Business a) Staff Report 2026-16 2025 Audited Financial Statements	Report overview given by P. Chisholm **MOTION** to **APPROVE** the Report, **MOVED** by G. Bezaire, seconded by K. Savoy, **PASSED** 5:39pm. • KPMG prepared the Audit findings • Misstatements and internal controls were reviewed. • Improved control management will be reported at the next meeting. Discussion: KPMG found no issues on entries made but noticed the role vacancy.
b) Staff Report 2026-17 Capital Projects Q1 2026 Report	Report overview given by J. Krill • Items for approval are to move money into the new projects and into contingency and change orders. **MOTION** to **APPROVE** the Report, **MOVED** by K. Savoy, seconded by G. Bezaire, **PASSED** 5:43 pm.
c) Staff Report 2026- 18 Construction Contract Award Commissioners' Retaining Wall Rebuild	Report overview given by J. Krill **MOTION** to **APPROVE** the Report, **MOVED** by C. Awcock, seconded by H. McAlister, **PASSED** 5:47 pm. **Discussion:** Financial Impact of the construction cost difference on taxes reviewed. This is attributed to our Municipal tax rebate.

d) Staff Report 2026-19 1299 Lease Renewal	Report overview given by P. Chisholm • 5-year renewal • Lease rate and potential redevelopment of this property were discussed with the Landlord. • Cost increase of 3.2% **MOTION** to **APPROVE** the Report, **MOVED** by G. Bezaire, seconded by C. Awcock, **PASSED** 5:49 pm.
e) FAR Reports for Information	**MOTION** to **RECEIVE** the reports for Information, **MOVED** by H. McAlister, seconded by C. Awcock, **PASSED 5:54 pm** • Q1 KPI's format has been simplified • Vacancy rate has increased, but staff has confirmed rates will decrease by the end of Q2. • BCA's are being reassessed. Kent St. and Dorchester buildings have improved. • 26 Units completed barrier-free upgrades, and the Pondmills playground install is underway • Reimagine Phase 1 & 2 reviewed, and expectation for Phase 2 is that we will come in under budget by 3M
f) Staff Report 2026-20 2025 Annual Report	**MOTION** to **APPROVE** the Report, **MOVED** by H. McAlister, seconded by C. Awcock, **PASSED** 5:58 pm Report overview given by P. Chisholm Discussion: AGM will be on June 16th, 1:00pm.
10. IN CAMERA	
12. New Business	• Board Chair, MRP was brought to SPPC today
13. MEETING ADJOURNMENT	**MOTION** to **ADJOURN,** ALL in Favour **PASSED** at 6:01 pm

Phil Squire, Chair

Paul Chisholm, CEO

CEO Report
STAFF REPORT-2026-21

TO: LMCH Board of Directors

FROM: Paul Chisholm, Chief Executive Officer

SUBJECT: CEO Update

DATE: August 19, 2026

PURPOSE:

The purpose of the report is to provide updates to the Board of Directors on strategic initiatives, the CEO's work plan, and to receive direction on emerging matters that need Board/Committee Direction.

RECOMMENDATION:

It is recommended that the Board of Directors **RECEIVE** this report for Information.

UPDATES:

Strategic Planning Updates

The LMCH Board of Directors approved our last strategic plan, "Towards a Shared Vision 2024-2027," at its Board Meeting on November 16, 2023. LMCH needs to put a new strategic plan in place for 2028-2031.

While we anticipate building on the progress made over the past 5 years, we remain committed to ensuring our work is closely aligned with the evolving needs of tenants and the communities we serve. Informed by the direction of our Shareholders, current funding realities, and the valuable feedback gathered through the Master Regeneration Plan and

Organizational Review engagement processes, we are thoughtfully considering the path forward for LMCH.

To that end, an RFP has been released to select a consultant to support this important work. It is available on the Bids and Tenders Procurement Site and has been sent to consultants that have worked with LMCH in the past. LMCH will work to award this contract in early Q4.

McNay Elevator Service Disruption

As reported to the Board in previous updates, LMCH is in the final stages of an elevator modernization program.

With ten sites complete, we are currently working on the modernization of two sites, and for the other three sites, contracts have been awarded, parts are on order, and tentative schedules are in place. The McNay Site is currently one of the last three sites waiting for modernization.

LMCH noted increases in both service disruption and maintenance calls starting in June 2026 at 202 McNay. At the root of the issue is a drive failure in elevator 1 on June 14. The drive failure required the vendor to replace the drive and required a retrofit kit that was on backorder. It took approximately 6 weeks for the retrofit kit to arrive on site. During this time, Elevator 1 remained out of service until July 27.

This reduced elevator capacity, put a strain on Elevator 2, and created increased wait times for tenants. The increased usage of Elevator 2 did cause approximately 14 service calls. It appears that half of the calls related to doors being held open and debris in the tracks. The remaining calls relate to equipment and sensors that needed to be repaired and/or replaced. While the elevators were put in service while parts were ordered, it did cause service interruption for tenants.

We have been engaging directly with our elevator service contractor to ensure we are taking all necessary steps to maximize uptime for the elevators. Through these discussions, LMCH and the contractor have committed to meeting to review elevator maintenance and cleaning schedules, discuss timing for elevator door closure, and improve communication on service interruption causes. The Contractor has also confirmed that, through the modernization program, the delay we experienced in getting required parts for elevator repairs will be eliminated.

A tenant information session is planned in the coming weeks to provide an update to tenants.

Use of E-Devices at LMCH

LMCH has been having discussions internally and with sector partners on how best to address the use, storage, and charging of e-devices at LMCH. At the root of these discussions is how to balance the support for micro mobility initiatives in the community with the risk created by the increasing number of types of Lithium-Ion Batteries in our buildings and units.

The number of fires being attributed to Lithium-Ion Batteries continues to increase, and as more devices enter circulation, devices/batteries age, and the increasing use of aftermarket parts, chargers, and batteries, this risk will continue to grow.

The policy being reviewed by the Board of Directors as part of this meeting is the first framework for LMCH to provide direction to staff and tenants in relation to these devices. LMCH staff will continue to work with sector partners and the London Fire Service to adapt our response to this issue as it continues to evolve.

PREPARED BY:
PAUL CHISHOLM, CHIEF EXECUTIVE OFFICER

LONDON & MIDDLESEX COMMUNITY HOUSING

Board Expense Policy for Renewal
STAFF REPORT 2026-22

TO: LMCH Board of Directors

FROM: Paul Chisholm, CEO

SUBJECT: Board Expense Policy for Renewal

DATE: August 13, 2026

PURPOSE:

The purpose of this report is to present the 2026 review of LMCH's Board Expense Policy and seek Board approval of the policy for 2026.

The review was completed to confirm that the policy remains appropriate, reasonable, and aligned with the City of London and comparable community housing providers, particularly regarding meal reimbursement amounts.

RECOMMENDATION:

LMCH Staff recommends the following:

1. That the LMCH Board of Directors APPROVE the Board Expense Policy.
2. Authorize staff to take the necessary steps to give effect to the above recommendations.

BACKGROUND:

LMCH's Board Expense Policy establishes the rules and process for reimbursing Board members for reasonable out-of-pocket expenses incurred while participating in Board-approved business. The policy includes direction on eligible and non-eligible expenses, required documentation, travel, meals and beverages, hotel stays, technology-related supports, childcare and dependent care costs, and the approval process for expense claims. The policy currently provides the following meal reimbursement limits:

Meal	Current LMCH Maximum
Breakfast	$15.00
Lunch	$25.00
Dinner	$35.00
Total Daily Maximum	**$75.00**

The policy also confirms that alcohol is not eligible for reimbursement and that gratuities shall not exceed 20%.

ANALYSIS:

Staff reviewed the current Board Expense Policy against the City of London's travel and business expense framework, the City of London's local standard for housing provider director expenses, and comparable community housing provider policies.

The City of London's Travel and Business Expenses Policy uses the same meal allocation currently included in LMCH's policy: Breakfast $15.00, Lunch $25.00, and Dinner $35.00, for a total daily amount of $75.00. As a local housing corporation connected to the City of London, this is the most relevant comparator for LMCH.

The City of London's local standard for remuneration of housing provider directors also supports reimbursement of legitimate expenses where appropriate documentation is provided. LMCH's policy is consistent with this approach because it requires expense claims to be submitted with original receipts and includes approval oversight through the Board Secretary, CEO, Board Chair, or Board of Directors, depending on the nature of the expense.

Staff also reviewed other public community housing provider policies. Toronto Seniors Housing Corporation permits reimbursement of meals and sundry expenses not covered by conference fees up to $65 per day and confirms that alcohol is not reimbursable. Toronto Community Housing Corporation's policy focuses on reimbursement for legitimate, reasonable, approved business-related expenses and requires original itemized receipts, proof of payment, and pre-approval where required.

Based on this review, LMCH's policy remains reasonable and defensible. While LMCH's daily meal maximum of $75.00 is higher than Toronto Seniors Housing Corporation's $65.00 daily amount, it directly aligns with the City of London's current meal allocation. This alignment is appropriate given LMCH's local governance context and relationship with the City of London.

The policy also includes appropriate safeguards, including:

- Reimbursement only for Board-approved business;
- Original receipt requirements;
- Exclusion of alcohol;
- Limits on gratuities;
- Pre-approval requirements for certain expenses;

- Restrictions on non-eligible items;
- Board Secretary, CEO, Board Chair, or Board oversight where required; and
- Annual policy review.

FINANCIAL IMPACT:
There is no material financial impact associated with approving the Board Expense Policy for 2026. The policy does not introduce new expense categories or increase reimbursement amounts. Any Board expense reimbursements will continue to be managed within the approved operating budget and remain subject to the documentation and approval requirements set out in the policy.

RISK CONSIDERATIONS:
Approving the policy supports good governance, transparency, accountability, and consistent treatment of Board member expense claims. No major risk concerns were identified through the review. The current policy is aligned with the City of London's meal reimbursement structure and includes appropriate controls to ensure expenses are reasonable, documented, and connected to Board-approved business.

Not approving the policy could create uncertainty regarding Board expense reimbursement practices in 2026. Continuing with the current policy provides clarity and maintains consistency with prior Board direction.

CONCLUSION:

The 2026 review confirms that LMCH's Board Expense Policy remains appropriate and does not require changes. The current meal reimbursement amounts are aligned with the City of London, and the policy includes appropriate controls for documentation, eligibility, approval, and oversight. Staff recommends that the Board approve the Board Expense Policy for 2026 as presented.

ATTACHMENTS:
APPENDIX A: Board Expense Policy
APPENDIX B: LMCH Mileage Chart
APPENDIX C: General Expense & Travel Claim Form

PREPARED BY:	RECOMMENDED BY:
RYAN WINTER, BUSINESS PLANNER	PAUL CHISHOLM, CEO

BOARD EXPENSE POLICY

RELATED DOCUMENTATION

Legislation	
Collective Agreement	
Forms	• General Expense & Travel Claim Form • LMCH Mileage Chart
Policies	
Other Resources	

Introduction

Under the Housing Services Act section 138(2), the London and Middlesex Community Housing (LMCH) Board is tasked with developing a policy to guide the reimbursement of legitimate director expenses. This policy, adhering to the Act's regulations, outlines the eligible expenses, reimbursement scope, required documentation, and necessary approvals for expense claims, ensuring a fair and transparent reimbursement process. It aligns with the Province of Ontario Management Board of Cabinet "Travel, Meal and Hospitality Expenses Directive" and distinguishes between Board Expenses and Remuneration as defined in the Act and operational practice.

Purpose

To clearly define expense claim guidelines for all Board members during corporate activities.

Policy Statement

LMCH is committed to refunding Board members for reasonable out-of-pocket expenses accrued while participating in activities sanctioned by the Board. Expense submissions to LMCH are to be made within sixty (60) days post the purchase.

Submission Process

Expense claims by the Board should be routed to the Board Secretary / CEO or their representative. The claims must be accompanied by an original receipt detailing the date, items, cost, and payment mode. In the absence of a receipt, a thorough written description is a prerequisite for submission, which may or may not get full reimbursement approval.

Eligible and Non-Eligible Items for Reimbursement

<u>Eligible Items:</u>

- Board-approved training courses.
- Hotel accommodations paid out-of-pocket while on Board-approved business trips.

- Meals and beverages paid out-of-pocket while performing Board-approved business.
- Parking costs while using privately owned vehicles, while performing board-approved business.
- Mileage incurred from travel while performing Board-approved business.
- Any expense that relates to Board business and Board business objectives, which has received written approval from the Board of Directors or Board Chair and can be accompanied by an itemized receipt.

Non-Eligible Items:

- Any alcohol purchased while on Board business.
- Use of car rental or limousine services, unless preapproved by the Board.
- Laundry/dry-cleaning service costs while traveling for Board business, unless the travel exceeds four (4) days.
- Costs of travel, meal and beverage, or educational training courses for family or significant others.
- Items claimed, but not accompanied with a receipt (some modes of transportation are exempt from this line, such as taxi and public transit).
- Medical expenses incurred before, during or after travel for Board business.
- Any expenses deemed unnecessary and/or unreasonable that do not support Board objectives.

Pre-approved Expenses Process

Items categorized under pre-approved expenses are eligible for full reimbursement without necessitating additional approval from the Board of Directors. The Board Secretary will oversee the approval of these pre-approved expenses. It is imperative that the expenses adhere to the guidelines and criteria set forth for pre-approved categories. Any expenses that fall outside of these pre-defined categories will be subject to review by the Board Chair and Board Secretary, with no guarantee of reimbursement.

Childcare and Other Care Costs

Board members may be reimbursed for childcare, care of a dependent relative, or other personal care costs, such as eldercare or specialized care for a disabled family member, when necessitated by conflicts between Board-endorsed functions and their personal responsibilities. All such reimbursements require proper documentation and must be approved in advance.

Technology Expense Provision

To help remove technological barriers for LMCH directors and to allow those directors to fully participate in all meetings and events, LMCH is instituting a protocol to provide technology to any Director that makes a request. LMCH will purchase multiple devices which are to be loaned out to any director who has a need and makes a request.

Possible additional expenses will be considered including:

- Monthly internet service fees, prorated for board-related activities.
- Software, including virtual meeting platform subscription fees
- Other tools as required

Claim Process:

- Board members should submit a detailed expense claim, accompanied by original receipts, for any technology expenses they wish to be reimbursed for.
- All claims must specify the direct relevance of the expense to board activities.

Limits:

- An annual cap may be established for technology expenses for each board member to ensure budgetary constraints are respected.
- Technological upgrades or purchases that are not essential for board functions will not be reimbursed.

Travel

The Board Secretary/CEO or their representative will plan, or designate arrangements to be made, to accommodate all travel. These arrangements will be made using a reputable company and will consider the most appropriate way for Board members to reach their destination. If Board members wish to travel using their own vehicle, a mileage claim can be submitted.

Meals and Beverage

If meals are not provided in the cost of the registration of the conference, seminar, workshop, or meeting, the Board member will provide an original detailed receipt to LMCH and will be reimbursed up to the following maximum daily rates, excluding alcohol and gratuities before taxes, per person:

Breakfast:	$15.00 (Updated Amount – based on London Council)
Lunch:	$25.00 (Updated Amount – based on London Council)
Dinner:	$35.00 (Updated Amount – based on London Council)

Meal expenses are to be reported on the General Expense & Travel Claim Form and will be signed by the Board members as indicated on the form. Gratuities shall not exceed twenty percent (20%) of the total of each meal.

Hotels

The Board Secretary/CEO or their representative will plan, or designate arrangements to be made, to accommodate all hotel stays. Hotel stays will be considered based on the knowledge that performing activities endorsed and/or approved by Board members is at great distance from home. If this approved expense is performed out-of-pocket, the amount will be fully reimbursed to the Board member incurring these charges and will be submitted in an LMCH expense form.

Miscellaneous

All other expenses that are submitted and not outlined in this policy will be considered for reimbursement by the Board Chair and/or the Board Secretary. Any reasonable receipts and expenses submitted will not be denied for reimbursement.

Previously Approved	• December 2023
Date Revised	• July 3, 2025
Date Approved	• November 2025
To be reviewed	• Annually
Inquiries to Policy Owner	• Executive Administration

LONDON & MIDDLESEX COMMUNITY HOUSING

Employee's Name: ____________________ **Date:** ____________

Purpose of Trip: ____________________
(if applicable)

Date	Locations - To / From	KM	Meals	Description Of Other Travel Costs *	Other Costs *	Hotel*	Parking*	HST included
	Total Meals		$ -		$ -	$ -	$ -	$ -

Total non-mileage expenses:	$ -
Total mileage expenses:	$ -
TOTAL	$ -

Subtotal - KM claimed: -

Rate per KM: $ 0.73

NB: AFTER 5,000KM goes to 0.67, KM Tracked by Finance Dept.

I hereby certify the above statement of my expenses to be correct.

Claimant's signature ____________________ Date ____________

Supervisor's signature ____________________ Date ____________

LONDON & MIDDLESEX
COMMUNITY HOUSING

LMCH Board of Directors General Expense & Travel Claim Form

Instructions:

- Please complete the form in its entirety.
- Attach all relevant receipts and documentation.
- Submit the form to the Executive Assistant (mofori@lmch.ca) within 14 days of the expense occurrence.
- For any queries, contact Melissa Ofori (mofori@lmch.ca)

Personal Information

Full Name: [____________________________]
Position: [____________________________]
Email: [____________________________]
Phone Number: [____________________________]
Mailing Address: [____________________________]

Travel Details

Purpose of Travel: [____________________________]
i.e; Board-Approved Training Courses, Board Meeting, Conference, Board Event, Other Board-Related Work etc.

Travel Date: [____________]
Return Date: [____________]
Destination: [____________________________]

Transportation

Airfare: [$____________]
Train/Bus: [$____________]
Taxi/Rideshare: [$____________]
Mileage (if using personal vehicle):
[_____] miles x $0.45/mile = [$__________]

Accommodation

Hotel Name: [____________________________]
Number of Nights: [_______]
Cost per Night: [$____________]
Total Cost: [$____________]

Meals

Date: [__________], Meal: [__________], Cost: [$_________]
Date: [__________], Meal: [__________], Cost: [$_________]
Date: [__________], Meal: [__________], Cost: [$_________]

Other Expenses

Description: [______________________], Cost: [$________]
Description: [______________________], Cost: [$________]

Total Claim Amount: [$_____________]

Board Expense Details

Please itemize each expense and attach all relevant receipts.

Board-Approved Training Courses

Course Name: [________________________]
Date: [___________]
Cost: [$__________]

Parking Costs

Location: [________________________]
Date: [___________]
Cost: [$__________]

Childcare

Provider Name: [________________________]
Date: [___________]
Hours: [___________]
Rate per Hour: [$__________]
Total Cost: [$__________]

Care of a Dependent Relative

Provider Name: [________________________]

Date: [___________]
Hours: [___________]
Rate per Hour: [$__________]
Total Cost: [$__________]

Technology Expense Provision

Description: [________________________]
Date: [___________]

Other Costs

Description: [________________________]
Date: [___________]
Cost: [$__________]

Additional Expenses Related to Board Work

Description: [________________________]
Date: [___________]
Cost: [$__________]
Total Claim Amount: [$__________]

Declaration

I, [________________________], declare that the above information is accurate and that the expenses were incurred in the performance of LMCH duties.

Signature: [________________________]
Date: [_________]

Approval
(For Office Use Only)

Approved by: [________________________]
Position: [________________________]

Signature: [________________________]

Date: [__________]

Director Asset Renewal – Q2 2026 Report
SATFF REPORT-2026-23

TO: LMCH Board of Directors

FROM: John Krill, Director, Asset Renewal

SUBJECT: Director Asset Renewal – Q2 2026 Report

DATE: August 13, 2026

PURPOSE:

The purpose of this report is to provide the LMCH Board of Directors with an update on high-profile issues and activities within the Asset Renewal Department, while also requesting approval for specific projects and budget actions.

RECOMMENDATION:

That the LMCH Board of Directors APPROVE the following recommendations

1. RECEIVE this report for information.
2. APPROVE the construction of Phase 3 Reimagine Southdale.
3. APPROVE a minimum of $10,000,000 to be drawn from the $32.5 million regeneration fund approved through Business Case #P21 as part of the City of London 2024-2027 multi-year budget for the construction of Phase 3 Reimagine Southdale.
4. AUTHORIZE LMHC staff to take the necessary steps to give effect to the above recommendation.

UPDATES:

Human Resources

The following changes in Asset Renewal staffing took place in Q2/26.

A Project Manager (PM) in the capital program has retired at the end of the quarter with all projects seamlessly distributed to other team members. Decisions on how best to respond to the vacancy will be based on future capacity needs. Multi-year budget preparation will determine future capacity needs,

A vacant Procurement Officer position was also filled in the quarter, which will increase internal capacity to release RFPs.

Building Condition Assessments (BCA)

With ongoing capital investments from the City of London, CMHC, and other sources, LMCH has worked towards improving property conditions over the past years through significant capital expenditure and reflecting this investment by updating our VFA database with all project work completed to date. LMCH has a process in place to ensure immediate and regular VFA database updates, ensuring current information is always available to drive capital investment decision-making.
Turner & Townsend (TT) completed BCAs at all LMCH properties in Q2/26. BCA data integrity review and analysis is currently underway. Early indications are that the majority of LMCH properties will show marked improvement in their Facility Condition Index (FCI) scores. The final "reviewed and approved" data that was gathered during the BCA process will be uploaded to LMCH's VFA database over Q3/26. It is expected that this will be completed by mid-Aug/26, at which time the City of London's Corporate Asset Management (CAM) team will retrieve LMCH's BCA / VFA data to incorporate it into LMCH's Asset Management Plan. A key aspect of the BCA is driving LMCH's Capital Plan.

Capital Planning:

LMCH is in the early stages of developing its next multi-year capital budget. The BCA process – for the first time – was completed in one fiscal year versus over a 3-year period, which was past practice. The reason for this was to ensure that all building and site data is 100% current and that the latest requirements for property infrastructure renewal are identified. In doing so, the pending capital plan will be reflective of the capital needs of each building by job type (e.g., electrical, mechanical, etc.) and required capital expenditures identified by year. This is an important aspect of securing source funding over the next 10 years, which will now be supported by a clear "needs-based" capital plan.

Asset Management Plan (AMP)

LMCH's last Asset Management Plan (AMP) was approved by the City of London's Strategic Priorities and Policy Committee (SPPC) on May 27th, 2025. The AMP as presented at the time advocated for a Good state of asset condition, while acknowledging that this required an annual capital investment in LMCH assets of up to $23.6 million annually over the next 20 years.

The last AMP was based upon LMCH asset information up to year-end 2023 and concluded that 90% of LMCH's properties were in Poor or worse condition and only 10% of properties were in Fair or better condition. With the support of the City of London's CAM team, LMCH is currently updating its AMP with the latest asset information current to Q2/26 and based upon the recently completed BCAs. Early data analysis indicates that now only 16% of LMCH's properties are in Poor or worse condition, while 84% of properties are now in Fair or better condition. This is a significant improvement in LMCH asset condition and will be detailed in the updated AMP to be presented to LMCH's FAR Committee in Q4/26.

LONDON & MIDDLESEX COMMUNITY HOUSING

Strategic Initiatives

Regeneration Plan:

In Q1/26, as the Board approved LMCH's Master Regeneration Plan (MRP), LMCH is now engaged in activities to advance projects identified in the first 5 years of the MRP. The following sections outline these activities.

Phase 1 and Phase 2 Reimagine Southdale

In Q1, LMCH received approval from the City of London to secure a $29,017,950 loan from CMHC for the construction of Phase 1 and Phase 2 Reimagine Southdale. In Q2, LMCH engaged with a CMHC-licensed Quantity Surveyor (QS) to prepare and submit to CMHC a QS report certifying the equity contribution made by LMCH in the construction of both Phase 1 (complete) and Phase 2 (under construction). The QS report was submitted at the end of Q2, and the first loan advance from CMHC was received on July 16th in the amount of $4.66m. Going forward, a QS report will be submitted to CMHC on a quarterly basis to advance loan draws to LMCH. It is expected that the total loan advanced by the end of 2026 will be in the $15m range. In order to facilitate construction of additional regeneration projects, the $29m CMHC loan will offset funds drawn from the City of London's $62m fund, which to date has been the sole source of funds facilitating construction of Phase 1 and Phase 2.

Phase 3 Reimagine Southdale

In order to facilitate construction of additional regeneration projects such as Phase 3 Reimagine Southdale, the $29m CMHC loan (identified in the previous section) will offset funds drawn from the approved City of London $62m regeneration funding provided through Business Case 18 (2019-2023 MYB) and Business Case P-21 (2024-2027 MYB)– which to date has been the sole source of funds facilitating construction of Phase 1 and Phase 2. That is, for each CMHC loan advance dollar received, a dollar of the City of London's $62m regeneration fund is freed up to advance additional regeneration projects.

An important aspect of the MRP is to get these additional regeneration projects shovel-ready quickly to meet housing needs and to secure additional funding from sources not currently supporting existing LMCH building construction. Phase 3 Reimagine Southdale (a 6-storey 71-unit building) is such a shovel-ready project. The Site Plan Approval (SPA) process to advance Phase 3 towards a construction start in Q3/27 was initiated in Q2.

Also, in Q2, LMCH identified Phase 3 as a shovel-ready project proposal in a filing with Build Canada Homes (BCH) in order to secure up to $15,843,468 BCH funding for the construction of Phase 3. In order to help secure that amount from BCH, confirmation of a funding commitment in the amount of at least $10,000,000 must be provided to BCH. It is therefore recommended that the Board of Directors approve the commitment of a minimum of $10 million in previously approved funding to support the advancement of Phase 3 Reimagine Southdale.

Ladybrook

Another project identified in the MRP as best positioned to be shovel-ready is Ladybrook. The Ladybrook site is an existing 64-unit housing complex of 4 separate 2-storey buildings consisting of a mix of RGI and affordable multi-bedroom units. It is located at 751 Ladybrook Crescent in the City of London on an expansive property and is a separate entity from LMCH known as Inter-Faith Homes (IFH) Corporation. The current proposal will deliver a 211-unit mixed-income community allocated across seven buildings, ranging from two 6-storey multi-unit residential buildings (MURBs), 2 seven-unit 2-storey street townhouses, and 3 back-to-back stacked townhouses. This mix diversifies housing forms, creates sensitive transitions to the surrounding neighborhood, and responds to demand for both family and accessible housing. It is anticipated that the Expression of Interest (EOI) that closes at the end of July 2026 will inform and amend the existing proposal.

In Q2/26, LMCH issued an Expression of Interest (EOI) to the development community to assess and evaluate alternative build and funding methodologies, such as Construction Management, Design Build, Integrated Project Delivery, and Public Private Partnerships, for the Ladybrook site. The EOI closes at the end of July/26. Responses to the EOI will be evaluated by a team consisting of LMCH and City of London staff, and a recommendation will be made to the board in Q4/26 as to the preferred procurement model to advance Ladybrook towards construction. In the meantime, LMCH is also working with City of London Housing Renewal and Development staff to initiate public communication and consultation with Ladybrook tenants and the surrounding community regarding the potential development of the site.

Asset Divestiture

A potential source of funds to advance regeneration projects may be made possible by the selective divestiture of assets identified in the MRP. Consideration is currently being given to those assets that consistently perform at an operating loss. A strategy and a plan for implementation will be recommended to the board in early 2027.

Green Plan:

In late Q4/24, LMCH was notified by the City of London’s Climate Change, Environment, and Waste Management staff of an updated report to be delivered to the City of London’s Strategic Priorities and Policy Committee (SPPC) in early Q1/25. The SPPC report was delivered and contained a staff recommendation that the Municipal Council request all Agencies, Boards, and Commissions (ABCs) to:

- Submit individual Climate Action Plans no later than May 31/26, and
- Measure progress on their respective Climate Action Plans every year, beginning with the first measurement period from Jan-Dec/26.

Metrics and further details from the City (specifically the Climate Change Planning, Environment & Waste Management & Infrastructure Department) were expected to be provided to all ABCs – including LMCH – in the form of a draft guidance document prior to the May 31/26 date. As of the writing of this FAR report, this draft guidance document has still not been provided. In the meantime, LMCH continues to be committed to green initiatives and will continue to engage in projects to promote and deliver GHG reductions and energy savings.

Procurement:

The current schedule of high priority service contract activities is as follows:

- 1 year Security contract extension → targeting Q3/26 for implementation
- Snow Removal RFP → mid-Aug/26 tender release, and early Q4/26 award recommendation for implementation Nov/26
- Life Safety Fire Alarm RFP → under development, targeting late Q3/26 tender release
- Reimagine Southdale Phase 2 Appliances RFP → under development, targeting late Q3/26 tender release
- Elevator Maintenance RFP → under development, targeting Q4/26 tender release
- Mechanical/HVAC Preventative Maintenance RFP → under development, targeting Q4/26 tender release
- Vendors of Record (VOR) for break/fix/service RFP activity in Q2/26:
    - Painting → 3 VORs awarded and signed agreements
    - Restoration → 4 VORs awarded; 3 signed agreements; 1 continuing to negotiate
    - Electrical → 4 VORs identified; negotiations continue into Q3/26
    - Mechanical/HVAC → RFP under development; for tender release in Q3/26

Tenant Impacts

Following is a list of positive tenant experiences from capital construction activities across the portfolio in Q2/26 either completed or underway:

- Pond Mills new playground was completed and opened to tenants
- Air Source Heat Pump installations begun; this will provide common area cooling in the summer to tenants at 8 CMHC high-rise buildings
- Separate parking lot entrance under construction at Southdale for tenants and construction vehicles, reducing traffic congestion
- New siding on Penny Lane semis in Strathroy completed, enhancing neighborhood curb appeal
- New windows and doors in all units at Dorchester completed

- Southdale Phase 1 pagoda and park benches returned to operation fully restored following vehicle damage

<u>Risk Management Initiatives</u>

Procurement:

LMCH's new Purchase Authorization Limits (PAL) approved in Q1, were rolled out and associated workflow process changes within Yardi were completed in Q2. The new PAL is now fully operational.

LMCH is currently reviewing draft changes to the Procurement Policy and is planning to present the new policy to the board in Q4/26.

PREPARED and SUBMITTED BY:	STAFF CONTACT:
John Krill Director, Asset Renewal	John Krill Director, Asset Renewal

LONDON & MIDDLESEX COMMUNITY HOUSING

Q2 2026 Capital Project Report
STAFF REPORT-2026-24

TO: LMCH Board of Directors

FROM: John Krill, Director, Asset Renewal

SUBJECT: Capital Projects – Q2 2026 Report

DATE: August 13, 2026

PURPOSE:

The purpose of this report is to inform the LMCH Board of Directors of the status of the organization's capital projects and provide highlights of the Capital Team's progress over the last quarter, while also requesting approval for specific budget actions and reallocations.

RECOMMENDATIONS:

That the LMCH Board of Directors APPROVE the following recommendations :

1. RECEIVE this report for information.
2. APPROVE the net reallocation of $119,448 to contingency from 5 projects that, in aggregate, closed below budget in Q2 2026 and as listed in Appendix A – Closed Projects in Q2 2026.
3. APPROVE an increase of $337,500 to the budget for project 2023-0013 Limberlost Pedestrian Paving, for a new budget of $637,500.
4. APPROVE the reallocation of a net total of $562,500 to contingency from 3 projects, and the distribution of $900,000 in Canada-Ontario Community Housing Initiative (COCHI) source funding across the same 3 projects as shown in Appendix B – COCHI Displaced Funding in Q2 2026.
5. APPROVE the cancellation of project 2021-0017 Major Horizontal Plumbing Line, returning $30,000 to contingency.
6. APPROVE the reallocation of the $1.472m budgeted for plumbing riser replacements at 3 sites: Simcoe, 345 Wharncliffe and Kent (projects 2026-0009, 2026-0010 and 2026-0011 respectively) to 6 sites: Simcoe, 345 Wharncliffe, Kent, McNay, 349 Wharncliffe and 30 Baseline for riser valve replacements.
7. AUTHORIZE LMHC staff to take the necessary steps to give effect to the above recommendations.

Recommendation #2:

A total of 5 projects – listed in Appendix A – were closed in Q2 2026 below budget, freeing up a net total of $119,448 which is recommended for reallocation to contingency.

Recommendation #3:

The Limberlost Pedestrian Paving project was tendered with a total budget of $422,500 available to execute the work. This original budgeted amount is the sum of $300,000 from project 2023-0013 and $122,500 from project 2021-0008a. The work was tendered and awarded to Ronson Paving who subsequently declined the award and submitted a payment to LMCH for 10% of their bid amount ($25k) in compliance with their bid bond. LMCH is negotiating with the next lowest bidder(s) to award the work, and it is clear that the original budgeted amount is insufficient to complete the project. Increasing the $300,000 project 2023-0013 budget to $637,500 will add sufficient funding to execute the work.

Recommendation #4:

A total of $900,000 in new COCHI funding has become available to LMCH. Appendix B – COCHI Displaced Funding in Q2 2026, outlines the proposed allocation of these funds across 3 projects (2023-0013, 2021-0008a and 2026-0038) all at Limberlost. There is a requirement to have projects completed by year end 2026 in order to secure the COCHI funding. The 3 projects identified in Appendix B meet this requirement. As a result of this new source of funding, a total of $562,500 previously budgeted for the 3 projects is displaced and proposed for reallocation to contingency.

Recommendation #5:

Project 2021-0017 was originally budgeted (at $30k) for replacement of plumbing lines at Head St. Subsequent investigation shows no work orders for pinhole leaks and/or liner installation in any of the plumbing lines at Head St. As a result, this project is recommended for cancellation and the reallocation of $30,000 to contingency.

Recommendation #6:

Projects 2026-0009, 2026-0010 and 2026-0011 have a combined budget of $1.472m ($520k for Simcoe, $422k for 345 Wharncliffe and $530k for Kent respectively). These project/sites were identified as candidates for complete building plumbing riser replacements and/or liner installation, due to the greater-than-average number of riser leaks that occur there. Because of major tenant disruption and the risk of potential cost increases associated with this type of work, a pilot project was undertaken at Kent to only replace plumbing riser valves throughout the building. The goal of the project was to vet the costs and tenant disruption if only riser valves were replaced. Riser valves isolate plumbing lines in a multistorey building, and a non-functioning riser valve requires complete building water shutdown when a leak on a single plumbing riser is to be repaired. The Kent pilot saw almost 90 riser valves replaced for approximately $20k. While the disruption to tenants was significant as the work took place (multiple complete building water supply shutdowns), the future benefits are even more significant in that going forward, any riser leak will not require building water supply shutdown. Add to that the minimal cost of only replacing riser valves – compared to complete plumbing riser replacement – it is recommended that the original budgeted $1.472m be reallocated to 6 sites for riser valve replacement: Simcoe, 345 Wharncliffe, Kent, McNay, 349 Wharncliffe and 30 Baseline as a first phase in a multi-year project to replace aged riser valves in all LMCH buildings.

These 6 buildings are recommended first in a phased multi-year approach as they experience the greatest amount of water supply shutdowns compared to other buildings in the LMCH portfolio. It is expected that undertaking these buildings first will deliver greater immediate tenant satisfaction upon project completion. The reallocation of the $1.472m across the first phase buildings is still to be determined. Subsequent FAR reporting will identify the reallocated amounts and what is recommended to be set aside (from the $1.472m) to replace the remaining aged riser valves in the remaining LMCH buildings.

GENERAL BACKGROUND:

LMCH's capital program addresses asset and infrastructure maintenance, renewal, and replacement in a way that enhances the condition and lifespan of our buildings as well as improves the functionality of spaces as much as possible. In all projects, the Capital Team attempts to minimize tenant impact during construction and renewal activities by working with Tenant Services and Property Services to improve the tenant experience during and after work is complete.

LMCH's capital program is also designed to improve the tenant experience in a prudent financial manner while mitigating risk to tenant and public safety. To enhance the way in which the Capital Team delivers projects in a timely manner and within approved budget parameters, LMCH implemented the Project Management software within Yardi (Construction Module – CM) in 2022 as a system tool to track project expenditure, financial approval milestones, and project status, to name just a few of Yardi's features. An important aspect of Yardi's CM is populating it with enough project data (historical and current) to enable it to become a single source of truth and better align LMCH Capital Project Financial Reporting with the City of London's Financial Reporting expectations. The following sections contain information and accompanying tables pulled from Yardi CM data.

Capital Project Status Review (Q1)

The following tables present project data as a result of continuing Capital Team efforts to utilize more Yardi features. As a reminder, please note the following Project Status definitions:

Pending → Needs board approval
Approved → Board approved
Rejected → Board didn't approve
Cancelled → Was approved prior, but a decision was made not to proceed with the project at this time (requires Board approval to cancel)
In progress → Project Manager is assigned
Completed → Project Manager work is done; substantial completion certification
Closed → holdback and invoices 100% paid; warranty period is over

All Capital Team Projects

Project Year: / Status	20	21	22	23	24	25	26	Totals
Pending	0	0	0	0	0	0	0	0
Approved	0	2	0	0	1	9	3	15
Rejected	1	0	0	0	0	0	0	1
Cancelled	6	9	10	9	0	2	1	37
In-progress	0	38	5	25	31	48	42	189
Completed	1	4	2	13	12	12	0	44
Closed	35	72	22	5	4	1	0	139
Totals	43	125	39	52	48	72	46	425
Budgeted	$ 4,080,765	$ 68,868,875	$ 5,701,052	$ 9,480,772	$ 37,749,560	$ 11,483,739	$ 11,785,000	$149,149,762
Committed	$ 3,547,888	$ 64,459,133	$ 6,662,356	$ 5,767,440	$ 34,348,310	$ 8,170,012	$ 2,865,675	$125,820,812

Net Ongoing Projects*	Total Budget ($)	Average Budget per Project ($)**
204	**$ 149,149,762**	**$ 731,126**

*Projects with "Pending", "Approved" and "In-progress" status.
**Based on Total Budget / Net Ongoing Projects

All Capital Team Projects (not including Reimagine Southdale)

Project Year: / Status	20	21	22	23	24	25	26	Totals
Pending	0	0	0	0	0	0	0	0
Approved	0	0	0	0	0	0	0	0
Rejected	1	0	0	0	0	0	0	1
Cancelled	6	9	10	9	0	2	1	37
In-progress	0	37	5	25	30	46	42	185
Completed	1	4	2	13	12	12	0	44
Closed	35	72	22	0	0	0	0	129
Totals	43	122	39	47	42	60	43	396
Budgeted	$ 4,080,765	$ 38,742,017	$ 5,701,052	$ 9,480,772	$ 8,906,474	$ 11,137,554	$ 11,785,000	$ 89,833,633
Committed	$ 3,547,888	$ 32,314,967	$ 6,662,356	$ 5,767,440	$ 6,759,118	$ 5,198,109	$ 2,819,845	$ 63,069,721

Projects*	Total Budget ($)	Average Budget per Project ($)**
185	**$ 89,833,633**	**$ 485,587**

*Projects with "Pending", "Approved" and "In-progress" status.
**Based on Total Budget / Net Ongoing Projects

All Capital Team Projects (not including CMHC and Reimagine Southdale)

Project Year: / Status	20	21	22	23	24	25	26	Totals
Pending	0		0	0	0	0	0	0
Approved	0	0	0	0	1	8	3	12
Rejected	0	0	0	0	0	0	0	0
Cancelled	6	5	10	9	0	2	1	33
In-progress	0	4	4	25	30	30	39	132
Completed	0	2	2	13	12	12	0	41
Closed	35	33	22	5	4	1	0	100
Totals	41	44	38	52	47	53	43	318
Budgeted	$ 4,080,765	$ 5,484,022	$ 5,701,052	$ 9,480,772	$ 8,906,474	$ 9,086,918	$ 10,960,000	$ 53,700,002
Committed	$ 3,499,012	$ 4,812,604	$ 6,212,933	$ 5,767,440	$ 6,759,118	$ 5,198,109	$ 2,819,845	$ 35,069,061

Net Ongoing Projects*	Total Budget ($)	Average Budget per Project ($)**
144	**$ 53,700,002**	**$ 372,917**

*Projects with "Pending", "Approved" and "In-progress" status.
**Based on Total Budget / Net Ongoing Projects

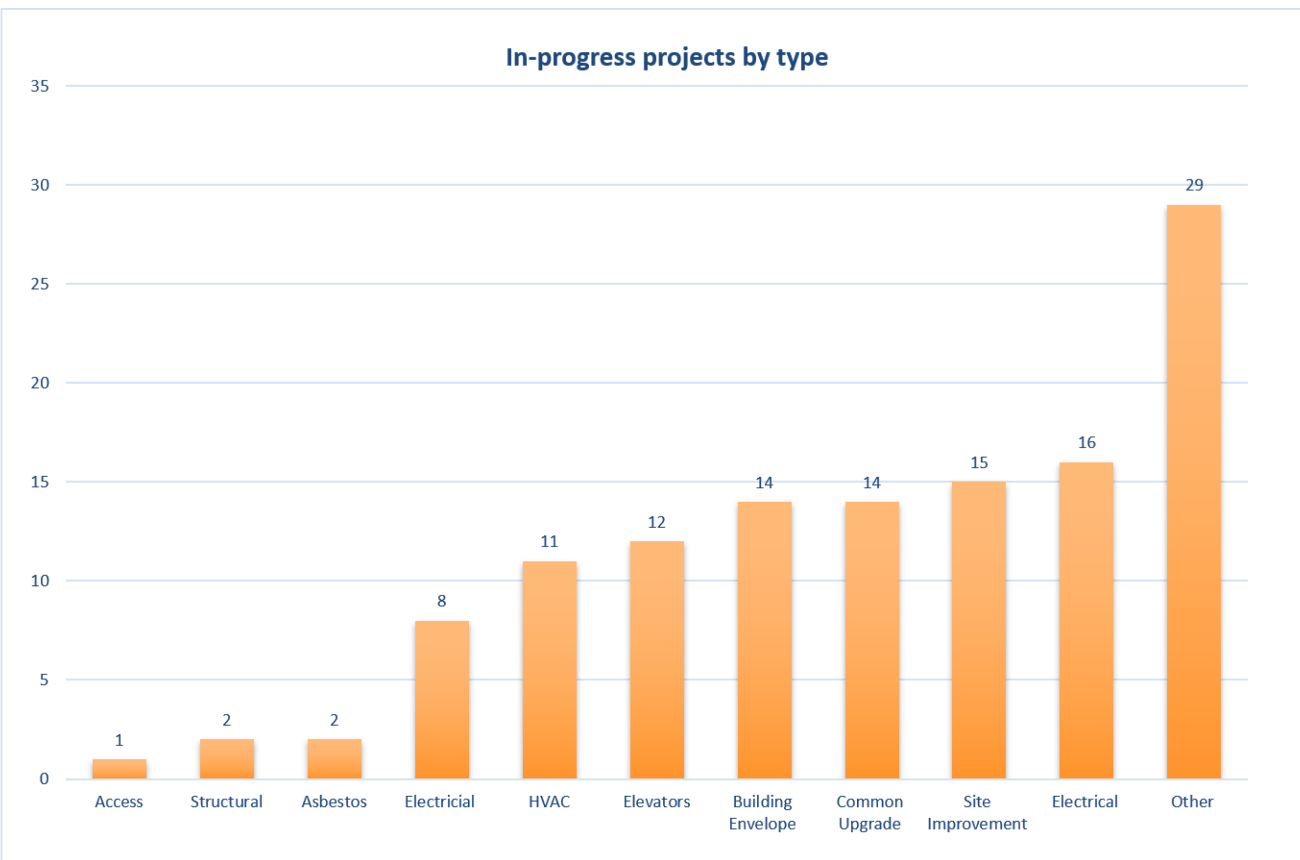
For information purposes, the projects currently showing as "In progress" in the tables above are listed in Appendix C by budget year and quantitatively summarized in the table below. Note this table includes "In progress" projects that are recommended for cancellation and will be removed from future FAR reporting once so approved.

Number of In-progress Projects by Budget Year

21	22	23	24	25	26
5	4	24	21	23	26

With respect to the tables above, note a few key updates compared to the previous quarter's reporting:

- Project status change details are summarised in Appendix D:
  - 6 projects were completed
  - 2 projects were closed
  - 1 project was cancelled (as the Board approved in the previous quarter)
  - 1 project was moved to in-progress (assigned for PM)
- Below is a summary graph of a total of 124 **in-progress projects by type**, excluding some items (e.g., jobs such as *Software Subscriptions*):



LONDON & MIDDLESEX COMMUNITY HOUSING

Q2 Capital Project Update

The following table outlines Q2 2026 capital project activities pertaining to:

- 5 contracts awarded
- 7+ tenders issued
- 2 substantial completions achieved

Contracts Awarded	Tenders Issued	Substantial Completion Achieved
William Generator Replacement Awarded to Prayas Construction $202,359 4 bidders	Simcoe Fire Balcony Restorations	Dorchester Windows and Doors Replacement
Kent Riser Valves Replacement Awarded to Brisson Massie $13,567 2 bidders	Limberlost Pedestrian Pathways Repaving	Simcoe Roof Replacement
Simcoe Fire Balcony Restorations Awarded to Registon Building Restoration $66,340 3 bidders		
Commissioners Boiler Replacement Design Consultant Awarded to Melex Engineering $13,000 3 bidders		
Commissioners Retaining Wall Rebuild Awarded to Resolut Construction $300,000 9 bidders		

PREPARED AND SUBMITTED BY:
John Krill Director, Asset Renewal

ATTACHMENTS:

Appendix A – Closed Projects in Q2 2026
Appendix B – COCHI Displaced Funding in Q2 2026
Appendix C – In-progress Projects by Budget Year as at July 16 2026
Appendix D – Project Status Change Details Q1 26 to Q2 26

Closed Projects in Q2 2026

Job Code	Job Name	Sum of Budget	Sum of Invoiced	Sum of Variance Budget and Invoiced
2020-0032	Asbestos Reassessment	$ 157,113.53	$ 137,973.04	$ 19,140.49
2024-0006	Baseline Control Valve Replacement	$ 78,982.81	$ 77,924.03	$ 1,058.78
2024-0020	Wharncliffe Fence Repair	$ 50,000.00	$ 2,898.15	$ 47,101.85
2024-0035	VFA Software Subscription	$ 43,527.30	$ 42,774.39	$ 752.91
2025-0016	Roofing Replacement	$ 80,000.00	$ 28,606.00	$ 51,394.00
Grand Total		**$ 8,853,739.38**	**$ 8,734,291.35**	**$ 119,448.03**

COCHI Displaced Funding in Q2 2026

Following projects will be created (renamed) to designate the new funding source of COCHI amounting to $900,000. Note: 2023-0013-cochi previously approved project budget of $300,000 is increased by $337,500 to a new project budget (to be approved) of $637,500.

New 100% cochi funded project codes	New name of previously approved capital projects	Amounts to allocate (COCHI committed) from additional 2026 Yardi COCHI funding source	
2023-0013-cochi	Limberlost - Pedestrian Paving - COCHI	$ 637,500.00	
2021-0008a-cochi	Hard Surface Restoration - COCHI	$ 122,500.00	
2026-0038-cochi	Limberlost Fence Replacement - COCHI	$ 140,000.00	
		$ 900,000.00	(1)

Following projects require their previously approved project budget amounts (funded from Public Housing Major Upgrades and/or Infrastructure Gap sources) to be reallocated to contingency since these $ amounts will now be covered by COCHI.

From Project	To Project (general contingency)*	Amounts to allocate	
2023-0013 Limberlost - Pedestrian Paving	2025-0036 or 2026-0024	$ 300,000.00	
2021-0008a Hard Surface Restoration	2025-0036 or 2026-0024	$ 122,500.00	
2026-0038 Limberlost Fence Replacement	2025-0036 or 2026-0024	$ 140,000.00	
		$ 562,500.00	(2)

* *which contingency account receives the funds is a function of the original COL source funding*

Reallocated new COCHI Funding Source	$ 900,000.00	(1)
Reallocation to general contingency	$ 562,500.00	(2)

In-progress Projects by Budget Year as at July 16 2026

21	22	23	24	25	26
Hard Surface Restoration - - 1481 Limberlost Rd.	Elec Main Circuit Breakers	McNay - M Elec Room Equip Repl	Family Site Envelope Upgrades-Various	Southdale Site Lighting Upgrade-931-1125 Southdale	Laptops and IT related infrastr-Various
Balcony Studies - Various	Mech System Review - Operating Site London	349 Wharncliffe M Elec Room Eq Rpl		Boullee Siding & Brick Repair-	Mold Abatement-Various
Major Horizontal Plumbing Line - 125 HEAD STREET	Outdoor Security Cameras - Various	Simcoe - Heating Panel Repl	Common Area Upgrades-various	Penny Lane Side Replacement-Penny Lane Sites	BCA 100% Portfolio-Various
Lobby Upgrades - 85 WALNUT STREET	Walnut - Elec equip rep.-Infr.fund - 85 WALNUT STREET	Oxford - Dist Panel Repl	Unit Modernization - Capital	Mold Abatement-Various	Asphalt Restoration & Replacement-Various
Balcony Studies - Various		345 Wharncliffe M Elec Room Eq Rpl	Tnt Dir Fund - Boullee CCTV	BC22 Service Improvements Other	Capital tracker website rebuild-Various
		Hale - Dist Panel Repl	Mold Abatement	SH Intercom System Upgrades	Ergonomic furn. in prop. Offices-Various
		Various - Building Envelope Study	Mech Equipment Recommissioning-Varios	Common Areas Capital Upgrade	Universal Access Upgrades-Various
		Unit Modernization - Flooring	FSites Garbage Prog audit report-Various	Unit Modernization Funds-Various	Common Areas Capital Upgrade-Various
		Unit Modernization - Capital	Family Site Improvements-Various	Asbestos Abatement-Various	Unit Modernization-Various
		Garbage Room Access Control Instal	Asphalt Repair and Replace-Various	Fire System Upgrades-Various	Asbestos Abatement-Various
		Albert - Elevator Modernization	Outdoor Furniture Replacement-Various	Domestic Water Valve Replacements	Carbon monoxide detector install-Various
		345 Wharncliffe - Dist Panel Repl	BC22 Office Buildout-580 Dundas	SH Restricted Stair Access Areas	BC22 Service Improvements Other-Various
		Oxford - Elevator Modernization	345 Wharncliffe Elevator Mod	SH Wayfinding In Hallways	122 Baseline COL Cap. Enhanc.
		349 Wharncliffe - Dist Panel Repl	Wharncliffe / Dundas Office renos	SH Rear Property Fencing - Queen St	122 Baseline COL Cap Unit Turns
		349 Wharncliffe - Generator Repl	Oxford Balcony Repairs	Generator Replacement-872 William	Roof Replacement Dundas-580 Dundas
		Walnut - Elevator Modernization	349 Wharncliffe Elevator Mod	Generator Replacement-1194 Commissioner	Full electrical room repl-136 Albert Street
		Simcoe Stairwell Door Replacement	Simcoe Generator Replacement	Main Elec Room Equipment Replacement -1194 Commissioner	Generator Replacement-136 Albert Street
		McNay - Dist Panel Repl	Baseline Mailbox Replacement-30 Baseline	Roofing Replacement-85 Walnut	Roof Replacement -580 William
		McNay - Elevator Modernization	Baseline Electrical Upgrades-30 Baseline	Elevator Mod-170 Kent	Full electrical room repl-136 Albert Street
		Berkshire - Elevator Modernization	200 Berkshire Generator Replacement	Balcony Repairs-200 Berkshire	Roof Replacement-Oxford Street West
		Berkshire - Elevator Mod - COCHI	200 Berkshire Electrical Upgrade	Roof Replacement-200 Berkshire	Retaining wall replacement-1194 Commisisoner
		Limberlost - Pedestrian Paving		Window & Door Replacement-2061 Dorchester	Boiler replacement-1194 Commissioner
		Huron - Site Lighting Upgrade		IT Capital (Hardware & Software)	Roof Replacement McNay-202 McNay
		Various - Building Envelope Study			Riser plumbing valve replacement-170 Kent Street
					Millbank Backyards Landscaping-931-1125 Southdale
					Limberlost Fence Replacement-1481 Limberlost

Project Status Change Details Q1 26 to Q2 26

PROJECTS HAVING STATUS UPDATE				
Job Code	**Job Name**	**PM**	**Q1 Status**	**2026 Q2 Status**
2023-0035	Various - Family Sites Backyards	Terry Maslen	Inprogress	Completed
2023-0038	Various - Common Area Upgrades	John Krill	Inprogress	Closed
2026-0028	Tenant directed fund	Rob Rossi	Approved	Inprogress
2024-0027-01	Universal Accessibility Upgrades	Terry Maslen	Inprogress	Completed
2025-0025	SH Secure Cabinet Notice Repl	Terry Maslen	Inprogress	Completed
2024-0027	Universal Accessibility Upgrades	Terry Maslen	Inprogress	Completed
2024-0007	Albert St Laundry Room Relocation	Trevor Whittingham	Inprogress	Completed
2024-0011	Simcoe Roof Replacement	Trevor Whittingham	Inprogress	Completed
2026-0014	Boiler replacement	Bill Leslie	Inprogress	Cancelled
2025-0016	Roofing Replacement	Terry Maslen	Completed	Closed

LONDON & MIDDLESEX COMMUNITY HOUSING

Commissioners Boiler Replacement Project
STAFF REPORT-2026-25

TO:	LMCH Board of Directors
FROM:	John Krill, Director of Asset Renewal
SUBJECT:	Commissioners Boiler Replacement Project
DATE :	August 13, 2026

PURPOSE:

The purpose of this report is to provide a progress update on the boiler replacement project at 1194 Commissioners Rd W and request additional funds to complete the appropriate scope.

RECOMMENDATION:

That the LMCH Board of Directors APPROVE the following recommendations:

1. **RECEIVE** this report for information.
2. **APPROVE** an increase in the Commissioners' Boiler Replacement project 2026-0013 budget from $350,000 to $500,000 via reallocation of $150,000 from General Contingency to project 2026-0013.
3. **AUTHORIZE** LMCH staff to take the necessary steps to give effect to the above recommendations.

BACKGROUND:

At the Commissioners building, there are four boilers which supply the building with both heat and hot water. Two of the four boilers have been decommissioned for several years, and the building has been operating on two boilers for some time. In Q4/25, one of these two boilers failed and was deemed unrepairable, and the remaining boiler has had ongoing maintenance issues. As a result, funds which were reallocated in the 2026 Capital Budget to address the needs at Commissioners. Design work for this project was completed by Melex Engineering in mid-July/26, and a tender was posted on Bids and Tenders shortly thereafter. LMCH is currently evaluating bids received and is planning to make a contract award recommendation for execution of the project well before the heating season. It is expected that construction can begin in September and be completed by early November. The project will be completed in a manner which will maintain heat and hot water throughout the job, as there will only be short shutdowns to tie in new piping keeping LMCH compliant with the Residential Tenancy Act requirement to provide heat starting Sept 15/26.

LONDON & MIDDLESEX COMMUNITY HOUSING

FINANCIAL IMPACT:

The current budget of $350,000 was based upon past boiler replacement projects that included only 2 boilers for replacement. At the time the budget for Commissioners was approved, this was deemed appropriate as 2 of the 4 boilers on site had not been in service for several years. However, the original boiler design at Commissioners was intended to serve two purposes: providing both heating water (hydronic heating system) and domestic hot water. The result is a mechanical system which is significantly more complex than others, with more piping, more hot water tanks and a more complicated control system. Based upon bid submissions and feedback from respondents to date, and supported by LMCH's design engineers, it is expected that properly completing the scope of work at Commissioners will require $500,000. As a result, a reallocation of funds from General Contingency is requested to make up the expected shortfall in budgeted funds. The details of this request can be found in the table below.

Initial Budget Allocation		
2026-0013 Boiler Replacement		$ 350,000
Expected Costs		
Engineering Fees - Melex Engineering	$ 13,026	
Construction Costs	$ 475,000	
Total Expected Spend		$ 488,026
Funds Remaining in Project Budget		$ (138,026)
Recommended Reallocation from Contingency		$ 150,000
Funds Remaining After Reallocation		$ 11,974
	All values after effective tax	

CONCULSION:

Based on the increased complexity required to properly upgrade the Commissioners boiler system, it is recommended that LMCH reallocate $150,000 from general contingency to project 2026-0013, allowing contract award for boiler replacements at Commissioners to take place and be executed prior to the 2026/27 heating season.

SUBMITTED BY:	STAFF CONTACT:
John Krill DIRECTOR, ASSET RENEWAL	Trevor Whittingham CONSTRUCTION PROJECT MANAGER

LONDON & MIDDLESEX COMMUNITY HOUSING

Unit Turns by Capital – Status Update Report
STAFF REPORT-2026-26

TO: LMCH Board of Directors

FROM: John Krill, Director, Asset Renewal

SUBJECT: Unit Turns By Capital

DATE: August 13, 2026

PURPOSE:

This report is to provide an update to the LMCH Board of Directors on the status of vacant unit turns being completed by Capital and to seek approval on the funding of this initiative.

RECOMMENDATION:

That the LMCH Board of Directors APPROVE the following recommendations to be presented to the Board of Directors:

1. RECEIVE this report for information.
2. APPROVE the expenditure of up to $791,000 – from the 2026 budgeted capital project 2026-0015 "kitchen reno or backyard beautification program" – on vacant unit turns.
3. AUTHORIZE LMHC staff to take the necessary steps to give effect to the above recommendation.

BACKGROUND AND STATUS UPDATE:

It is estimated that the success of the CMHC unit modifications program (e.g. an average of approximately 150 units modified per year over the last two years) has contributed to an increase in LMHC's vacancy rate by a nominal 1% due to the incremental amount of time units are taken out of service. In order to help manage the greater influx of vacant units, in Q2/26 the Capital Team was charged with completing vacant unit turns across select properties in support of the Operations Team.

As of June 15th 2026, the Capital Team's CMHC group, led by Wendy Groves, assumed responsibility for completing 56 Operations' vacant unit turns across 11 LMCH properties, with the understanding that any additional upcoming vacancies would be added to their responsibilities. With just over a month into the program, this group is on track to complete 36 vacant unit turns by the end of July. Progress is summarized in the table below.

Capital Unit Turns Progress at July 20th - as of June 15th Handover from Operations							
	(1)	(2)	(3) = (1) + (2)	(4)	(5)	(6)	(7) = (5) + (6)
Property	Units Transferred to Capital in Project Cycle	Units Transferred to Capital Not Scoped	Total Units Transferred to Capital	Units Currently Under Construction	Units Completed to July 20	Forecasted Additional Units Completed by July 31	Forecasted Total Units Completed by July 31
Albert	4	0	4	1	1	1	2
Base Line	0	0	0	0	0	0	0
Dundas	4	0	4	2	2	2	4
Hale	3	5	8	5	3	0	3
Kent	0	1	1	0	1	0	1
McNay	1	0	1	1	0	1	1
Oxford	1	6	7	6	0	5	5
Simcoe	7	6	13	5	0	7	7
Fire Unit - Simcoe	2	0	2	2	0	0	0
Walnut	0	3	3	0	3	0	3
Wharncliffe 345	10	2	12	0	0	4	4
Wharncliffe 349	2	3	5	2	0	3	3
William	0	4	4	4	0	3	3
Totals	34	30	64	28	10	26	36

The speed and efficiency demonstrated by this group in completing unit turns is due in part to a fully integrated – from office administration to field supervision – real-time tracking sheet and dashboard system allowing scope of work to be managed and audited consistently by Capital Team personnel, reducing contractor deficiencies and enhancing unit turn quality. The majority of these vacant unit turns also require kitchen renovation due to asset age, and while this increases the cost of turns, the group maintains speed and efficiency by having contractors supply all materials required in a unit turn. The resulting finished units contribute to lower Facility Index Scores (higher building condition rating) and increased tenant satisfaction.

Following the completion of unit turns assigned to the Capital Team – expected by September 2026 – the cost and success of the program will be evaluated, and consideration will be given for continuing with further vacant unit turns by this group.

FINANCIAL IMPACT:

Annual funding for unit turns is provided through the capital budget. The following table identifies approximately $430k in remaining available funds to complete unit turns during the remainder of 2026. These funds are expended by Operations in completing unit turns throughout the year; however, the Capital Team also taps into these funds when abatement is necessary in performing a unit turn. In the normal course of business, the funds identified below are adequate for completing unit turns. But because of the Capital Team initiative to complete a greater number of unit turns in 2026 – relative to a typical year – additional funding is required.

Job Type	Project number	Category	Budget	Commitments
unit modifications	2026-0021	133423	$490,000	$188,467
asbestos abatement	2026-0022	22500	$150,000	$116,330
mold abatement	2026-0023	22500	$100,000	$5,117
Totals			$740,000	$309,914

It is recommended that the funds currently budgeted within the 2026 capital budget as "kitchen reno or backyard beautification program" be utilized to complete the 64-unit turns assigned to the Capital Team. These funds are identified below.

Job Type	Project number	Category	Budget	Commitments
Kitchen reno or backyard beautification program	2026-0015	TBD	$791,000	$216,424

TENANT IMPACT:
LMCH provides housing for vulnerable citizens. As such, it is important to complete vacant unit turns as quickly and as efficiently as possible. Funding the Capital Team to complete a greater-than-usual annual number of unit turns will ensure continuity of service to LMCH tenants. The unit turnover process impacts LMCH tenants by having multiple trades on site, leading to longer wait times. This is partially mitigated by instructing trades to be mindful and efficient in their entry and egress to the building and floors with labour and materials. Additionally, with multiple trades at one site, there is greater risk of concurrent water shutdowns. Unfortunately, this is a short-term irritant that requires coordination to lessen the impact, and all trades work towards this end.

LEGAL IMPACT / RISK MANAGEMENT:
LMCH is obligated to provide designated substance surveys as well as per project specifications to all workers at LMCH sites. Updated project specifications are prepared by Pinchin for sites as needed.
LMCH is currently evaluating obligations under the Occupational Health and Safety Act (OHSA) with respect to its role as a Constructor. In Ontario, a Constructor is the person or company with overall operational control and ultimate responsibility for health and safety on a construction project, defined primarily under Section 23 of OHSA and O. Reg. 213/91 (Construction Projects). The Constructor is typically the general contractor or an owner who undertakes a project themselves or hires multiple independent contractors simultaneously. This LMCH evaluation is necessary in order to understand and mitigate the potential risk associated with completing vacant unit turns at LMCH buildings via more than one contractor retained for this purpose.

PREPARED and SUBMITTED BY:	STAFF CONTACT:
John Krill Director, Asset Renewal	Wendy Groves (CMHC Program) Construction and Project Manager

LONDON & MIDDLESEX COMMUNITY HOUSING

Director of Finance & Corporate Services Update
FAR-2026-25

TO: LMCH Finance and Audit Risk Committee

FROM: Tsitsi Muyambo, Director of Finance & Corporate Services

SUBJECT: Update from Director of Finance & Corporate Services

DATE: August 6, 2026

PURPOSE:

The purpose of the report is to provide updates to the LMCH Finance Committee on the status of key initiatives previously approved, introduce items that may come before the Committee in future meetings, and provide updates on meetings, events, or activities that may be of interest to the Committee.

RECOMMENDATIONS:

That the Update from the Director of Finance & Corporate Services report **BE RECEIVED** for information.

FINANCE UPDATES:

Audit Findings and Management Actions

Management continues to implement actions in response to the 2025 audit findings, with current work focused on strengthening controls over journal entries, TCA capitalization and top-side entries. Actions underway include enhanced review and approval controls, improvements to supporting procedures, and updates to related policies.
A summary of the audit findings, management actions and implementation status is provided in Appendix A.

Finance Operations

Finance continues to review internal workflows and leverage internal systems to improve timeliness to address backlogs while advancing improvements intended to strengthen the timeliness and efficiency of financial reporting. Current priorities include workflow improvements, increased cross-training, greater utilization of Yardi functionality, and a review of resource requirements within the function.
These initiatives are intended to strengthen capacity, reduce manual intervention, and improve the timeliness and completeness of financial information.

1. Purchase to payment workflow
   A review of the purchase order to payment workflow is underway to improve coding, approvals, receiving, and invoice payment. The objective is to increase PO utilization and improve visibility over commitments and outstanding liabilities. Implementation planning and system requirements are currently being reviewed

2. Yardi Optimization
   Management continues to assess opportunities to improve utilization of Yardi and reduce manual procedures across Finance.
   Initial opportunities have been identified and are being considered as part of the broader Finance transformation initiative.

3. Finance staffing and recruitment
   Recruitment for the Controller position is underway, with a shortlist currently being developed and an anticipated start in Q3 2026. In parallel, management is reviewing onboarding, procedures and cross-training requirements to support continuity and strengthen capacity across the Finance function.

Site-Based Budgeting

Site-based budgeting is underway to improve budget ownership and provide managers with clearer visibility into costs within their areas of responsibility.
Operating expenses and related GL responsibilities will be introduced first (August 2026), followed by allocation of payroll costs to buildings in a subsequent phase (October 2026)

Information Technology

1. Indicators

Overall, IT operational and cybersecurity indicators remain stable, with most measures showing favourable results.

- Areas being monitored include security awareness training completion, currently at 68.3%, with IT working with Human Resources and departmental managers to improve participation.
- The external penetration test has been completed, with preliminary feedback identifying no critical vulnerabilities on the external network. The final report is pending.
- Asset lifecycle management also remains an area of focus, with the upcoming hardware refresh expected to address assets that are at or beyond replacement age.

2. Data and Technology Governance

From a governance perspective, I.T and Finance and Corporate Services continue to advance technology governance initiatives, notably:

- A Standard Operating Procedure has been developed, which is currently under review.
- Terms of reference have been approved for the Data and Technology Governance committee and a Yardi Working Group, with the first meetings planned for early fall.

SIGNATURE:

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
TSITSI MUYAMBO, CPA DIRECTOR OF FINANCE & CORPORATE SERVICES	PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

LONDON & MIDDLESEX COMMUNITY HOUSING

APPENDIX A: Audit findings management action plan

Audit Finding	Risk / Observation	Management Resolution	Status / Next Steps
Management override of controls - Journal entries	Entries below $10,000 and entries processed by the Finance Manager were not consistently subject to a second level of review.	•Strengthen preparer/poster segregation; •independent review; escalation of higher-value entries; •quarterly JE oversight; • reduce reclassifications through improved coding at start of workflow.	In Progress
TCA capitalizations	Insufficient management review over capitalization and classification creates risk of expenditures being recorded to inappropriate accounts.	•Review pooled expenditures and unit-turn costs; •improve early identification of capital items; • Update TCA Policy and procedures being made for review in Q4.	In Progress
Top-Side Entries	Insufficient management review of entries posted directly to the financial statements.	•Improve year-end planning, documentation and explanations; • Allow sufficient time for Finance and Management review.	In Progress

LONDON & MIDDLESEX
COMMUNITY HOUSING

Q2 2026 Financial Results
FAR- 2026-26

TO: LMCH Finance, Audit and Risk Management Committee

FROM: Tsitsi Muyambo, Director of Finance and Corporate Services

SUBJECT: 2026 Financial Results – Q2 2026

DATE: August 6, 2026

PURPOSE:

The purpose of this report is to share LMCH's Q2 2026 unaudited financial results for the three months ended June 30, 2026, including key budget variances and operational factors impacting results.

RECOMMENDATION:

That the June 30, 2026 (Q2) Financial Performance Results and its Operating Summary Report be RECEIVED for information.

REASONS FOR RECOMMENDATIONS:

The following report provides a high-level variance explanation of LMCH's June 30, 2026 (Q2) operations.

The full-year financial operations resulted in a surplus of approximately $996K.This surplus is also $873K higher than the forecasted Q2 budget of $149,457K. Note this budgeted surplus is lower than the expected year-end budget due to timing for landscaping and snow removal costs being budgeted higher in Q1 and Q2.

REVENUE

Total revenue for the six months ended June 30, 2026 was approximately $18.45M, $503K (2.8%) favourable to budget. The favourable position was primarily driven by:

- Rent revenues: approximately $301K above budget, reflecting stronger rent revenue, including lower rent forgiveness for tenants receiving RGI.
    - This includes Southdale Rent revenues of Southdale of $ 203,430.61 made up of RGI $40,394 and Affordable rent of $163,373; this is being monitored for future offset of mortgage costs
- Net bad debt write-offs: approximately $143K favourable to budget, reflecting lower write-offs than budgeted.
- Interest revenue: approximately $26K above budget due to higher cash balances and interest rates.

- Sundry and other revenue: approximately $42K above budget, including support contributions received for 580 Dundas $11,462.68 and 241 Simcoe St. $ 37,179.32

These favourable results were partially offset by tenant recoveries and antenna licence revenue being modestly below budget

EXPENDITURES

Operating expenditures were approximately $17M, $733K (4.1%) favourable to the year-to-date budget. However, a significant portion of the favourable expenditure variance relates to the timing of maintenance activity, outstanding invoices and other costs expected later in the year. Key variances are summarized below.

Favourable Variances (Below Budget)

- Salaries, Wages & Benefits: approximately $50K favourable. Vacancies and staff leaves were partially offset by temporary staffing costs. Vacation accrual is higher earlier in the year and is expected to reduce as vacation is taken.
- Maintenance, Materials & Services: approximately $498K favourable overall, driven primarily by Building General, Plumbing and Painting. Slower unit turns and timing of repairs, maintenance work and invoice processing contributed to the variance; a portion is expected to reverse in Q3 and Q4.
- Insurance and Municipal Taxes: approximately $161K favourable in total, reflecting billing timing.
- Administration: approximately $119K favourable overall, mainly from Legal & Consulting, Supplies & Equipment, HR and Finance. Legal and consulting activity is expected to increase later in the year. Staff development costs are also expected to increase as HR has a plan to enrol staff for work-related programs at Waterloo and Fanshawe.

Unfavourable Variances (Above Budget)

- Utilities: approximately $131K unfavourable overall, driven primarily by electricity, which was approximately $244K over budget. This was partially offset by favourable water and natural gas costs.
- Life Safety Systems: approximately $66K above budget due to increased inspections and one-time work.
- Heating & Ventilation: approximately $35K above budget due to timing of repairs, maintenance and seasonal activity.
- Snow Removal: approximately $33K above budget due to seasonal winter activity; the annual position is expected to balance to budget as the year progresses.
- Office: approximately $84K above budget, mainly attributable to higher-than-budgeted office rearrangement costs.
- Extraordinary Loss: approximately $362K unfavourable to budget, primarily related to the timing and presentation of costs associated with insurable costs and deductibles. The presentation of these costs is under review for Q3 to improve clarity.

SOUTHDALE REVENUE AND EXPENDITURES

LMCH projects rental revenue of approximately $410K from Southdale Phase 1 for the year. Mortgage payments are expected to total approximately $151K by December 31, 2026, and reserve contributions of $53K are planned for the year, with funding allocated between Q2 and the latter half of the year. There are anticipated corporate service costs of 30K to cover administration expenses related to the project.
These costs and expenses have been incorporated in the Q2 financials and year-end forecast.

OPERATING RESULTS SUMMARY

The favourable year-to-date position is driven by stronger revenue, lower-than-budgeted maintenance and property costs, and several favourable administrative variances. These results are partially offset by higher electricity costs, life safety and HVAC expenditures, office costs and extraordinary losses.

The current surplus should be interpreted with caution. A number of favourable expenditure variances are timing-related and are expected to reduce as unit turns, maintenance activity, outstanding invoices and planned legal and consulting work are recorded in Q3 and Q4. Utility costs, particularly electricity, remain an area to monitor.
.

YEAR-END OUTLOOK

The preliminary year-end forecast is approximately $577K surplus compared with the approved annual budget surplus of approximately $604K. The forecast will continue to be refined as outstanding invoices and accruals are confirmed, and as the timing of maintenance, utility and other planned expenditures becomes clearer.

CONCLUSION

Q2 2026 results reflect a positive year-to-date operating position; however, the current favourable variance is not expected to fully continue through year-end as more costs are incurred. Management will continue to monitor expenditure completeness, utility pressures, maintenance activity and extraordinary losses while refining the forecast each quarter. LMCH is also continuing work to strengthen financial reporting and budget accountability through site-based budgeting, improved G/L and cost ownership, and workflow reviews and improvements. These initiatives are intended to provide clearer operating information to managers and support more timely financial oversight and decision-making.

Appendix A - June 30, 2026 Operating Results (Q2)

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
TSITSI MUYAMBO, CPA DIRECTOR OF FINANCE AND CORPORATE SERVICES	PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

LONDON & MIDDLESEX

COMMUNITY HOUSING

QUARTERLY PERFORMANCE REPORT

Q2-2026: Period Ended June 30, 2026

AUGUST 6, 2026

Improving the Tenant Experience

Demonstrate that it is a priority to ensure that residents feel comfortable, safe, and supported in their homes.

Developing an Enhanced Service Model

Ensure services meet the needs of our tenants while actively involving tenants in decision-making processes.

Investing in our Communities

Create vibrant and thriving neighbourhoods by investing in our buildings, beautifying our grounds, and redeveloping our communities.

Focusing on Environment and Governance

Deepen our commitment to a sustainable future by reducing environmental impact and promoting sustainable options while strengthening risk management practices and vendor oversight.

Foster a Healthy Organization Build a positive and inclusive work culture, ensuring the well-being and professional growth of staff members.

Q2-2026 Strategic Plan Accomplishments

- LMCH has begun the process of developing a **building scorecard system** which will use internal metrics to assign each building a score out of **100**. These scores will allow LMCH to focus our operational priorities on sites that require additional supports and maintenance.
- The **Custodial Program** has begun collecting data and will begin a process of building out functional KPI's that will be available in the upcoming quarters.

- LMCH completed the **Wharncliffe Community Office** and opened within the quarter.
- Established Collaborative Community Safety Tables at Dundas and Simcoe, bringing tenants and staff together to identify, discuss, and address safety concerns within the building. Looking ahead, we will build on lessons learned to develop a tenant engagement framework that establishes clear principles and priorities for meaningful participation in organizational decision-making, including policy development and accessibility initiatives.

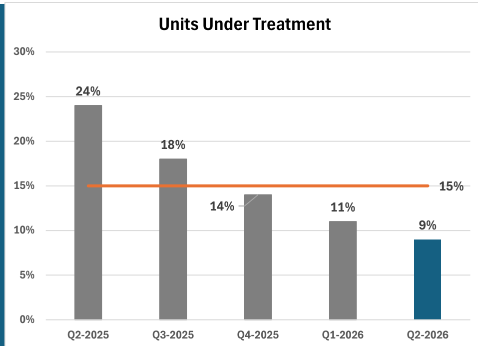
- In Q2, LMCH has awarded a request for proposal (RFP) for electrical work to begin in Q3. In total, 24 projects across 15 sites will be completed with an approximate value of **$8.39 million**. The projects include electrical infrastructure upgrades such as service upgrades, electrical panels, lighting, and wiring.
- The 2nd phase of the elevator replacement program has begun with a budget of **$3.5 million.** The second phase consists of seven LMCH sites and will include fourteen elevator cabs. Work is currently underway at two locations, 345 Wharncliffe and Kent, with future replacements planned at 349 Wharncliffe, Berkshire, McNay, Walnut, and Oxford.

- **Waste Management Program:** LMCH has received the consultant's final report and will work with the City of London to review the recommendations, identify opportunities for improvement, and develop an implementation plan for the program.
- Streamlining of the supply process is still ongoing and efficiency results including timelines and management of supplies has been improved since the initial review.

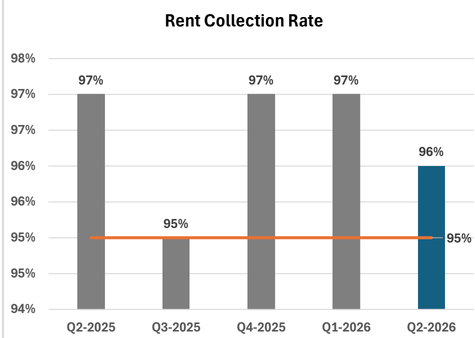
- LMCH attended the London Economic Development Corporation Job Fair where we receive multiple applications that led to successful candidates filling our permanent Custodian and temporary Procurement Officer positions.
- CPI Training has been completed for **111 of 123 employees** in either Nonviolent Crisis Intervention or Verbal De-escalation.
- Sourced and secured vendor to develop and deploy the first **LMCH Employee Engagement Survey in 12 years.**

Q2-2026 Key Performance Indicators

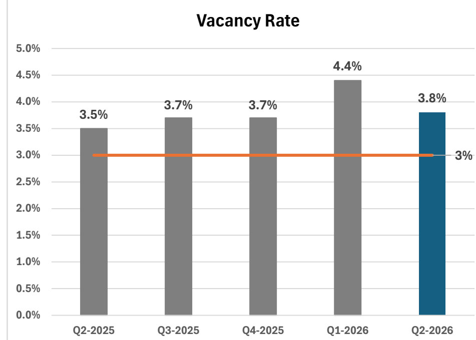
Core Metrics



Definition: The total percentage of units under treatment
Calculation: The total number of units under treatment divided by the total number of LMCH units.
Status: Units under treatment have reached 9% at the end of Q2-2026 setting a new low for LMCH.

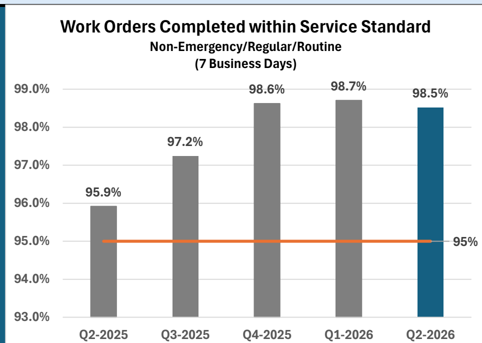


Definition: Identifies the LMCH percentage of tenants rent and parking charges that has been collected.
Calculation: Receipt Transaction Register (collected) / Posted RGI rent (Due).
Status: Rent Collection rate dropped to 96% in Q2-2026.

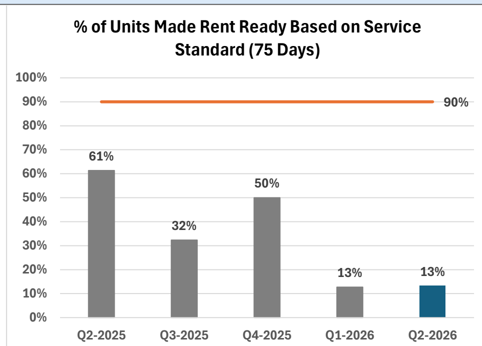


Definition: The percentage of units unoccupied by tenants.
Calculation: Total number of unoccupied units (not including CMHC units or Fire units) divided by total number of LMCH units.
Status: Vacancy rate for Q2-2026 droped to 3.8%, down from 4.4% in the previous quarter.

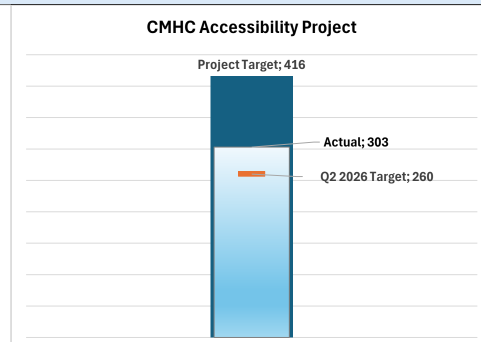
Building Stability



Definition: The number of non-emergency, regular, routine work orders completed within 7 business days.
Calculation: Number of work orders completed within the service standard divided by total number of work orders completed in the quarter.
Status: Work orders completed within our service standard remained consistent at 98.5% in Q2-2026.

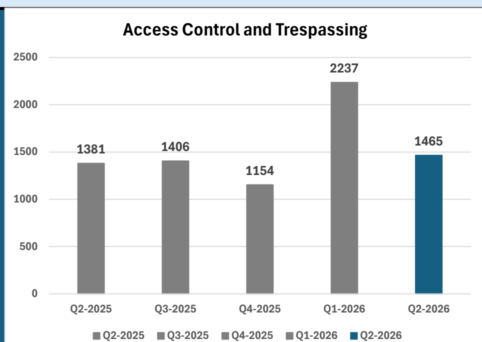


Definition: Units made ready based on internal service standard of 75 days not including weekends or holidays.
Calculation: Number of units made ready within 75 days divided by total number of units made ready in the quarter.
Status: Q2-2026 metrics has maintained from the previous quarter.



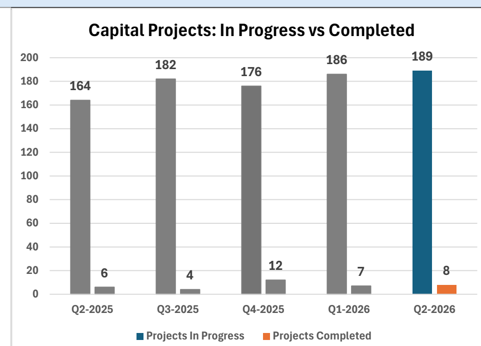
Definition: The # of completed CMHC Units.
Calculation: # of completed units vs the total number required by the end of 2027.
Status: The CMHC accessibilty project is 43 units ahead of schedule as of Q2-2026.

Building Stability



Definition: Category #2: Access Control and Trespassing
Calculation: Count of the number of access control and trespassing incidents per quarter.
Status: This metric has returned to previous levels after after reaching a high in Q1-2026.

Definition: Includes Categories #3 & 4: Property Standards & Site Integrity.
Calculation: Count of incidents from the above categories by quarter.
Status: Property Standards and Site Integrity incidents decreased to 748 in Q2 2026, down 23% from the Q1 2026 peak of 966.

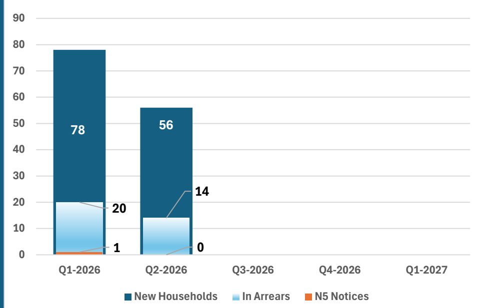


Definition: The number of completed and in progress capital projects per quarter.
Calculation: Count of completed and in progress projects per quarter.
Status: At the end of Q2-2026, LMCH has 189 capital projects in progress and completed 8 projects.

Q2-2026 Key Performance Indicators

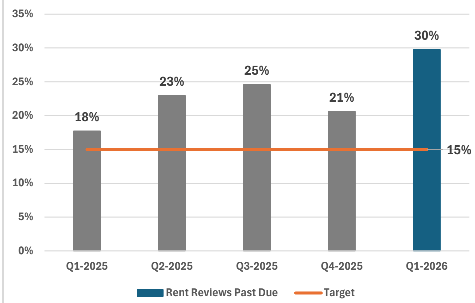
Tenant Stability

Tenant Support Program



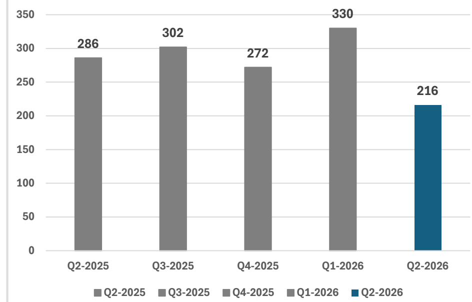
Definition: # of households in the tenant support program
Calculation: # of tenants who fall into arrears and/or receive N5 notices compared to the total number of tenants in the program.
Status: 25% of tenants in the support program fell into arrears within the quarter which is a 1% decline from last quarter.

Percentage of Rent Reviews Past Due



Definition: Annual RGI rent reviews that are past their due deadline.
Calculation: Number of rent reviews past due divided by total number of annual reviews completed each quarter.
Status: As deadlines are longer than 3 months, this metric will be reported one quarter behind other metrics. Q4-2025 data updated with complete totals.

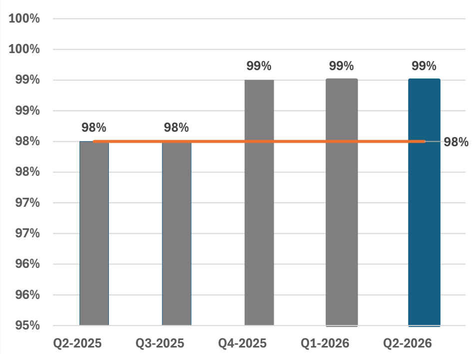
Community Safety - Tenant Stability



Definition: Includes Category: #6.
Calculation: Count of Emergency and External Agency support per quarter.
Status: The number of emergency and external support has decreasaed in Q2-2026 and is at its lowest level since Q4-2025.

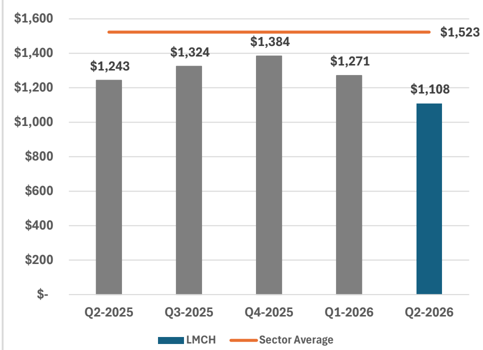
Financial Stability

Housing Occupancy Rate



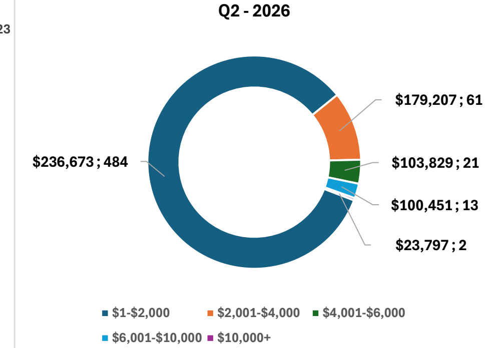
Definition: Total number of LMCH homes occupied by tenants.
Calculation: #of Occupied Units / # of Rentable Units.
Status: Occupancy remained stable at 99% in Q2 2026, marking the third consecutive quarter at this level. This is one percentage point above the 98% sector average and an improvement from 98% in Q2 2025.

Average Amount of Tenant Arrears



Definition: Average amounts of arrears.
Calculation: Total Rent & Parking / # of Tenant Accounts with Arrears.
Status: Average tenant arrears decreased to $1,108 in Q2 2026, down 13% from $1,271 in Q1 2026 and 11% from $1,243 in Q2 2025. LMCH's average remains $415, or 27%, below the sector average of $1,523.

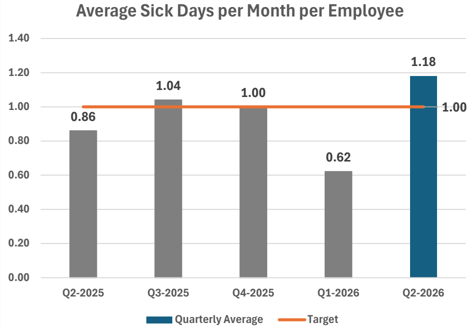
Number of Tenant Accounts with Arrears Q2 - 2026



Definition: Breakdown of Arrears by amount owning.
Calculation: Number of tenants who fall into each category, addition of all arrears within each category.
Status: 83% of tenants, owed $2,000 or less, the 97 accounts owing more than $2,000 represented 63% of total arrears.

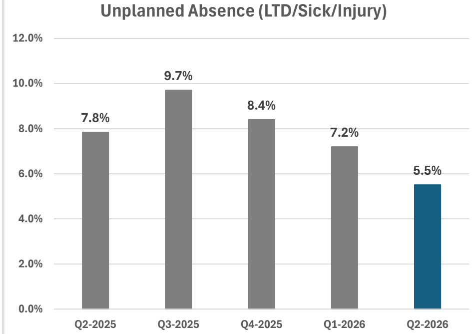
Staff Stability

Average Sick Days per Month per Employee



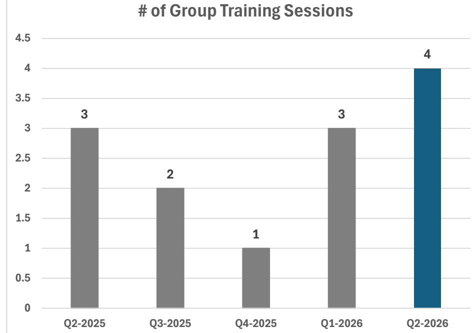
Definition: Average number of days missed due to sickness per employee per month.
Calculation: Total # of sick/appointment days taken / total staff complement.
Status: Sick days have increased **90%** from Q1-2026 to Q2-2026.

Unplanned Absence (LTD/Sick/Injury)



Definition: The percentage of staff who are on an unplanned leave.
Calculation: # of staff on long-term leave / total staff complement.
Status: Unplanned absences have decreased consistently over the past four (4) quarters.

of Group Training Sessions



Definition: The number of group training sessions with two (2) or more employee's in a session.
Calculation: The total number of group training sessions delivered during the quarter.
Status: LMCH conducted a total of 4 group training sessions which is the most the organization has done since tracking of this KPI begun.

Legend: Community Safety Categories

Purpose

This legend organizes community safety incidents into seven reporting categories to support consistent tracking, clearer analysis, and improved operational response across LMCH.

1. Community Safety, Behaviour & Tenant Support

Focuses on day-to-day tenant support, behavioural concerns, de-escalation, and early intervention to help maintain a safe and respectful community environment. This category is non-enforcement focused.

complaints, service calls, mental health support, community engagement, patrols, and other community-based non-criminal matters.

2. Access Control & Trespassing

Covers incidents involving unauthorized access, trespassing, and removal from LMCH properties or restricted areas. This category is limited to access boundary enforcement.

Examples: trespassing and access control incidents.

3. Property Standards, Asset Protection & Life-Safety Systems

Relates to the condition, operation, and protection of LMCH buildings, assets, utilities, and life-safety systems. This includes damage, service interruptions, theft-related impacts, and fire/life-safety infrastructure.

Examples: maintenance issues, water leaks, power or phone outages, elevator malfunctions or entrapments, property damage, vandalism, illegal dumping, clutter removal, theft, lost and found, fire alarms, fire investigations, fire systems, fire watch, and fire safety matters.

4. Physical Security & Site Integrity

Includes monitoring and upkeep of physical security infrastructure and environmental conditions that affect site safety. This category excludes access enforcement.

Examples: CCTV maintenance, general security concerns, and environmental safety concerns.

5. Staff Support, Workplace Safety & Internal Operations

Captures incidents involving support to staff and contractors, workplace safety matters, inspections, and internal operational processes that support service delivery.

Examples: staff assist, staff complaints, contractor assistance, staff-related medical support, slip and falls, unit inspections, investigations, confidential statements, and safety matters.

6. Emergency & External Agency Support

Applies to incidents requiring coordination with police, fire, EMS, animal control, or other external agencies. In these cases, CSU plays a support, coordination, or response role.

Examples: emergencies, police assist, arrests, motor vehicle collisions, animal-related incidents, naloxone distribution or administration, and deceased person or tenant calls.

7. Proactive Security Engagement Efforts

Reflects preventative and visibility-based activities intended to deter risk, identify issues early, and reinforce safety through presence rather than reactive response.

Examples: community safety patrols and additional security patrols.

CMHC – Q2 2026 Report
FAR-2026-30

TO: LMCH Finance, Audit and Risk Management Committee

FROM: John Krill, Director Asset Renewal

SUBJECT: CMHC – Q2 2026 Report

DATE: August 6, 2026

PURPOSE:

This report is to provide an update to the LMCH Finance, Audit, and Risk Management Committee on the CMHC Program and the status of key projects with the allocated budgets representing the secured funding of $40,136,090 through CMHC.

RECOMMENDATION:

That the LMCH Finance, Audit and Risk Management Committee **RECEIVE** this report for information.

BACKGROUND:

In 2019, LMCH collaborated with CMHC to define projects meeting the CMHC requirements under the Renovation, Repair, and Renew funding program. The program developed by the LMCH team members followed the guidelines of the National Housing Co-Investment Fund "Minimum Environmental & Accessibility Requirements – Repairs and Renewals". The program requirements included: increasing accessibility in common areas and retrofitting 20% of the total number of units in any building within the program to meet interior accessibility criteria, while also achieving 25% energy savings and GHG reductions by year-end 2027.

On February 25, 2021, CMHC confirmed that the documentation provided by LMCH met the requirements for funding. The City of London (COL), expressing its commitment to the program, agreed to act as guarantor on June 16, 2021.

On November 25, 2021, LMCH and COL executed a loan agreement with CMHC for $40,136,090. This funding consists of a $15,533,989 forgivable loan and a $24,602,101 repayable loan with the City of London as guarantor for $37,000,000.

While the CMHC program sets out the upper limits of funding available as up to $40,136,090, CMHC also sets out a requirement for a total capital spend by LMCH of

$68,583,866, which CMHC refers to as the Repair Program Budget. As a result, LMCH must spend an additional $28,447,776 in capital repairs on its portfolio – over the 7-year life of the CMHC program – to meet this requirement. With 2 years remaining in the program, LMCH has met the requirements for the additional $28.4m capital expenditure.

Q2 2026 PROJECTS UPDATE:

Project funding is expended within three broad categories: Energy, Accessibility, and Site Improvements. Updates are provided within these categories. Although some projects overlap categories, updates are given within the category where projects are most impactful.

Energy

Air Source Heat Pumps (ASHP):
The ASHP project at all CMHC high-rise buildings was tendered and awarded to Synergy, who provided the most competitive bid, including significant project experience. Synergy was also able to provide the shortest equipment and material delivery lead times, allowing the full scope of the project to be completed before the heating season. Synergy has completed all shop drawing submissions, which included minor changes to heating coil locations at four buildings due to conflicts with energy recovery ventilators (ERVs) at the original proposed locations. Design collaboration between LMCH, the ASHP manufacturer, and LMCH retained engineers will result in greater ASHP efficiency during the fall and winter seasons due to lower allowable temperature set points at LMCH properties containing ERVs. This will hedge the risk of LMCH not meeting the expected 40% reduction in natural gas usage and ultimately support LMCH in achieving the CMHC target of 25% reduction in energy usage across the portfolio.

Construction and installation of all ASHPs will commence in Q3/26, and it is expected to be completed in time for the 26/27 heating season. An added benefit to tenants is the provision of cooling in all common areas (lounge, lobby, hallway) during the summer months. The summer of 2027 will see this benefit realized for all tenants residing in CMHC high-rise buildings.

Boiler Replacements:
Domestic hot water boiler replacements at Kent and McNay will provide for greater energy efficiency in support of achieving the CMHC target of 25% reduction in energy usage across the LMCH portfolio. The selected engineer for the design of the boiler replacements at both sites was awarded to Atria Architects & Engineers Inc. who have completed the design and tendered for the work. Bids will be received at the end of July/26 with a planned Q4/26 construction schedule due to significant procurement lead times.

Going forward, all boiler replacements occurring in LMCH buildings – Kent and McNay included – will also include within the SOW a mechanical room refresh (e.g. ancillary piping repairs, ceiling repairs, and painting of walls and floors). In creating a clean space within the mechanical rooms, LMCH is striving to reduce future costs of disruption and repair.

Bathroom Fixture Replacements:
This project was about providing low-flow faucets and taps and was originally scheduled for 2025/2026 but has been placed on hold pending further review. The return on investment appears to be minimal. As a result, resources have been redirected to other energy savings projects of greater value (see above).

Another energy saving project that appears to have a greater return on investment is currently being scoped and will be piloted at one property to assess its effectiveness. That is, the addition of specialty valves at the 8 CMHC high-rise buildings where municipal water is supplied at the inlet to the properties' water supply line. This water infrastructure addition has the potential to save almost $4000 per site per year in LMCH water bills by preventing water hammering, minimizing air bubbles that water meters typically read as water consumption.

Accessibility

In Suite Barrier Free Modifications:
Q2/26 continued to be a strong quarter with 31 units completed compared to the 26 in Q1/26, with the remaining 4 properties still below target. The temporary Tenant Placement Coordinator – hired specifically to encourage internal tenant relocations to newly modified units – continues to show positive results with 18 transfers alone in Q2/26. Transfers are encouraged within buildings as it opens up additional units to be modified.

Units Completed Each Quarter

2024	Q1	Q2	Q3	Q4
Total	2	1	20	43
Avg/Month	0.7	0.3	6.7	14.3

2025	Q1	Q2	Q3	Q4
Total	67	64	34	20
Avg/Month	22.3	21.3	11.3	6.7

2026	Q1	Q2	Q3	Q4
Total	26	31	0	0
Avg/Month	8.7	10.3	0.0	0.0

Following is a summary of key considerations and relevant points per the CMHC accessibility program for each high-rise building site shown:

- Seniors Buildings → Unit availability has been abundant at McNay and Base Line, with only 2 units required each month to meet Dec/26 completion. Similarly, Walnut requires 2 vacant units over the next 4 months to meet CMHC targets. Currently, Kent is the only building that is lagging with 30 units still to complete. With only 1 planned transfer and 2 units on 'notice' it is anticipated that work will continue into 2027.

- Adult Buildings → All adult buildings, Simcoe, Dundas, 345 and 349 Wharncliffe have met their CMHC targets for unit modifications as of 2025.

The table below gives a summary by site of the speed or rate of completion of unit modifications (within a quarter), from the date they are taken on by the CMHC program to the date they are returned to inventory, ready for rental. Anticipated time of completion and the actual completion time can vary considerably across various building locations. This is a function of subcontractor capabilities, working environment, and supply logistics, to name a few. LMCH monitors these performance characteristics and takes the appropriate actions to shorten completion time frames when and where possible. Nevertheless, contractor average construction timelines are fairly consistent, and any variances in returns to rental are often attributed to the amount of debris removal and ongoing pest treatment required in the units. Currently, only two GCs are working within the CMHC program as the third one was terminated for performance. One of the remaining GCs is working at three buildings and it is expected that due to economies of scale, this GC's unit turn performance (speed) will increase significantly over the next quarter.

Property	Q2/26 Average elapsed time to anticipated completion date in weeks	Q2/26 Average elapsed time to actual completion date in weeks	Total units taken Q2/26	Total units completed Q2/26	Total units in construction Q2/26
30 Baseline	6 (2)	8 (3)	9 (11)	9 (8)	7 (7)
Dundas	N/A	N/A	N/A	N/A	N/A
Kent	0 (8)	0 (14)	7 (3)	3 (0)	8 (3)
McNay	7 (5)	8 (11)	12 (15)	14 (12)	9 (10)
Simcoe	N/A	0	N/A	N/A	N/A
Walnut	8 (5)	12 (6)	7 (4)	4 (6)	4 (3)
345 Wharncliffe	N/A	N/A	N/A	N/A	N/A
349 Wharncliffe	N/A	N/A	N/A	N/A	N/A
Note: Previous to - date performances shown in brackets					

The table below details the performance to date as LMCH works towards meeting CMHC program commitments. Trending indicates no risk to meeting unit modification for accessibility targets.

CMHC OVERVIEW									
Property	**241 Simcoe**	**30 Base Line**	**202 McNay**	**85 Walnut**	**170 Kent**	**345 & 349 Wharncliffe**	**580 Dundas**	**Total**	**Row #**
Total Unit Modifications Committed to the CMHC Program	35	82	88	75	65	51	20	416	1
Confirmed Completed in 2023	0	2	1	6	0	6	0	15	2
Confirmed Completed in 2024	0	4	11	13	0	18	19	65	3
Confirmed Completed in 2025	35	32	26	26	22	27	1	169	4
Confirmed Completed in 2026	0	18	28	11	3	0	0	60	5
Target for 2026	0	26	22	19	40	0	0	107	6
	Complete					Complete	Complete		
Total Completed to Date	35	56	66	56	25	51	20	309	7 = 2+3+4+5
Current # of Units in Progress	0	13	10	5	10	0	0	38	8
Total Units Remaining to Meet CMHC Commitment	0	13	12	14	30	0	0	69	9 = 1- (7+8)
Number of units/mth required to complete By Dec. 2026		2	2	2	4				
Current Pace , per month, as of July, 2026:		5.4	4.4	4.4	3.7				

Site Improvements

The new Pond Mills playground was completed in the first week of June/26. Residents were very excited when the construction fencing was removed, and within the hour the playground was full of children enjoying the new equipment.

In order to allocate funding appropriately, LMCH is currently completing site assessments at each of the CMHC-designated high-rises and family sites. This overall outdoor site review at each property is occurring in an effort to develop initiatives that would uplift the grounds, provide greater tenant safety, and improve tenant satisfaction. Results of the review are currently being costed and will be presented to LMCH stakeholders for consideration going forward, and those projects selected will be brought forward to the FAR Committee for approval, with construction expected to begin in Q2/27.

As previously reported, investigations continue to finalize potential high-rise vestibule upgrades. In collaboration with LMCH Operations, upgraded intercom systems are being reviewed for use at LMCH properties. The upgraded systems will allow cellular use in addition to the standard analog system for tenants who do not have a phone line or cellular device. Additionally, investigation of various Acrovyn systems for the walls at lobbies and vestibules is occurring with the objective to determine the appropriate balance between cost and durability. It is expected that these common area refreshes will continue to drive higher tenant satisfaction, as numerous tenants have already commented positively on the new paint at their entry unit doors and the vast improvements they see and feel.

TENANT IMPACT:

Tenant impact varies from project to project. However, every precaution is taken to provide ample information and notice to tenants beforehand. For example, notices of projects are sent to tenants 60 days in advance to provide information on the general impact, anticipated disruptions, and the scope of the project. As the project commencement ramps up, updates are provided to the tenants. For more complex projects, information sessions may be held to provide one-on-one details of the project. Also, tenants are provided with contact details to ask any questions via email.

Following is a list of positive tenant experiences from the CMHC Repair and Renew program regarding construction activities: completed or underway:

Completed or underway in Q2/26

- Pond Mills new playground was completed and opened to tenants
- Air Source Heat Pump installations begun; this will provide common area cooling in the summer to tenants at 8 CMHC high-rise buildings

Planned to begin in Q3/26

- Dundas new sidewalks, landscaping of green space and new outdoor patio including fixed-in-place accessible picnic tables
- Family sites new sidewalks and pathways refresh

FINANCIAL IMPACT:

LMCH continues to complete monthly drawdown submissions to CMHC, with a funding response within 10 working days of receipt.

<u>CMHC Draw Down Status at the end of Q2/26:</u>

Draws 1 – 36 Received	Repayable 61%	$15,312,097
	Forgivable 39%	$9,789,701
Draw 37 CMHC processing	Repayable 61% Forgivable 39%	$590,353 $377,439
Total		$26,069,590

LEGAL IMPACT / RISK MANAGEMENT:

1) All tender responses for construction projects require the submission of WSIB, insurance, and any relevant certificates. Projects are reviewed individually for surety and bonding requirements.

2) Updated project-specific abatement plans prepared by Pinchin are included in tender requests.

3) Excess soil regulation 406/19 came into effect in January 2023. Under this regulation, soil testing can be required for the dumping of "excess soils" when completing excavation works. Due to the large volume of paving works occurring, awareness of additional costs from soil contamination is raised, and mitigation steps are taken as necessary and where possible.

PREPARED and SUBMITTED BY:	STAFF CONTACT:
John Krill Director, Asset Renewal	Wendy Groves Construction and Project Manager (CMHC Program)

LONDON & MIDDLESEX COMMUNITY HOUSING

Reimagine Southdale – Q2 2026 Report
FAR-2026-31

TO: LMCH Finance, Audit and Risk Management Committee

FROM: John Krill, Director, Asset Renewal

SUBJECT: Reimagine Southdale – Q2 2026 Report

DATE: August 6, 2026

PURPOSE:

This report is to provide an update to the LMCH Finance, Audit, and Risk Management Committee on Reimagine Southdale.

RECOMMENDATION:

That the LMCH Finance, Audit and Risk Management Committee **RECEIVE** this report for information.

BACKGROUND:

Reimagine Southdale is a housing regeneration development that began in 2021 with the design of a 53-unit 6-storey building (Phase 1), constructed over two years and completed in 2025. Phase 2 of Reimagine Southdale is another 53-unit 6-storey building currently under construction and slated for completion in mid-2027. This building will also contain an LMCH community-based office staffed by roughly 20 personnel. A third building (Phase 3) is currently undergoing design and site plan approval and is planned for construction to start in late 2027. Phase 3 will see 71 new units added to the LMCH portfolio.

The regeneration of the Southdale family site requires the relocation of tenants and the demolition of 63 townhome units (18 Ph1, 25 Ph2 and 20 Ph3), resulting in a total net new addition of 114 units. In order to improve tenant satisfaction and enhance the curb appeal of the entire Southdale site, Phase 1 included new sidewalks, pathways, playground equipment, and new siding on all townhome units not slated for demolition.

Funding for Reimagine Southdale is sourced from a $62m fund provided by the City of London and an additional $29m funding for Ph 1 and Ph2 provided by CMHC. The CMHC funding is comprised of both a repayable and a forgivable loan subject to meeting energy efficiency design and construction requirements, providing a specific number of units to priority groups, and satisfying affordability criteria.

Q2 UPDATE:

The following is a brief progress summary of each phase of Reimagine Southdale. More detailed reporting is provided in the Appendices attached to this report.

Phase 1

- Deficiencies pertaining to heat pumps, make-up air units and roof leaks have been satisfactorily dealt with
- Projected final spend on the project approximately $1.5m below budget

Phase 2

- Project is on schedule
- Projected spend on the project approximately $3m below budget
- Contingencies utilized are tracking over budget due in part to learnings from Phase 1 and some unforeseen issues encountered; steps are being taken to lessen these impacts (e.g., third-party review of significant change orders pertaining to soil removal)

Phase 3

- Site Plan Approval process is underway with City Housing Renewal and Development staff support
- Goal set to start construction in late Q3/27
- $29m loan from CMHC towards Phases 1 and 2 projects will free up City funding to construct Phase 3 via year-end reconciliation of loan advances received from CMHC

ATTACHMENTS:

Appendix 1 – Reimagine Southdale Phase 1 Q2 2026 Update
Appendix 2 – Reimagine Southdale Phase 2 Q2 2026 Update
Appendix 3 – Reimagine Southdale Phase 3 Q2 2026 Update

PREPARED and SUBMITTED BY:	STAFF CONTACT:
John Krill Director, Asset Renewal	Scott Robertson Construction Project Manager (Reimagine Southdale)

Staff Report
Reimagine Southdale Phase 1 – Q2 2026 Update

TO: John Krill, Director Asset Renewal

FROM: Scott Robertson, Construction Project Manager

SUBJECT: Reimagine Southdale Phase 1 – Q2 2026 Status Update

DATE: July 27, 2026

PURPOSE:

This report is to provide a status update on the Reimagine Southdale project, Phase 1.

RECOMMENDATION:

That this Staff Report be **RECEIVED** for information and appended to the Reimagine Southdale Q2 2026 Finance, Audit and Risk Management (FAR) Committee Report.

BACKGROUND:

LMCH has been collaborating with the City of London since 2019 to define program requirements for Reimagine Southdale, developing sustainable, comprehensive site regeneration plans to be staged over a multi-year period while minimizing tenant impact.

In March of 2021, LMCH engaged a local Architecture firm to complete concept drawings, concentrating on preliminary design. These drawings were utilized to engage internal and external stakeholders to progress the overall design and project goals. In October of 2021, procurement was completed to secure an Architect for Reimagine Southdale. CGS Architects was selected as the Architect of record for Reimagine Southdale Phase 1.

During the period following the Architectural award, LMCH and its design team worked with the City of London to secure approval of a Zoning Bylaw Amendment and Site Plan Approval Demolition Permit, which allowed a Request for Quotation (RFQ) to be issued in August 2023 to prequalified General Contractors for Phase 1. GC's submitted bids to complete the scope of work for Phase 1 which included: a six-story 53-unit building with community use space over much of the ground floor; multiple 1-, 2-, 3- and 4-bedroom units; 20% barrier-free units; surface parking; landscaping improvements; demolition of 18 existing townhouse units; improvements on 103 townhouse units (new siding, landscaping, hardscape). In October 2023, Jackman Construction was awarded the GC contract for Phase 1 as approved per FAR Staff Report 2023-51.

Q2 PROJECT UPDATE:

Substantial Performance (Ready for Takeover) of the Phase 1 building was achieved on September 24, 2025. This date also represents the start of the one-year warranty period. Jackman is working diligently with LMCH and through its subcontractors to correct deficiencies identified in the building. There are 3 significant deficiencies, however, that warrant more attention, and these are outlined below.

1) Heat Pumps

Each one of the 53 units in Phase 1 is heated in winter and cooled in the summer via a Unilux heat pump. These units operate individually as part of a wider system throughout the building as a high-efficiency, water-sourced system designed for high-rises, using a closed water loop to extract heat for warming or reject it for cooling. The units in Phase 1 feature an integrated Energy Recovery Ventilator (ERV) to improve air quality and efficiency. The units are connected to a building-wide water loop. During winter, they extract heat from this loop to warm the air. During summer, they move heat from the suite back into the water loop.

Issues with the heat pumps failing started in October 2025. Each unit was inspected and repaired, and since then, only a few issues have arisen recently (see below). The initial issues ranged from missing panel screws and inadequate gaskets preventing proper pressure sealing to failed component parts. To ensure tenant satisfaction going forward, LMCH requested and was granted a 5-year extended warranty on parts and labour.

Recent issues:

- A unit experienced failed components, and the heat pump was replaced with a heat pump from a vacant unit. This has been attributed to a manufacturer's defect. The unit in the vacant unit has since been replaced with a new unit.
- Two units experienced a fault in temperature sensing/reading that was subsequently cleared, but the reason for the fault was not identified. The manufacturer is monitoring the situation to determine if further investigation is required.
- Two units faulted because of a dirty filter (pet hair). These filters were replaced, and both units are now working in good order. LMCH continues to change Heat Pump and ERV Filters quarterly per manufacturer recommendations. Units with pets are being tracked by LMCH to replace filters more frequently, and if required, charge back tenants for the extra work to do so.

2) Make Up Air Units

Make-up air units (MAU) function by drawing in 100% fresh, untreated outside air, filtering it, and conditioning (heating or cooling) it before introducing it into a building. In the case of Phase 1, the MAU units are meant to treat and replace air in common areas (corridors, meeting rooms, etc) throughout the building. When the heating season started, the MAU units failed sporadically. The failures were related to room sensors not operating properly or located incorrectly, and the Building Automation System (BAS) set points not electronically conversing properly with equipment sensors.

It has taken most of the heating season to date to bring these issues to a satisfactory conclusion. However, because the entire MAU system has not yet gone through a complete heating season, LMCH requested an extended warranty on all related equipment. The GC has instead agreed that the one-year parts and labour warranty will commence only once the MAU system is fully operational, having gone through one complete multi-season operational cycle. With this measure in place, LMCH will be assured during the following heating season that all failure issues have been resolved. To ensure this is the case, the GC has replaced its incumbent mechanical subcontractor with an alternate who has greater expertise in this type of MAU system. As of the writing of this report, the MAU has been repaired and is operating at 100% since mid-June 2026. LMCH and its Mechanical consultant will continue to monitor the MAU unit with visual inspections and through BAS. An 18 month warranty period begins June 2026, which will allow for corrective actions to continue via warranty claims over both the next heating and cooling seasons.

3) Roof Leaks

Four roof leaks were experienced on the 6th floor, 2 in tenant units and 2 in the corridor outside the tenant units. The roof leaks manifested themselves during a significant rainstorm in November 2025. The GC completed remedial work on the roof seams, and to date, we have not registered any additional leaks on the main roof. However, roof leaks in the Mechanical Penthouse were experienced in March 2026. The GC affected repair patches on the Penthouse roof, and no further leaks have been experienced to date at these locations. Two leaks were identified in tenant units on the second floor in early June 2026. The GC repaired these leaks under warranty (failed tub trap gaskets) and no further leaks have been identified. LMCH continues to monitor externally and internally for any leaks with daily site inspections, and consistent communication with our tenants.

FINANCIAL IMPACT:

On January 26, 2023, the City of London approved the 2023 Budget Amendment #P-9, allocating $30M to LMCH to start the LMCH Regeneration plan/process, of which Phase 1 of Reimagine Southdale is a key first new construction step. Total projected spend for Phase 1 construction is $27.6m, considering the number of credits expected to be received from various sources (e.g. returned civil security deposit, insurance claim). As a result, LMCH expects in the range of $1.5m available for further regeneration (e.g. seed monies) following completion of Phase 1 Reimagine Southdale.

A CMHC loan of $29m (45% repayable and 55% forgivable) was approved for Phase 1 and Phase 2 construction purposes and is currently being advanced to LMCH. The

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intention is for this loan to be applied against the $62m funding (which has been drawn upon to construct Phase 1 and Phase 2) from the City of London at year end reconciliation. In doing so, funding will be freed up to construct Phase 3 of Reimagine Southdale.

Phase 1 Construction Budget Status to end of June 2026:

	DESCRIPTION	PHASE 1 Budget	Phase 1 - Spent to date June 30, 2026 (Q2)	Phase 1 - Projections	Bud minus Spent	Bud minus Projection
1	Soft Cost - CGS - Prime Architect and sub consultants	$ 1,117,000.38	$ 1,156,273.30	$ 1,160,000.00	-$ 39,272.92	-$ 42,999.62
2	Soft Cost - Consultants and LMCH Salary's	$ 857,962.16	$ 686,282.23	$ 700,000.00	$ 171,679.93	$ 157,962.16
3	COL Planning and Permit Fees	$ 1,268,441.42	$ 18,730.04	$ 18,730.04	$ 1,249,711.38	$ 1,249,711.38
4	Expeditures prior to March 2021 (Prior to SR Start Date at LMCH	$ 292,228.00	$ 292,228.00	$ 292,228.00	$ -	$ -
5	Construction Cost New Build	$ 21,433,000.00	$ 21,433,000.00	$ 21,200,000.00	$ -	$ 233,000.00
6	Construction Cost Existing Townhouse renovations	$ 2,371,400.00	$ 2,371,400.00	$ 2,371,400.00	$ -	$ -
7	Contingency Construction (Change Orders)	$ 1,190,220.00	$ 1,871,239.61	$ 1,871,239.61	-$ 681,019.61	-$ 681,019.61
8	Kalos engineering remediation (included in CO Total)			-$ 241,891.79	$ -	$ 241,891.79
9	Effective HST - 1.7602%	$ 419,005.05	$ 419,005.05	$ 419,005.05	$ -	$ -
10	LMCH - Inspection and Testing Allowance	$ 100,000.00	$ 45,161.03	$ 45,161.03	$ 54,838.97	$ 54,838.97
11	FFE - Appliances	$ 160,000.00	$ 119,507.85	$ 119,507.85	$ 40,492.15	$ 40,492.15
12	FFE - Furniture, desks, chairs, tables	$ 40,000.00	$ 69,524.33	$ 75,000.00	-$ 29,524.33	-$ 35,000.00
13	Printing, presentation rendering, banners, animations	$ 10,000.00	$ 2,456.45	$ 3,000.00	$ 7,543.55	$ 7,000.00
14	Debris Removal & General site work	$ 10,000.00	$ 18,869.02	$ 18,869.02	-$ 8,869.02	-$ 8,869.02
15	Ross Towing	$ 5,000.00	$ 5,773.33	$ 5,773.33	-$ 773.33	-$ 773.33
16	Ground Breaking Phase 1	$ 7,000.00	$ 5,773.33	$ 6,500.00	$ 1,226.67	$ 500.00
17	Enbridge Savings by Design (Credit)	-$ 50,000.00	-$ 50,000.00	-$ 50,000.00	$ -	$ -
18	CMHC - Seed Funding (Credit)	-$ 103,000.00	-$ 103,000.00	-$ 103,000.00	$ -	$ -
19	COL Civil Security Deposit made	$ 370,815.00	$ 370,815.00	$ -	$ -	$ 370,815.00
20	COL Civil Security Deposit returned	-$ 370,815.00	$ -	-$ 278,111.25	-$ 370,815.00	-$ 92,703.75
	Total	**$ 29,128,257.01**	**$ 28,733,038.57**	**$ 27,633,410.89**	**$ 395,218.44**	**$ 1,494,846.12**

Phase 1 Change Order Status to end of June 2026:

Change Order No.	Amount
01	$21,585.84
02	$ 4,375.92
03	$ 5,789.61
04	$43,535.60 (Credit)
05	$14,304.82
06	$4,187.00 (Credit)
07	$5,861.23
08	$280,686.38 (Credit)
09	$15,017.87
10	$9,766.29
11	$278.50 (Credit)
12	$ 58,541.47
13	$ 2,312.92
14	$ 17,692.00
15	$ 8,214.84
16	$ 14,820.51
17	$ 11,942.99
18	$ 318.61
19	$ 67,626.94
20	$281,619.77
21	$ 26,551.89
22	$ 25,853.42

23	$ 50,372.05
24	$ 7,287.31
25	$ 80,439.44
26	$12,985.74
27	$35,666.51
28	$213,090.97
29	$11,720.92
30	$24,676.71
31	$16,579.93
32	$46,631.78 (Credit)
33	$ 10,711.43
34	$109,026.19
35	$ 24,200.95
36	$113,185.81
37	$ 21,833.23
38	$ 20,601.79
39	$ 11,168.91
40	$ 11,362.14
41	$ 6,203.95
42	$ 21,702.18
**43	$284,283.70 (Kalos)
44	$ 83,234.24
45	$ 51,565.84
46	$ 53,490.21
47	$ 6,848.20
48	$320,030.95
49 – Car Accident-Temp Work	$ 6,519.31 (Moved to alternate job #)
50	$ 45,573.82
Total Change Orders to end of June/ 2026	$ 1,871,239.61
Total Construction Value (Jackman Construction)	$23,804,400.00
GC Invoiced to Contract to end of June / 26	$25,675,639.61

** Partial credit for CO43 (Kalos) has been received from Kalos' insurer in the amount of $241,891.79 – representing full and final release – with the balance of approximately $42k being partially recovered through CGS reduced billings on Phase 3 in the amount of approximately $24k. The $241,891.79 recovery reduces the total change orders of $1.871m shown in the table above to $1.629m.

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
Scott Robertson Construction Project Manager (Reimagine Southdale)	John Krill Director, Asset Renewal

LONDON & MIDDLESEX COMMUNITY HOUSING

Staff Report
Reimagine Southdale Phase 2 – Q2 2026 Update

TO: John Krill, Director Asset Renewal

FROM: Scott Robertson, Construction Project Manager

SUBJECT: Reimagine Southdale Phase 2 – Q2 2026 Status Update

DATE: July 27, 2026

PURPOSE:

This report is to provide a status update on the Reimagine Southdale project, Phase 2.

RECOMMENDATION:

That this Staff Report be **RECEIVED** for information and appended to the Reimagine Southdale Q2 2026 Finance, Audit and Risk Management (FAR) Committee Report.

BACKGROUND:

LMCH has been collaborating with the City of London since 2019 to define program requirements for Reimagine Southdale, developing sustainable, comprehensive site regeneration plans to be staged over a multi-year period while minimizing tenant impact.

In March of 2021, LMCH engaged a local Architecture firm to complete concept drawings, concentrating on preliminary design. These drawings were utilized to engage internal and external stakeholders to progress the overall design and project goals. In October of 2021, procurement was completed to secure an Architect for Reimagine Southdale. CGS Architects was selected as the Architect of record for Reimagine Southdale Phase 2.

During the period following the Architectural award, LMCH and its design team worked with the City of London to secure approval of a Zoning Bylaw Amendment, Site Plan Approval, and Demolition Permit, which allowed a Request for Proposal (RFP) to be issued in May 2025 to source a General Contractor for Phase 2. Seven GC's submitted bids to complete the scope of work for Phase 2, which included: construction of a six-story 53-unit building with LMCH office space over much of the ground floor; multiple 1, 2, 3, and 4-bedroom units; 20% barrier-free units; surface parking; landscaping improvements; and demolition of 25 existing townhouse units. In June 2025, Norlon Builders was awarded the General Contractor contract for Phase 2.

LONDON & MIDDLESEX COMMUNITY HOUSING

Q2 PROJECT UPDATE:

All six floors of the superstructure are complete, with exterior windows installed in 50% of the building. Interior unit framing is complete to the 5th floor while mechanical and electrical rough-ins to the 2nd floor are 90% complete.

Phase 2 Milestones Schedule:

Milestone	Start Date	Delivery Date
Board Approval of Architect CGS	June 20, 2024	
Zoning Bylaw Amendment	Approved March / 25	
Site Plan Approval documentation to COL	October 21, 2024	Approved May / 25
Additional Funding (CMHC) Application	September / 24	Conditional Approval July /25
Tenants Vacate Townhouses Slated for Demo	July / 24	Complete January / 25
Demolition Permit (25) Units	January / 25	Received April / 25
Site Plan Approval	October / 24	Received April / 25
Foundation Building Permit	March / 25	Foundation Permit Received April / 25
Shell Permit	March / 25	Received July / 25
Building Permit	October / 24	Received March 2, 2026
RFP for General Contractor	April 11, 2025	May 14, 2025 (closed)
Board Approval of Phase 2 General Contractor	June 19, 2025	
Phase 2 Demolition / Construction Start	July 7, 2025	
Phase 2 Completion (LMCH Takeover)	July 14, 2027	

TENANT IMPACT:

Early on, LMCH recognized that consistent tenant communication and engagement are crucial throughout this regeneration project. To support this, LMCH created a communication strategy and plan to guide key messaging, engage with tenants, and gather feedback for the project. Important elements of the plan are grounded in the goals of the project. Key audiences have been identified, and community engagement to gather feedback is ongoing. Notices are issued regularly to tenant mailboxes to keep the information pipeline current as issues impacting tenant satisfaction arise.

The size of the construction site for Phase 2 was larger than anticipated, reducing some parking on site and requiring the movement of a garbage enclosure. moving some garbage enclosures. Parking on site, a large bin garbage repository, and pickup remain a challenge on the site. The lone north entrance to the Southdale family site is utilized by both construction crews, site service vehicles (e.g. garbage pickup trucks), and tenants.

With increased construction activity, this has created congestion and made it difficult for garbage trucks in particular to pick up two large garbage bins utilized by tenants within that area, who also have to travel further than before to deposit their garbage. To alleviate this, LMCH is creating a new entrance off Southdale – that will eventually be the Phase 3 site entrance – for use by tenants and site service vehicles only (e.g. the two impacted garbage bins will be relocated closer to this new entrance). Construction crews will be the sole users of the current entrance, reducing congestion on the site overall and making it easier for tenants to park. This new entrance is scheduled to be complete by the fall of 2026.

FINANCIAL IMPACT:

On March 1, 2024, the City of London approved the 2024 Budget Amendment #P-21, allocating $32.5m to LMCH to start the LMCH Regeneration plan/process, of which Phase 2 of Reimagine Southdale is the next construction step. Total projected spend for Phase 2 construction is budgeted at just over $29m. Currently, the projected spend is expected to come in at $25.9m in large part due to lower GC costs, soft costs, and development charges waived by the City of London. The result is that LMCH expects in the range of $3m available for further regeneration (e.g., seed monies) following completion of Phase 2 Reimagine Southdale.

A CMHC loan of $29m (45% repayable and 55% forgivable) was approved for Phase 1 and Phase 2 construction purposes and is currently being advanced to LMCH. The intention is for this loan to be applied against the $62m funding (which has been drawn upon to construct Phase 1 and Phase 2) from the City of London at year end reconciliation. In doing so, funding will be freed up to construct Phase 3 of Reimagine Southdale.

At the end of June 2026, total Phase 2 project spending is approximately 42% of the budget, while being 12 months into a 24-month construction schedule.

Phase 2 Construction Budget Status to end of June 2026:

	DESCRIPTION	PHASE 2 Budget	Phase 2 - Spent to Date June 30th, 2026 (Q2)	Phase 2 - Projections	Bud minus Spent	Bud minus Projection
1	Soft Cost - CGS - Prime Architect and sub consultants	$ 808,390.00	$ 802,094.33	$ 808,390.00	$ 6,295.67	$ -
2	Soft Cost - Consultants and LMCH Salary's	$ 750,000.00	$ 286,000.00	$ 450,000.00	$ 464,000.00	$ 300,000.00
3	COL Planning and Permit Fees	$ 1,369,916.73	$ 67,505.07	$ 75,000.00	$ 1,302,411.66	$ 1,294,916.73
4	Construction Cost New Build	$ 23,499,585.00	$ 9,308,751.93	$ 22,437,785.00	$ 14,190,833.07	$ 1,061,800.00
5	Contingency Construction (Change Orders)	$ 1,409,975.10	$ 1,004,443.63	$ 1,000,000.00	$ 405,531.47	$ 409,975.10
6	Effective HST - 1.7602%	$ 480,867.14	$ 480,867.14	$ 480,867.14	$ -	$ -
7	LMCH - Inspection and Testing Allowance	$ 110,000.00	$ -	$ 60,000.00	$ 110,000.00	$ 50,000.00
8	FFE - Appliances	$ 175,000.00	$ -	$ 175,000.00	$ 175,000.00	$ -
9	FFE - Furniture, desks, chairs, tables	$ 100,000.00	$ -	$ 100,000.00	$ 100,000.00	$ -
10	Printing, presentation rendering, banners, animations	$ 10,000.00	$ -	$ 2,000.00	$ 10,000.00	$ 8,000.00
11	Pre-construction Costs	$ 298,352.25	$ 298,352.25	$ 298,352.25	$ -	$ -
					$ -	$ -
	Total	**$ 29,012,086.22**	**$ 12,248,014.35**	**$ 25,887,394.39**	**$ 16,764,071.87**	**$ 3,124,691.83**

LONDON & MIDDLESEX COMMUNITY HOUSING

Phase 2 Change Order (CO) Status to end of June 2026:

Change Order No.	Amount
CO-01	$ 18,914.18
CO-02	$ 49,257.64
CO-03	$ 2,730.00
CO-04	$ 50,125.06
CO-05	$ 34,707.75
CO-06	$ 13,072.50
CO-07	$ 55,578.11
CO-08	$ 69.69 (Credit)
CO-09	$106,296.93
CO-10	$194,908.88
CO-11	$ 19,627.23
CO-12	$ 92,983.43
CO-13	$ 12,364.09
CO-14	$ 89,915.72
CO-15	$ 31,970.99
CO-16	$138,529.92
CO-17	$ 10,728.93
CO-18	$ 47,580.81
CO-19	$ 56,857.17
CO-20	$ 17,360.63
CO-21	$ 20,982.24
CO-22	$ -63,018.05 (Credit)
CO-23	$ 3,039.16
Total Change Orders to end of June / 26	$ 1,004,443.63
Total Construction Value (Norlon Builders)	$22,437,785.00
GC Invoiced to Contract to end of June / 26	$ 9,308,751.93

COs in Phase 2 are mostly associated with lessons learned from Phase 1 that manifested after the Phase 2 construction tender closed, or are a result of unforeseen conditions encountered during construction. Below is a breakdown of the 5 highest value COs listed above, representing 67% of the total CO value to date.

CO-09 - $106,296.93 – Cost associated with laundry room HVAC and electrical revisions to add heat pumps to 5 laundry rooms for space cooling. This is a learning from Phase 1, where it was discovered that laundry rooms there have no cooling capabilities and are very hot in the summer months.

CO-10 - $194,908.88 – Cost associated with kitchen exhaust and sink revisions. The City of London allowed the use of charcoal filters for oven exhausts in Phase 1. However, for Phase 2, they informed LMCH (post Phase 2 tender) that exhaust outside was required in every unit's kitchen. LMCH also initiated a change to kitchen sinks as a result of learnings from Phase 1to add larger double sinks to all kitchens.

CO-12 - $ 92,983.43 – Cost associated with adding ceramic tile in unit washrooms. This is a learning from Phase 1, where it was noted that luxury vinyl tile was susceptible to leakage to units below, whereas ceramic tile offers greater protection against leakage in wet areas.

CO-14 - $ 89,915.72 – Cost associated with temporary site lighting required as a result of light poles – in series – removed during demolition work. Also, revisions to millwork and electrical at the main office reception and intake areas were required as a result of a design coordination misunderstanding in the review of shop drawings.

CO-16 - $138,529.92 – Cost associated with Security and Access controls. This is a learning from Phase 1, where it was discovered that additional cameras were required, and also to increase the Cash Allowance (CA) set aside for this work, as it was found (post Phase 2 tender) that the CA for Phase 2 was set too low.

Although the current CO value of $1.004M in Phase 2 is greater than the value of CO's experienced in Phase 1 at this point in construction, it is not expected that the $1.4m in budgeted contingencies will be exceeded at project end. However, a pending CO approaching $400k in value is currently being reviewed to assign responsibility either to the GC or to LMCH or to both (shared responsibility). The CO pertains to soil organics that needed to be removed from site ahead of foundation work. LMCH has asked for a third party review of the CO's documentation in order to substantiate the costs. If it is determined that LMCH is responsible for 100% of the CO then, all contingencies will have been expended on the project.

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
Scott Robertson Construction Project Manager (Reimagine Southdale)	John Krill Director, Asset Renewal

Staff Report
Reimagine Southdale Phase 3 – Q2 2026 Update

TO: John Krill, Director Asset Renewal

FROM: Scott Robertson, Construction Project Manager

SUBJECT: Reimagine Southdale Phase 3 – Q2 2026 Status Update

DATE: July 31, 2026

PURPOSE:

This report is to provide a status update on the Reimagine Southdale project, Phase 2.

RECOMMENDATION:

That this Staff Report be **RECEIVED** for information and appended to the Reimagine Southdale Q2 2026 Finance, Audit and Risk Management (FAR) Committee Report.

BACKGROUND:

LMCH has been collaborating with the City of London since 2019 to define program requirements for Reimagine Southdale, developing sustainable, comprehensive site regeneration plans to be staged over a multi-year period while minimizing tenant impact.

In March of 2021, LMCH engaged a local Architecture firm to complete concept drawings, concentrating on preliminary design. These drawings were utilized to engage internal and external stakeholders to progress the overall design and project goals. In October of 2021, procurement was completed to secure an Architect for Reimagine Southdale. GS Architects was selected as the Architect of record for Reimagine Southdale Phase 3.

LMCH, GS Architects and City of London Housing Renewal and Development staff are currently working to advance Phase 3 through the Site Plan Approval (SPA) process. The objective is to be able to issue a Request for Proposal (RFP) to source a General Contractor for Phase 3 construction in the latter half of 2027 via a lump sum tender/bid procurement process (the same approach utilized for Phase 1 and Phase 2). To that end, a Phase 3 preliminary design was completed in May/26, and an initial Phase 3 SPA submittal to the City of London is scheduled for August/26.

LONDON & MIDDLESEX
COMMUNITY HOUSING

Q2 PROJECT UPDATE:

The focus in Q2 was to begin advancing the project to shovel ready status and prepare to submit the request for Site Plan approval in the fall of 2026. As noted in other FAR reports LMCH has submitted an application for funding to Build Cananda Homes (BCH) to access additional funds to support the construction of this phase of the project. LMCH is currently assembling D class pricing based upon preliminary design drawings of the Phase 3 building and will submit this to BCH in Q3. BCH is also requesting confirmation of municipal funding as part of LMCH's application review, and this will be submitted to BCH in Q3 as well.

Phase 3 Milestones Schedule:

Milestone	Start Date	Delivery Date
Board Approval of GS Architect	May 2026	
Zoning Bylaw Amendment	N/A	
Site Plan Approval documentation to COL	September 2026	
Tenants Vacate Townhouses Slated for Demo	September 2026	May 2027
Demolition Permit (20) Units	September 2026	December 2026
Site Plan Approval	September 2026	April 2027
Foundation Building Permit	November 2026	August 2027
Shell Permit	January 2027	October 2027
Building Permit	February 2027	December 2027
RFP for General Contractor	June 2027	August 2027
Board Approval of Phase 3 General Contractor	August 2027	
Phase 3 Demolition / Construction Start	September 2027	
Phase 3 Completion (LMCH Takeover)	September 2029	

TENANT IMPACT:

Early on, LMCH recognized that consistent tenant communication and engagement are crucial throughout this regeneration project. To support this, LMCH created a communication strategy and plan to guide key messaging, engage with tenants, and gather feedback for the project. Important elements of the plan are grounded in the goals of the project. Key audiences have been identified, and community engagement to gather feedback is ongoing. Notices are issued regularly to tenant mailboxes to keep the information pipeline current as issues impacting tenant satisfaction arise.

LMCH is creating a new entrance off Southdale – that will eventually be the Phase 3 site entrance – for use by tenants and site service vehicles only. This is being done to ensure construction crews currently engaged in Phase 2 construction and tenants are separated by reducing congestion on the site overall and making it easier for tenants to park. This new entrance is scheduled to be complete by the fall of 2026. Tenants occupying units to be demolished in Phase 3 will be provided with the appropriate notice in Q3/26 via door-to-door visits from our LMCH Tenant Services team members.

FINANCIAL IMPACT:

A CMHC loan of $29m was approved for Phase 1 and Phase 2 construction purposes and is currently being advanced to LMCH. The intention is for this loan to be applied against the $62m funding (which has been drawn upon to construct Phase 1 and Phase 2) from the City of London at year end reconciliation. In doing so, funding will be freed up to construct Phase 3 of Reimagine Southdale.

A Phase 3 preliminary budget will be prepared once design development drawings have been completed expected late Q3/26. The budget at that time will consist of class C pricing (within 10%-15% plus or minus of construction budget).

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
Scott Robertson Construction Project Manager (Reimagine Southdale)	John Krill Director, Asset Renewal

Tuition Reimbursement Policy
STAFF REPORT-2026-27

TO: LMCH Board of Directors

FROM: Dirk Volschenk, Manager of Human Resources

SUBJECT: Tuition Reimbursement Policy

DATE : August 13, 2026

PURPOSE:

To receive and approve the *Tuition Reimbursement Policy* for Employees which is being presented under the Healthy Organization Strategic Initiative to increase employee engagement and retention initiative, while contributing to skills development within the organization.

RECOMMENDATION:

That the LMCH Board of Directors **APPROVE** the recommended policy and program, and forward to the Board of Directors for approval.

BACKGROUND:

Through the Healthy Organization Strategic Initiative, LMCH has allocated additional funds for employee education and professional development. Historically, LMCH has informally supported its employees pursuing self-driven professional development where the education is relevant to the organization, and funds were available.

The *Tuition Reimbursement Policy* and program provide structure and guidelines to employees on how to access tuition reimbursement support and provides equal access to the opportunity through a structured commitment and program.

LMCH believes that making this investment in the continued professional development of our employees will lead to greater employee engagement and improve the skills and knowledge that contribute to the overall strength and performance of the corporation.

APPENDICES: 2026 Draft Policy – Tuition Reimbursement Policy

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
Dirk Volschenk Manager, Human Resources	PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

LONDON & MIDDLESEX COMMUNITY HOUSING

Tuition Reimbursement Policy

RELATED DOCUMENTATION

Legislation	
Collective Agreement	Article 21.06
Forms	
Policies	
Other Resources	

1.0 POLICY STATEMENT

London and Middlesex Community Housing Inc. (LMCH) recognizes the importance of investing in the learning and development of its employees to increase employee engagement, career growth, performance and innovation. As part of its Healthy Organization strategic commitments, LMCH supports learning and development of its employees with levels of financial support depending on the relevancy of the training opportunity.

LMCH, through this Policy, provides support for Employee driven and requested learning and development. This Policy does not cover any mandatory or optional LMCH or departmental training initiatives, professional certification or licensing requirements, or any mandatory or best practice corporate training.

2.0 SCOPE

This Policy applies to all permanent employees of LMCH (including Management, Non-Unionized and Bargaining Unit employees) provided that prior to applying they:

1. Have passed their probationary period;
2. Have worked the equivalent of **12** months of full-time service; and
3. Are actively working at LMCH (e.g. not on a leave of absence, etc.)

3.0 DEFINITIONS

Learning and Development: Activities aimed at enhancing knowledge, skills, abilities, competencies, or attributes of employees for the purpose of improving performance in existing roles and/or assisting with future career advancement. This may include individual courses or a formal program of study involvement more than one course leading to a degree, graduate certificate, or other educational qualification or professional designation.

Tuition: Required fees for completing long- or short-term courses, degree or certificate programs, and certifications that need only examinations, including classroom training, correspondence or e-learning programs.

4.0 POLICY DETAILS

Learning and Development that directly relates to employee's current role description and/or Department function.

An individual employee may access to a maximum of $1,000.00 (Canadian) tuition reimbursement per calendar year (January 1st to December 31st).

Learning and Development that relates to the organization's functions but not directly related to the employee's current role description

An individual employee may access to a maximum of $500.00 (Canadian) tuition reimbursement per calendar year (January 1st to December 31st).

The following are not eligible for tuition reimbursement under this Policy:

1. Institutional fees, textbooks, course materials, and supplies.
2. Deferred or late payment fees
3. Exam fees
4. Parking fees
5. Course Credit Transfer Fees
6. Student Medical Insurance
7. Meals

Application and Reimbursement Procedure

The employee must obtain the appropriate approval signatures prior to registration in a course or program by completing a "Application for Educational Assistance Form". LMCH will reimburse the employee two-thirds of the eligible tuition prior to start or registration. This approval will include the expected date of completion of the course or program.

Upon providing proof of successful completion, LMCH will reimburse the remaining one-third of the eligible tuition. The full reimbursement of tuition shall not exceed the annual maximum entitlement of each individual employee.

Failure to satisfactorily complete course or program.

Where the employees fail to satisfactorily complete the course or program, the employee will immediately reimburse LMCH in full for any amounts paid as tuition reimbursement. This will include but is not limited to failing to attend completely or meet the attendance requirements, failure to pass testing or other demonstration of competency required to pass, withdrawing part way through and not rescheduling or anything else leading to the course or program not being failed or not completed.

Learning and Development Leave of Absence

An employee who requires time off from regular working hours to pursue learning and development must include in a request for an approved leave of absence on the days required. Employees may elect to use their “Personal Days” or any other eligible paid leave of absence.

Management or non-unionized employees who have completed one year of continuous full-time employment with LMCH may apply for discretionary unpaid long-term professional development leave to pursue longer term educational opportunities subject to:

1. Overall length of this discretionary leave is contingent upon the educational opportunity being pursued but shall not exceed 12 months in length.
2. Long-term professional leave requests are required to be submitted to reporting manager as early as possible, but no later than three (3) months, prior to program commencement, and must be approved by reporting manager, Human Resources and departmental manager.
3. Approved employees must submit proof of acceptance and registration prior to starting the approved leave and proof of program completion upon return.
4. All requests will be subject to operational requirements.

Bargaining Unit employees may submit a request for Special or Compassionate Leave in accordance with the provisions and principles of the Collective Agreement.

Decision Making

Funding to the Tuition Reimbursement program is limited and based on the annual budget. Where required, requests will be prioritized by:

1. Remaining funding available for the calendar year
2. Number of employees who have applied
3. Number of employees who have been approved for first two-thirds reimbursement
4. Individual developmental needs
5. Business priorities and needs
6. Equitable access to available funds for all employees.

Employees must obtain written approval from LMCH prior to making any financial or contractual commitments. In the event that a request is denied, LMCH will not be held responsible for any financial or contractual commitments made by an employee.

5.0 DOCUMENT CONTROL

Date Drafted	June 16th, 2026
Date Approved	
Date Revised	
To be reviewed	Bi-Annually
Inquiries to Policy Owner	Human Resources

LONDON & MIDDLESEX
COMMUNITY HOUSING

Staff Property Damage Reimbursement Policy
STAFF REPORT-2026-28

TO:	LMCH Board of Directors
FROM:	Dirk Volschenk, Manager of Human Resources
SUBJECT:	Staff Property Damage Reimbursement Policy
DATE :	August 13, 2026

PURPOSE:

To receive and approve *Staff Property Damage Reimbursement Policy* for Employees, which is being presented under the Healthy Organization Strategic Initiative to provide support to staff who experience personal property damage and loss within the scope of their employment.

RECOMMENDATION:

That the LMCH Board of Directors **APPROVE** the recommended policy and program, and forward to the Board of Directors for approval.

BACKGROUND:

LMCH employees are required as a condition of their employment to have access to a personal vehicle for business-related travel. On rare occasions, employees experience property damage through no fault of their own.

The Policy is intended to support our employees in these situations and provide for a clear, fair, and consistent framework to reimburse employees in these unique situations.

It is our belief that the program costs will be reasonable and providing for a program that reimburses employees for damages occurred during the course of their employment will be an effective tool to support employees.

APPENDICES: 2026 Draft Policy – Staff Property Damage Reimbursement Policy.

PREPARED and SUBMITTED BY:	REVIEWED BY:
Dirk Volschenk Manager, Human Resources	PAUL CHISHOLM CHIEF EXECUTIVE OFFICER

RELATED DOCUMENTATION

Legislation	N/A
Collective Agreement	N/A
Forms	N/A
Policies	N/A
Other	

PURPOSE

This policy establishes a clear, fair, and consistent framework for reimbursing LMCH staff when their personal property is damaged while performing authorized work duties at an LMCH site. The intent is to support staff, manage risk, and ensure appropriate use of organizational funds.

This policy does not apply to tenants, contractors, or visitors.

SCOPE

This policy applies to:

- All permanent and temporary LMCH employees
- Damage occurring while the employee is performing assigned work duties at an LMCH-owned or managed site

This policy applies only to personal property reasonably required for work, such as:

- Eyeglasses
- Clothing or footwear worn for work
- Personal vehicles, subject to the limitations set out in this policy

ELIGIBILITY CRITERIA

Reimbursement may be considered where all of the following conditions are met:

1. The damage occurred during working hours and in the course of employment
2. The incident occurred at an LMCH site

3. The damage was caused by:
    a. A site-related condition, or
    b. The criminal or negligent actions of another individual (excluding the employee)

4. The incident was:
    a. Reported immediately or as soon as reasonably possible
    b. Documented, including where available:
        i. Video footage, and/or
        ii. An incident report

5. The employee was not acting negligently or in violation of LMCH policies or procedures

REIMBURSEMENT THRESHOLDS

A. Maximum Reimbursement

- Reimbursement under this policy is limited to a maximum of $500 per incident, and an annual maximum of $1500.
- Applies to personal property and personal vehicles.
- LMCH will not reimburse any costs beyond these limits.

B. Vehicle-Specific Reimbursement

- For personal vehicle-related claims, reimbursement is limited to the insurance deductible only, up to a maximum of $500.

- LMCH will not reimburse vehicle repair costs beyond the deductible.

C. Claims Exceeding $500

- Not eligible for reimbursement under this policy, including vehicle-related claims
- Employees must rely on personal insurance or other applicable coverage
- LMCH does not guarantee reimbursement for claims denied by insurance

Proof and Documentation Requirements

Employees must submit the following documentation:

1. Incident Report
    a. Completed within 24 hours where possible
    b. Including date, time, location, and description of events
2. Evidence of Damage (as applicable)
    a. Photographs of the damaged item
    b. Video footage (if available)
    c. Witness statements (if applicable)
3. Proof of Ownership and Value
    a. Original receipt, invoice, or proof of purchase (if available)
    b. Repair estimate or replacement quote
    c. For vehicle-related claims: proof of an insurance claim and proof that the insurance deductible was paid
4. Police Report (if applicable)
    a. Required where damage results from theft, vandalism, or criminal activity

Exclusions

Reimbursement will not be provided for:

- Normal wear and tear.
- Lost or misplaced items.
- Damage occurring outside of work duties or work hours.
- Damage resulting from employee negligence, misconduct, or policy violations.
- Cash, jewelry, or non-essential personal items.
- Vehicle repair costs beyond the insurance deductible or $500, whichever is less.
- Mechanical failure or maintenance-related vehicle issues.

Approval Process

1. Employee submits claim and documentation to their Manager.
2. Manager reviews documentation and determines eligibility under this policy.
3. Manager approval is required for all claims.
4. Claims exceeding $500 are not accepted under this policy.

LMCH reserves the right to request additional documentation or deny claims that do not meet policy requirements.

Payment Method

Approved reimbursements will be processed through payroll or accounts payable and are non-taxable where permitted by law.

False or Misleading Claims

Any submitted claims that are proven to be false, exaggerated, or misleading may result in the denial of the claim and disciplinary action up to and including termination of employment.

Policy Administration and Review

- This policy will be administered by Human Resources in collaboration with Finance and Risk Management
- The policy will be reviewed every two years or as required

Disclaimer

Reimbursement under this policy is not an entitlement and is subject to LMCH approval, available evidence, and budgetary considerations.

Date Drafted	April 2026
Date Approved	
Dates Revised	
Review Cycle	• Reviewed and updated every two (2) years. •
Inquiries to Policy Owner	

LONDON & MIDDLESEX COMMUNITY HOUSING

2027 Market Rent Increases
STAFF REPORT -2026-29

TO: LMCH Board of Directors

FROM: Olesya Gryn, Senior Manager, Tenant Experience

SUBJECT: 2027 Market Rent Increases

DATE: August 13, 2026

PURPOSE:

To update the LMCH Board of Directors about the status and impact of the Province of Ontario's guidelines for 2027 rent increases.

RECOMMENDATION:

That the LMCH Board of Directors approves the following recommendations:

1. APPROVE the proposed increase of 1.9 percent in market rents for 2027.
2. Authorize LMCH staff to take the necessary steps to give effect to the above recommendation.

BACKGROUND:

Under the Housing Services Act, O. Reg. 316/19, Section 2, paragraph (2)(b), the maximum monthly rent payable by a household is based on the rent that a household not receiving rent-geared-to-income (RGI) assistance would pay for the unit, referred to as "Market Rent."

LMCH has a market/maximum rent that can be charged to tenants with the size of the unit and utilities being taken into consideration. Market rent amounts were last increased effective January 1, 2025.

The proposed increase for 2027 follows the province's rent increase guideline of 1.9%, which will take effect for all tenants in accordance with each household's Annual Lease Renewals in 2027.

REASONS FOR RECOMMENDATION:

The provincial annual rent increase guideline reflects cost-of-living increases and inflation trends. Following it ensures our rental rates remain consistent with broader market practices and government standards.

Operational costs – such as utilities, maintenance, insurance, and property management – have steadily increased. A guideline-aligned rent increase helps offset these rising expenses and ensures financial sustainability without imposing undue burden on tenants. Modest, predictable rent increases enable reinvestment into the property, supporting necessary repairs, upgrades, and compliance with health and safety standards, thereby maintaining the quality of housing offered.

The proposed increase remains within the maximum allowable limit for residential tenants without approval from the Landlord and Tenant Board, ensuring compliance and protecting the organization from disputes or regulatory issues.

TENANT IMPACT:

Approval of this recommendation bears no costs to the LMCH of residents around implementation. Impact on the tenants is limited to those currently paying market rent. This approach balances fiscal responsibility with fairness and tenant protection and organizationally continues to align our business practice with the direction of the Service Manager.

Attachments:

APPENDIX A: LMCH Maximum Rents Chart outlining the increase progression year over year from 2025 – 2027.

PREPARED BY:	REVIEWED BY:
Olesya Gryn Senior Manager Tenant Experience	Sara De Candido Chief Operating Officer

APPENDIX A

LONDON PROPERTIES	Bdrms	Market Rates for Tenancies before January 1, 2025: 2025	2026	2027	Market Rates for New Tenancies as of January 1, 2025: 2025	2026	2027
Allan Rush Gardens	3	972	992.41	1011.27	1350.00	1378.35	1404.54
	4	1041	1062.86	1083.05	1550.00	1582.55	1612.62
Huron Street	2	938	957.70	975.90	1150.00	1174.15	1196.46
	3	1014	1035.29	1054.96	1350.00	1378.35	1404.54
955 Southdale	1					950.00	968.05
	2					1150.00	1171.85
	3					1350.00	1375.65
	4					1550.00	1579.45
Southdale Road, Pond Mills	2	938	957.70	975.90	1150.00	1174.15	1196.46
	3	1014	1035.29	1054.96	1350.00	1378.35	1404.54
	4	1082	1104.72	1125.71	1550.00	1582.55	1612.62
Limberlost Road	2	938	957.70	975.90	1150.00	1174.15	1196.46
	3	1014	1035.29	1054.96	1350.00	1378.35	1404.54
	4	1082	1104.72	1125.71	1550.00	1582.55	1612.62
	5	1125	1148.63	1170.45	1550.00	1582.55	1612.62
Marconi (townhouses) and Boullee Street	3	1026	1047.55	1067.45	1350.00	1378.35	1404.54
	4	1096	1119.02	1140.28	1550.00	1582.55	1612.62
	5	1151	1175.17	1197.50	1550.00	1582.55	1612.62
Marconi (semis)	3	1041	1062.86	1083.05	1350.00	1378.35	1404.54
	4	1124	1147.60	1169.40	1550.00	1582.55	1612.62
	5	1153	1177.21	1199.58	1550.00	1582.55	1612.62
All hi-rises	Bach	646	659.57	672.10	778.00	794.34	809.43
	1	791	807.61	822.95	950.00	969.95	988.38
	2	951	970.97	989.42	1150.00	1174.15	1196.46
All scattered except 205 Cairn St.	3	1109	1132.29	1153.80	1350.00	1378.35	1404.54
205 Cairn St.	3	1041	1062.86	1083.05	1350.00	1378.35	1404.54

COUNTY PROPERTIES	Bdrms	2025	2026	2027	2025	2026	2027
49 Bella St. Strathroy	1	707	721.85	735.57	950.00	969.95	988.38
	2	847	864.79	881.22	1150.00	1174.15	1196.46
125 Head St. Strathroy	1	707	721.85	735.57	950.00	969.95	988.38
Penny Lane - Strathroy	2	1021	1042.44	1062.25	1150.00	1174.15	1196.46
	3	1041	1062.86	1083.05	1350.00	1378.35	1404.54
	4	1064	1086.34	1106.98	1550.00	1582.55	1612.62
	5	1082	1104.72	1125.71	1550.00	1582.55	1612.62
7 & 9 Tucker St. Newbury	3	1041	1062.86	1083.05	1350.00	1378.35	1404.54
28 & 30 York St. Newbury	3	1041	1062.86	1083.05	1350.00	1378.35	1404.54
23 & 25 Broadway St. Newbury	3	1041	1062.86	1083.05	1350.00	1378.35	1404.54
10 York St. Newbury	1	707	721.85	735.57	950.00	969.95	988.38
249 Ellen St. Parkhill	1	707	721.85	735.57	950.00	969.95	988.38
157 Simpson St. Glencoe	1	707	721.85	735.57	950.00	969.95	988.38
2061 Dorchseter Rd. Dorchester	1	707	721.85	735.57	950.00	969.95	988.38

LONDON & MIDDLESEX COMMUNITY HOUSING

Maximum Rent Increase for 2027
STAFF REPORT-2026-30

TO: LMCH Board of Directors

FROM: Olesya Gryn, Senior Manager, Tenant Experience

SUBJECT: Maximum Rent Increase for 2027

DATE: August 13, 2026

PURPOSE:

To update the LMCH Board of Directors on the current market rent schedule and recommend realignment of maximum market rents for existing RGI tenancies, effective with the 2027 rent increase cycle.

RECOMMENDATION:

That the LMCH Board of Directors approves the following recommendations:

1. APPROVE the realignment of the maximum (market) rent schedule for all existing rent-geared-to-income (RGI) units to reflect the current market rent schedule effective January 1, 2027, subject to legal review.
2. APPROVE that the revised maximum rents apply to all existing RGI tenancies, regardless of tenancy commencement date, for the purpose of calculating subsidy only, with no immediate change to the rent payable by households receiving RGI assistance, subject to legal review.
3. Authorize LMCH staff to take the necessary steps to give effect to the above recommendation, subject to the completion of legal review.

BACKGROUND:

LMCH reviews its market rent schedule annually and adjusts market rents in accordance with the provincial annual rent increase guideline. In 2024, the Board approved a reset of market rental rates to 80% of the average market rent (AMR) for all new tenancies established after January 1, 2025; however, the historical maximum rent schedule applicable to all existing RGI tenancies has not been similarly updated.

As a result, two different maximum rent schedules now exist within the LMCH portfolio:

- the current market rent schedule applied to new tenancies after January 1, 2025; and
- a historical market rent schedule that continues to apply to all long-standing RGI households.

LMCH's maximum rents have historically been low due to various factors. In many cases, the historical maximum rents are now approximately 30% to 40% below current market rents for comparable units. As this gap has widened, LMCH has seen an increasing number of households remain in RGI units after transitioning to market rent, rather than moving to the private rental market. Some households opted to lose their RGI status to transition to the status of "market", while others reach the maximum rent based on their income and lose eligibility for RGI assistance after paying maximum rent for 24 consecutive months. This can create financial hardship if the household's income later declines, as they are no longer automatically eligible for subsidy reinstatement.

REASONS FOR RECOMMENDATION

The proposed realignment of maximum rents for existing RGI tenancies with the current market rents charged for comparable units will establish a single, consistent market rent schedule across the LMCH portfolio. It will improve the accuracy of financial reporting by recognizing the full value of the rent subsidy provided to RGI households.

This realignment also helps preserve the integrity of the RGI program and reinforce that RGI units are intended to provide long-term deeply affordable housing based on household income rather than below-market rental housing.

TENANT IMPACT

This realignment will not increase the rent payable by households currently receiving RGI assistance. Their monthly rent will continue to be based on household income and eligibility for subsidy. If a household ceases to qualify for RGI assistance in the future, the rent payable would be based on the current approved market rent rather than an outdated historical maximum rent.

There are currently approximately 200 existing market rent households residing in RGI units who will be grandfathered and will continue to receive annual rent increases in accordance with the historical rent increase trajectory for the duration of their tenancy.

Attachments:

APPENDIX A: LMCH Maximum Rent Schedules Comparison Chart.

PREPARED BY:	REVIEWED BY:
Olesya Gryn Senior Manager, Tenant Experience	Sara De Candido Chief Operating Officer

APPENDIX A

	Market Rates for Tenancies before January 1, 2025		Historical Rent Increase Trajectory		Current Market Rates	
LONDON PROPERTIES	**Bdrms**	**2026**	**2027**	**% Increase**	**2027**	**% Increase**
Allan Rush Gardens	3	992.41	1011.27	1.9%	1404.54	41.53%
	4	1062.86	1083.05	1.9%	1612.62	51.72%
Huron Street	2	957.70	975.90	1.9%	1196.46	24.93%
	3	1035.29	1054.96	1.9%	1404.54	35.67%
Southdale Road, Pond Mills	2	957.70	975.90	1.9%	1196.46	24.93%
	3	1035.29	1054.96	1.9%	1404.54	35.67%
	4	1104.72	1125.71	1.9%	1612.62	45.98%
Limberlost Road	2	957.70	975.90	1.9%	1196.46	24.93%
	3	1035.29	1054.96	1.9%	1404.54	35.67%
	4	1104.72	1125.71	1.9%	1612.62	45.98%
	5	1148.63	1170.45	1.9%	1612.62	40.40%
Marconi (townhouses) and Boullee Street	3	1047.55	1067.45	1.9%	1404.54	34.08%
	4	1119.02	1140.28	1.9%	1612.62	44.11%
	5	1175.17	1197.50	1.9%	1612.62	37.22%
Marconi (semis)	3	1062.86	1083.05	1.9%	1404.54	32.15%
	4	1147.60	1169.40	1.9%	1612.62	40.52%
	5	1177.21	1199.58	1.9%	1612.62	36.99%
All hi-rises	Bach	659.57	672.10	1.9%	809.43	22.72%
	1	807.61	822.95	1.9%	988.38	22.38%
	2	970.97	989.42	1.9%	1196.46	23.22%
All scattered except 205 Cairn St.	3	1132.29	1153.80	1.9%	1404.54	24.04%
205 Cairn St.	3	1062.86	1083.05	1.9%	1404.54	32.15%

COUNTY PROPERTIES	**Bdrms**	**2026**	**2027**		**2027**	
49 Bella St. Strathroy	1	721.85	735.57	1.9%	988.38	36.92%
	2	864.79	881.22	1.9%	1196.46	38.35%
125 Head St. Strathroy	1	721.85	735.57	1.9%	988.38	36.92%
Penny Lane - Strathroy	2	1042.44	1062.25	1.9%	1196.46	14.77%
	3	1062.86	1083.05	1.9%	1404.54	32.15%
	4	1086.34	1106.98	1.9%	1612.62	48.45%
	5	1104.72	1125.71	1.9%	1612.62	45.98%
7 & 9 Tucker St. Newbury	3	1062.86	1083.05	1.9%	1404.54	32.15%
28 & 30 York St. Newbury	3	1062.86	1083.05	1.9%	1404.54	32.15%
23 & 25 Broadway St. Newbury	3	1062.86	1083.05	1.9%	1404.54	32.15%
10 York St. Newbury	1	721.85	735.57	1.9%	988.38	36.92%
249 Ellen St. Parkhill	1	721.85	735.57	1.9%	988.38	36.92%
157 Simpson St. Glencoe	1	721.85	735.57	1.9%	988.38	36.92%
2061 Dorchseter Rd. Dorchester	1	721.85	735.57	1.9%	988.38	36.92%

LONDON & MIDDLESEX COMMUNITY HOUSING

E-Mobility Devices Policy
STAFF REPORT- 2026-31

TO: LMCH Board of Directors

FROM: Paul Chisholm, CEO

SUBJECT: E-Mobility Devices Policy

DATE: August 13, 2026

PURPOSE:

The purpose of this report is to receive approval for the attached E-Mobility Devices Policy and seek Board approval of the policy for 2026.

The policy provides clear rules for the use, storage, charging, and disposal of e-bikes, e-scooters and other electric devices on LMCH property.

RECOMMENDATION:

LMCH Staff recommends the LMCH Board of Directors :

1. APPROVE the attached **E-Mobility Devices Policy**.
2. AUTHORIZE staff to take the necessary steps to give effect to the above recommendations.

BACKGROUND:

LMCH has a responsibility to provide safe housing and to reduce preventable risks in its buildings and communities. Electric devices, particularly e-bikes and e-scooters powered by lithium-ion batteries, are becoming more common in residential settings. Without clear expectations, these devices can create risks related to fire safety, blocked exits, accessibility barriers, property damage, and inconsistent enforcement.

This policy was developed to give tenants, occupants, staff, visitors, contractors, and service providers clear direction on what is permitted and prohibited on LMCH property. The policy applies to LMCH buildings, units, common areas, exterior walkways, driveways, parking lots, and garages.

The policy is also intended to align with LMCH's broader responsibilities under applicable legislation and related policies, including: Fire Protection and Prevention

Act, Highway Traffic Act, Human Rights Code, Residential Tenancies Act, LMCH Accessibility Policy, and LMCH Parking Policy.

ANALYSIS:

The proposed policy is built around five guiding principles: safety first, accessibility, mobility choice, clarity, and progressive compliance.

The proposed policy supports the safe and responsible use of compliant electric devices, including e-bikes and e-scooters, while establishing clear safety requirements to protect tenants, staff, visitors, and LMCH properties.

Compliant devices are permitted where they meet defined requirements, including use of an original manufacturer battery and charger, no unsafe modifications, compliance with recognized battery and electrical safety standards, and safe storage practices. For e-bikes, this also includes functional pedals and an electric motor not exceeding 500 watts. Devices stored inside a building or unit must not exceed 55 kilograms, including the battery. This approach is informed by Ontario's Highway Traffic Act, including requirements for power-assisted bicycles, and Ontario Regulation 389/19: Pilot Project-Electric Kick-Scooters, as applicable.

The policy prohibits E-Mobility devices and batteries that present higher safety risks, including modified e-bikes or e-scooters, modified batteries, damaged batteries, rebuilt or refurbished batteries, aftermarket batteries, hoverboards, electric skateboards, one-wheels, electric unicycles, and similar recreational electric devices. This approach gives LMCH a clearer basis to address the highest-risk devices while still allowing tenants to use lawful and compliant e-bikes and e-scooters.

The policy also includes specific rules for charging and storage. These rules include using only original manufacturer-approved batteries and chargers, plugging chargers directly into wall outlets, prohibiting extension cords and power bars, requiring an adult to be present and awake while charging inside a residence, limiting charging to one e-bike/e-scooter or e-bike/e-scooter battery in a unit at one time, and prohibiting charging in common areas unless LMCH has specifically approved a designated charging location.

To protect building safety and accessibility, e-bikes and e-scooters may not be ridden inside LMCH buildings and must be walked when transported through interior areas. The policy prohibits storing e-bikes and e-scooters, batteries, or e-mobility devices in common areas, including lobbies, hallways, corridors, stairwells, entrances, laundry rooms, shared rooms, or near exits.

The policy also recognizes LMCH's duty to accommodate disability-related needs. Assistive mobility devices required because of a disability are permitted, subject to safety considerations and LMCH's accommodation process. This ensures the policy balances safety requirements with human rights obligations.

KEY POLICY FEATURES:

Area	Policy Direction
Permitted Devices	Allows compliant e-bikes and e-scooters that meet defined safety, weight, battery, and manufacturer requirements.
Prohibited Devices	Prohibits higher-risk devices such as hoverboards, electric skateboards, one-wheels, electric unicycles, modified devices, and damaged or aftermarket batteries.
Charging	Requires safe charging practices, including original chargers, direct wall outlet use, adult supervision, and no charging in common areas unless approved.
Storage	Allows limited in-unit storage where no designated e-bike area exists, subject to safety and egress requirements.
Common Areas	Prohibits storage of e-bikes, batteries, and e-mobility devices in common areas or near exits.
Guests and Visitors	Prohibits guests and visitors from bringing e-bikes, e-scooters, or other e-mobility devices in LMCH buildings, except where required as an assistive mobility accommodation.
Accessibility	Protects the right to accommodation for disability-related assistive mobility devices.
Enforcement	Uses education and progressive compliance first, with immediate action available where urgent fire, life-safety, or accessibility risks exist.

FINANCIAL IMPACT:

There is no immediate capital funding request associated with approval of this policy. Implementation will require staff time to communicate the policy, prepare tenant education materials, train staff, update inspection practices, and monitor compliance. Any future capital requirements related to designated e-bike and e-scooter storage or charging areas would be brought forward separately through the appropriate budget or business planning process.

RISK CONSIDERATIONS:

Approval of this policy will help reduce several operational and safety risks, including:

- Fire risks associated with damaged, modified, aftermarket, or improperly charged lithium-ion batteries;
- Life-safety risks caused by blocked exits, hallways, stairwells, or common areas;
- Accessibility risks where devices obstruct movement through shared spaces;
- Inconsistent decision-making by staff due to the absence of clear rules;
- Property damage caused by transporting or storing oversized devices inside buildings; and
- Tenant confusion about what is and is not permitted on LMCH property.

EQUITY, ACCESSIBILITY, and TENANT IMPACT:

The policy recognizes that e-mobility devices can be an important and affordable transportation option for tenants and occupants. Rather than banning all e-mobility devices, the policy allows compliant e-bikes and e-scooters while establishing rules to protect safety.

The policy also clearly distinguishes between general-use electric devices and assistive mobility devices required for disability-related needs. Disability-related assistive mobility devices remain permitted, subject to reasonable safety requirements and accommodation planning.

Tenant communication will be important to implementation. Staff will need to ensure tenants understand the difference between permitted electric devices, prohibited electric devices, safe charging practices, storage expectations, and the accommodation process.

CONCLUSION:

The E-Mobility Devices Policy provides LMCH with a practical and balanced framework to manage the growing use of electric devices. It supports tenant mobility while addressing fire safety, accessibility, building operations, and enforcement risks.

ATTACHMENTS:

- E-Mobility Devices Policy

PREPARED BY:	RECOMMENDED BY:
RYAN WINTER, BUSINESS PLANNER	PAUL CHISHOLM, CEO

E-MOBILITY DEVICES POLICY

RELATED DOCUMENTATION

Legislation	• Fire Protection and Prevention Act • Highway Traffic Act • Human Rights Code • Residential Tenancies Act;
Collective Agreement	
Forms	
Policies	• LMCH Accessibility Policy • LMCH Parking Policy
Other Resources	

1.0 PURPOSE

London Middlesex Community Housing ("LMCH") recognizes that some tenants, occupants, staff, and visitors use electric devices, including e-bikes, to access work, education, services, and other daily needs. LMCH also recognizes that these devices, particularly lithium-ion batteries, can create fire, life-safety, accessibility, and operational risks in multi-residential housing if they are not used, stored, and charged properly.

The purpose of this Policy is to:

1) Support safe and lawful use of permitted e-bikes on LMCH property
2) Clearly identify which devices are permitted and prohibited on LMCH property
3) Establish rules for safe use, charging, storage, and disposal
4) Protect building egress, accessibility, and common areas; and
5) Support compliance through education, monitoring, and progressive enforcement.

This Policy is intended to balance mobility access with building safety and aligns with LMCH's obligation to provide safe housing while recognizing broader municipal direction that supports cycling and electric devices as part of a more equitable and sustainable transportation system

2.0 SCOPE

This Policy applies to all tenants, occupants, guests, visitors, contractors, service providers, and staff on LMCH property.

This Policy applies to the use, movement, charging, storage, parking, and disposal of e-mobility devices and related batteries on LMCH property, including buildings, units, common areas, exterior walkways, driveways, parking lots, and garages.

3.0 GUIDING PRINCIPLES

LMCH will administer this Policy in accordance with the following principles:

1) Safety first – fire prevention, life safety, and unobstructed egress are paramount;
2) Accessibility – mobility supports required for disability-related needs will be accommodated in accordance with applicable human rights requirements;
3) Mobility choice – lawful e-bikes are recognized as a legitimate transportation option;
4) Clarity – tenants and staff must clearly understand what is and is not allowed; and
5) Progressive compliance – education and hazard reduction will be prioritized before enforcement, except where immediate safety risks exist.

4.0 DEFINITIONS

<u>For the purposes of this Policy:</u>

Assistive Mobility Device means a battery-powered mobility aid required due to a disability-related need.

Common Area means any interior or exterior shared area of LMCH property, including lobbies, hallways, corridors, stairwells, elevators, laundry rooms, amenity rooms, and shared storage areas.

Designated E-Bike Area means an LMCH-approved location for parking, storing, and/or charging permitted e-bikes.

E-Bike means an electric-powered bicycle or tricycle that:

1) It has pedals that can propel the device
2) Has handlebars and an independent braking system
3) It is equipped with an electric motor and battery
4) Has not been modified from manufacturer specifications in a way that increases risk; and
5) Meets LMCH's requirements under this Policy.

E-Scooter means an electric kick scooter that is designed and manufactured for personal transportation equipped with handlebars, a deck for standing, an electric motor and battery, and meets LMCH's requirements under this policy.

E-Mobility Device means any electric device, including but not limited to e-bikes, electric kick scooters, hoverboards, electric skateboards, one-wheels, electric unicycles, electric four-wheelers, and similar devices.

Modified Device means any device or battery that has been altered, tampered with, rebuilt, or fitted with non-approved components contrary to manufacturer specifications.

5.0 PERMITTED DEVICES

Only the following devices are permitted on LMCH property under this Policy. All permitted devices must comply with applicable provincial legislation, municipal by-laws, manufacturer requirements, and the safety requirements set out in this Policy.

5.1) Permitted E-Bikes

LMCH permits only compliant e-bikes that meet all the following requirements:

a) The device has functional pedals
b) The device is designed and manufactured as an e-bike
c) The electric motor does not exceed 500 watts
d) The device is not capable of travelling faster than 50 km/h under motor power
e) The device has an original manufacturer battery and charger
f) The battery and electrical system comply with recognized safety standards applicable to e-bikes and personal e-mobility devices, including but not limited to ANSI/CAN/UL 2272, ANSI/CAN/UL 2849, and the Canadian Standards Association ("CSA").
g) the device has not been modified in any way that changes its electrical system, battery, motor, or speed capability; and
h) where the e-bike is stored inside a building or unit, the total weight of the device, including the battery, does not exceed 55 kilograms (120 pounds).

5.2) Permitted E-Scooters

LMCH also permits compliant electric kick scooters (e-scooters) that meet all the following requirements:

a) The device is designed and manufactured as an electric kick scooter
b) The device has two wheels placed along the same longitudinal axis, with one wheel at the front and one wheel at the rear
c) The device has a standing deck and a steering handlebar
d) The device does not have pedals or a seat
e) The electric motor does not exceed 500 watts
f) The device is not capable of travelling faster than 24 km/h on a level surface
g) The device does not exceed 45 kilograms, including the battery
h) The device has an original manufacturer battery and charger
i) The battery and electrical system comply with recognized safety standards applicable to personal e-mobility devices, including ANSI/CAN/UL 2272 and CSA, where applicable and
j) The device has not been modified in any way that changes its electrical system, battery, motor, or speed capability.

5.3) Assistive Mobility Devices

Assistive mobility devices required for disability-related needs are permitted on LMCH property, subject to Section 7 of this Policy.

LMCH may require reasonable information to distinguish an assistive mobility device from a recreational or general-use e-mobility device where necessary for safety administration.

6.0 PROHIBITED DEVICES

Unless expressly approved as an assistive mobility device accommodation, the following are prohibited on LMCH property:

a) Hoverboards
b) Electric skateboards
c) One-wheels and electric unicycles
d) Electric four-wheelers and similar recreational electric devices
e) Any modified e-bike or modified battery
f) Any damaged, refurbished, rebuilt, aftermarket, or non-compliant battery
g) Any loose spare lithium-ion battery not specifically authorized by LMCH; and
h) Any e-mobility device that does not meet the requirements of Section 5.

Permitted devices are not permitted in units, common areas, parking areas, garages, or elsewhere on LMCH property.

7.0 ACCOMODATION for ASSISTIVE MOBILITY DEVICES

LMCH recognizes its duty to accommodate disability-related needs in accordance with applicable human rights requirements.

Assistive mobility devices required by a tenant, occupant, or visitor due to a disability-related need are permitted on LMCH property, including inside units and common areas, provided their use does not create undue hardship or an unmanageable safety risk.

Where a device would otherwise be restricted under this Policy, a person may request accommodation through LMCH. LMCH will work with the individual to identify a reasonable accommodation plan that balances protected needs with building and life-safety requirements. Please refer to LMCH's Accessibility Policy.

8.0 USE on LMCH PROPERTY

8.1) Use on LMCH Property:

Permitted e-bikes and e-scooters may be operated only in exterior areas where lawful and safe, such as driveways, roadways, parking lots, and parking garages.

Permitted e-bikes and e-scooters must not be ridden inside buildings. When transporting an e-bike or e-scooter through any building, the user must:

a) Always walk the device
b) Keep all wheels on the ground where possible
c) Take care not to damage walls, doors, elevators, floors, or other property; and
d) Avoid interfering with other residents, staff, visitors, or emergency access.

E-bikes and e-scooters must not be used in lobbies, hallways, stairwells, corridors, elevators, or amenity spaces except for necessary transport while being walked.

LMCH may limit elevator use or interior transport of any device where size, weight, or building design creates an unreasonable safety or operational risk. When approved on elevators, only one device is allowed per elevator cab.

8.2) Guests and Visitors:

Guests and visitors are not permitted to bring e-bikes or other e-mobility devices into LMCH buildings, including inside of units, common areas, parking areas, garages, or any other interior LMCH space.

This restriction does not apply to assistive mobility devices required for disability-related needs, which will be addressed in accordance with Section 7.0 of this Policy and LMCH's Accessibility Policy.

9.0 CHARGING REQUIREMENTS

When charging a permitted e-bike, e-scooter, or related battery on LMCH property, the following requirements apply:

a) The device and battery must be stored and charged strictly in accordance with manufacturer instructions
b) Only the original manufacturer battery and charger supplied or approved for that device may be used
c) The charger must be plugged directly into a wall outlet; power bars, extension cords, and adapter chains are prohibited
d) An adult (eighteen (18) years or older) must be present and awake the entire time the battery is charging inside a residence

e) The e-bike must be unplugged once charging is complete
f) only one e-bike, e-scooter, or related battery may be charged in a unit at one time; and
g) charging is prohibited in any common area unless LMCH has expressly designated and approved that location for e-bike or e-scooter charging.

The following charging conditions are prohibited:

a) charging a damaged, modified, aftermarket, rebuilt, or refurbished battery
b) charging in wet, damp, humid, or poorly ventilated conditions
c) charging on a bed, couch, upholstered surface, or under any object
d) charging within 5 feet of a radiator, stove, space heater, or other heat source
e) charging in direct sunlight
f) charging near the entrance to a unit or in any place that obstructs egress; and
g) repairing, modifying, or tampering with the device or battery on LMCH property.

If any of the following is observed, charging and use must stop immediately: odour, colour change, shape change, excessive heat, leaking, smoke, sparks, or unusual noise.

10.0 STORAGE and PARKING REQUIREMENTS

10.1) Inside Units

Where LMCH has not provided a designated e-bike area, up to two (2) permitted e-bikes and/or e-scooters may be stored inside a unit, provided that:

a) Each e-bike or e-scooter weighs 55 kilograms (120 pounds) or less, inclusive of battery
b) Storage does not create a fire hazard, trip hazard, accessibility issue, or obstruction to egress
c) Only one e-bike may be charged in the unit at one time
d) No loose spare lithium-ion batteries are stored in the unit; and
e) All storage requirements under this Policy are met.

10.2) Designated Storage

Where LMCH has provided a designated e-mobility device area and space is available, permitted e-bikes and e-scooters must be stored in that area.

10.3) Heavier Devices

Any permitted device that exceeds 55 kilograms (120 pounds) is not allowed inside units or inside LMCH buildings unless approved as part of an accommodation plan. Such devices must be stored only in a designated exterior or garage location approved by LMCH, if available.

10.4) Common Areas

No e-bike, e-scooter, battery, or other e-mobility device may be stored in any common area, including lobbies, hallways, corridors, stairwells, entrances, laundry rooms, shared rooms, or near exits

11.0 BATTERY DISPOSAL and EMERGENCY RESPONSE

No e-bike battery, e-scooter battery, or lithium-ion battery may be disposed of in a garbage chute, garbage bin, recycling container, or elsewhere on LMCH property.

End-of-life or damaged batteries must be taken to an appropriate battery disposal or hazardous waste facility or managed through an LMCH-approved disposal process. Tenants are responsible for properly disposing of all e-bike batteries or lithium-ion batteries. All LMCH staff will follow the Standard Operating Procedure (SOP) for Discarded Batteries, Storage, & Disposal.

If a battery, e-bike or e-scooter begins smoking, sparking, or appears to be in thermal failure, the person must immediately evacuate the area, close the door if safe to do so, call 911, and notify LMCH as soon as possible.

12.0 INSPECTIONS, COMPLIANCE, and ENFORECEMENT

LMCH may monitor compliance with this Policy through annual unit inspections, fire safety inspections, incident response, complaint investigations, and other lawful operational processes.

During inspections, LMCH may check:

a) The number of visible e-mobility devices in the unit
b) The type and apparent size of the device
c) Whether the device appears modified or non-compliant
d) Storage and charging practices; and
e) Whether batteries or devices are creating a fire or accessibility risk.

LMCH will generally use a progressive compliance approach that may include:

a) Education and verbal direction
b) Written warning
c) Follow-up inspection or monitoring
d) Formal notice to comply
e) Removal of immediate hazards; and
f) Further action in accordance with lease, fire safety, or other applicable requirements.

LMCH may take immediate action without progressive steps where there is an urgent fire, life-safety, or accessibility risk.

13.0 EDUCATION and COMMUNICATION

LMCH is committed to supporting safe integration of permitted e-bikes and e-scooters through ongoing education and communication.

LMCH may provide:

a) Tenant FAQs, posters, brochures, and notices
b) Staff reference guides and training materials
c) Building-level communications about designated storage or charging areas; and
d) Updates when requirements, risks, or practices change.

Education will focus on safe charging, fire prevention, proper storage, permitted devices, and emergency response.

14.0 ROLES and RESPONSIBILITIES

14.1) Tenants and Occupants

Tenants and occupants are responsible for ensuring that any e-bike or e-mobility device they own, use, store, or permit on LMCH property complies with this Policy. Tenants and occupants are responsible for ensuring their guests and visitors do not bring e-bikes or other e-mobility devices onto LMCH property, except when permitted as part of approved accommodations. Tenants are also responsible for the actions of their occupants, guests, and visitors in relation to this Policy.

14.2) LMCH Staff

LMCH staff are responsible for communicating this Policy, identifying hazards, documenting non-compliance, responding to safety concerns, and escalating matters as required.

14.3) LMCH Management

LMCH management is responsible for implementation, staff training, designation of storage or charging locations where feasible, and periodic review of this Policy.

15.0 RELATED LEGISLATION and DOCUMENTS

This Policy should be read together with all applicable laws, by-laws, lease requirements, fire safety requirements, accessibility obligations, and related LMCH policies and procedures, including, as applicable:

a) Fire Protection and Prevention Act
b) Highway Traffic Act
c) Human Rights Code
d) Residential Tenancies Act
e) LMCH Accessibility Policy
f) LMCH Parking Policy; and
g) Unit condition, inspection, and health and safety procedures.

16.0 POLICY REVIEW

This Policy will be reviewed every five (5) years, or sooner if required due to:

a) Changes in legislation or standards
b) Fire or safety incidents
c) Operational issues identified by LMCH
d) Changes in LMCH building infrastructure; or
e) Changes in electric device use or risk.

Date Drafted	April 17, 2026
Date Approved	
Date Revised	TBD
To be reviewed	Every Two (2) Years
Inquiries to Policy Owner	Operations

Q2 HR Update
PSH-2026-26

TO: People Services and Housing Committee (PSH)

FROM: Dirk Volschenk, Manager of Human Resources

SUBJECT: Human Resources Manager Update – Q2 2026

DATE: July 31, 2026

PURPOSE:

To provide the People, Service and Housing Committee with an overview of the key activities in Human Resources for Q2 of 2026 and to provide information for the matters identified as priorities for Human Resources in 2026.

RECOMMENDATION:

That the People, Service and Housing Committee receives this report for information and be provided an opportunity to provide feedback on the work being performed in the Human Resources department and provide input on strategies and initiatives for 2026.

Employee Engagement

LMCH has completed the sourcing of a London-based consultancy to facilitate its all-staff engagement survey. Utilizing an external agency is important to ensure that staff feel comfortable with providing honest and transparent feedback. The survey, referred to as an "Employee Pulse Assessment", was developed by the agency in cooperation with functional experts and serves as a best practice approach to gauging employee engagement.

LMCH also developed a custom questionnaire to complement the engagement survey that seeks feedback from employees on physical safety and security, psychological health and safety, and employee burnout. The survey is planned to be available to all employees to complete from August 17th to September 11th, 2026, and the results will be used to inform future planning and strategic planning.

Organizational Health and Safety

During Q2 LMCH implemented two new Safe Work Procedures that seek to better guide and advise employees on managing the risks associated with managing trespassers in LMCH buildings and how to approach a suspected of deceased person within an LMCH building. It's crucial that LMCH continue developing and refining Safe Work Procedures that will inform staff of the specific risks associated with their work, and provide guidance and direction to ensure the risk is effectively managed or mitigated.

Employee Attendance and Absences

Employee Attendance numbers have increased in Q2, pushing our current numbers above our target rate of 1 day per employee per month. The increase is due to employees who have access to larger banks of paid sick leave, utilizing these banks for long-term absences from work.

We expect this to stabilize in Q3 as some of the referenced employees have already returned to work and are not expected to use additional time. It is also not the intention or purpose of providing these benefits to dissuade employees from utilizing it to effectively manage their health. We do, however, remain committed to ensuring that employees are healthy and engaged in their work and work actively to return them to work as soon as possible.

As a result, we have introduced an additional metric in our Staff Stability score to report and track the percentage of the total staffing complement who are on long-term unplanned absence. This metric reports on the number of employees as a percentage of staff who are on an unplanned absence for a longer term. This represents employees who have exhausted their sick leave benefits and continue to remain off work.

Staff Training and Development

On June 23rd, 2026, LMCH made available to employees the option of participating in a full day of Mental Health First Aid training course hosted by the Canadian Mental Health Association, which was attended by 25 LMCH employees from across all functional areas.

LMCH continues to explore opportunities to invest in our employee group and have developed a formal employee tuition reimbursement program which is being presented during this Committee meeting for approval. Additionally, exploring with Western Studies and Fanshawe College partnerships that would increase employee engagement, development, and improve performance through targeted skills development.

PREPARED and RECOMMENDED BY:
Dirk Volschenk MANAGER OF HUMAN RESOURCES

LONDON & MIDDLESEX COMMUNITY HOUSING

Senior Manager, Property Services Update
PSH-2026-27

TO: LMCH People, Services & Housing Committee

FROM: Christine Poirier, Senior Manager, Property Services

SUBJECT: Update from Senior Manager, Property Services

DATE: July 31, 2026

PURPOSE:

The purpose of the report is to provide updates to the People Service and Housing Committee on the status of key initiatives previously approved, introduce items that may come before the Committee in future meetings, and provide updates on meetings, events, or activities that may be of interest to the Committee.

RECOMMENDATIONS:

That the Update from the Senior Manager, Property Services report **BE RECEIVED** for information.

Vacancy Update

The total units in active restoration in Q2 2026 was maintained at 3.8%. The Property Services team is working in collaboration with the Capital team to complete the unit turns by the end of Q3 and continue to maintain the percentage below 4%. LMCH has completed two VOR (Vendor of Record) RFPs within Q1. The successful completion of the VOR contract negotiations will contribute to the future success of the unit turn process.

LMCH completed two Vendor of Record (VOR) RFP processes in Q2 to support the unit-turn process: the Painting VOR opened on April 9, 2026, and closed on May 1, 2026, resulting in three successful vendor contracts; and the Restoration VOR opened on May 6, 2026, and closed on June 10, 2026, resulting in four successful vendor contracts. With support from the LMCH Procurement team, vendor pricing has been compared and averaged to establish reliable and affordable cost projections.

Maintenance Request Update

In Q2 2026, LMCH completed 95% of the emergent work orders and 92% of the urgent work. These work order percentages are inclusive of new work orders entered at the end of the quarter. With the improved service standard timeline, priority is given to the emergency and urgent work orders. 26% of the total number of work orders were from the after-hours call center, which is equivalent to Q1. The property service maintenance team has successfully completed 98% of the routine work orders within the set service standard timeline in Q2.

Integrated Pest Management Update

By the end of Q2, the portfolio pest infestation rate decreased to **9%**, supported by improved vendor performance, tenant education, proactive prevention, and the installation of 300+ exterior rodent bait stations. Overall, the IPM program continues to shift from reactive response to prevention, early intervention, and monitoring across the portfolio.

Key IPM Highlights

- Seasonal impacts were minimized through proactive prevention.
- Tenant education and coordination reduced missed treatments and improved completion rates.
- Enhanced contractor oversight improved service quality and trend reporting.
- Annual inspections identified and addressed 218 pest infestations.

Custodian Update

Throughout Q1 and Q2, the custodian team has equipped the buildings with the appropriate supplies and equipment for successful delivery of an improved level of cleanliness. This includes the new cordless vacuums. The level of cleanliness has been positively identified by LMCH staff and tenants alike.

The floor scrubbing equipment will be introduced within the sites upon successful completion of the RFP process. Site assessments have been completed to determine the appropriate hours and shifts needed to accomplish the appropriate service levels. Site attendance has been adjusted accordingly. Consideration is given in implementing a weekend shift at high-traffic sites. Further staff training and KPI build will continue to create a successful custodian team and program.

Annual Unit Inspection Program Update

LMCH is on target, having completed 65% of all annual unit inspections at the end of Q2. Continuing to demonstrate the success of ongoing incremental improvements to the program, LMCH has standardized the process with consistent service delivery. The program has become transparent and predictable to the tenants and regulatory participants, making the process less daunting and more collaborative.

Maintaining a single point of contact within LMCH for tenants and regulatory participants has streamlined scheduling and communication. Additionally, a pre-inspection huddle at the sites on the scheduled inspection days ensures staff and regulatory participants are aligned before the unit inspections begin to preserve the tenants' right to reasonable enjoyment of their unit during the process. Post-inspection follow-up processes have been enhanced to provide timely site support from the operations team to effectively manage completion of work orders, pest treatments, and inspection directives generated through the inspection program.

Key Inspection Metrics and Successes:

- Inspections Completed: 2,255 of 3,458 = 65% complete
- Maintenance Requests Created: 476 (including Pest Control)
- Pest Control Requests: 218
- Unit Clutter: 95
- Poor Unit Cleanliness: 132
- ESA Deficiencies: 300 (100% completed to date)
- LFD Follow-up: 7 re-inspections completed; all deficiencies have been resolved with zero outstanding items.

PREPARED and SUBMITTED BY:	REVIEWED and CONCURRED BY:
CHRISTINE POIRIER SENIOR MANAGER, PROPERTY SERVICES	SARA DE CANDIDO CHIEF OPERATIONS OFFICER

Communications Update
PSH-2026-28

TO: LMCH People, Service, and Housing Committee

FROM: Paul Chisholm, Chief Executive Officer

SUBJECT: Communications Update

DATE: July 31, 2026

PURPOSE:

The purpose of this report is to inform the LMCH People, Services, and Housing Committee on communications activities and updates from the second quarter of 2026.

RECOMMENDATION:

That the People, Services, and Housing Committee receive this report for information and forward to the Board of Directors as an information item.

Update Highlights:

- Q2 2026 communications activity increased significantly, driven by major corporate releases, proactive media engagement on asset renewal, and support for the serious fire at 241 Simcoe Street.
- The Communications Manager position vacated in June 2026, following the departure of the Communications Manager. A transition plan is in place to maintain essential communications functions and ensure continuity of support for organizational priorities while recruitment is underway.

Corporate Document Development

Q2 included the completion and release of two major corporate documents: LMCH's Master Regeneration Plan and the 2025 Annual Report. Together, the Master Regeneration Plan and Annual Report detailed below strengthened LMCH's focus on transparency, accountability, and the demonstration of measurable progress.

Master Regeneration Plan

The Master Regeneration Plan establishes a long-term vision for renewing and redeveloping LMCH's housing portfolio. The plan outlines a 15-year approach to improving existing communities, replacing aging housing, increasing the supply of affordable homes, and creating opportunities for partnerships and additional investment. Communication vehicles to support this included the development of the final document, preparing key messages and presentation materials, coordinating its public release, and supporting the presentation of the plan to London City Council.

The release generated positive media coverage and provided an opportunity to communicate the scale of the challenge facing LMCH's aging housing stock, while also outlining a clear path forward. The plan positions LMCH to respond to future funding opportunities and supports broader municipal and federal housing objectives.

2025 Annual Report

The 2025 Annual Report was completed and released in advance of LMCH's Annual General Meeting in June. The report focused on progress across LMCH's strategic priorities and demonstrated how organizational improvements and investments are delivering results. Major themes included improvements to tenant services, strengthened pest control practices, investments in LMCH communities, progress on Reimagine Southdale, staff development, environmental responsibility, and financial stewardship.

The report also included an impact dashboard and organizational data to provide a clearer picture of who LMCH serves and how investments are improving tenant homes and communities. Communications materials were developed to support the Annual General Meeting, including the presentation, speaking notes, staff communications, and public distribution of the report.

Media Relations

LMCH received 15 media mentions during Q2 2026:

- Positive: 7 (47%)
- Neutral: 8 (53%)
- Negative: 0

Media coverage was significantly higher than in Q1, when only one neutral mention was recorded. The increase reflected both a serious operational incident and a deliberate shift toward more proactive media engagement.

Seven neutral stories related directly to the April 4 fire at 241 Simcoe Street. Initial reports focused on the emergency response and injuries, while subsequent coverage addressed the return of displaced tenants and residents' experiences affected by the fire. Coverage remained factual and did not identify broader concerns about LMCH's handling of the incident.

One additional neutral story focused on a City of London progress report regarding improvements at 122 Base Line Road. Positive coverage was primarily connected to LMCH's asset renewal and regeneration work. This included:

- Three stories about the release of the Master Regeneration Plan and its presentation to City Council
- Two stories about the Reimagine Southdale Phase 2 topping-off ceremony
- One story highlighting progress in improving the condition of LMCH's housing portfolio
- One story featuring a community partner delivering hockey programming for LMCH youth

The quarter demonstrated the value of proactive media engagement. Planned announcements and events generated six positive stories directly related to LMCH's asset renewal work, helping balance the unavoidable coverage associated with serious operational incidents.

Overall, Q2 coverage was either positive or neutral, with no negative stories recorded. This represents an improvement from periods when maintenance, building conditions, and pest control concerns accounted for a larger proportion of LMCH's media profile.

(See attached Q1 Media Coverage Summary for detailed breakdown.)

Looking Ahead

Communications priorities advancing key organizational initiatives already underway. Upcoming areas of focus include:

- Continued communications support for asset renewal and construction projects.
- Support for roll out of updated Asset Management Plan expected to be reviewed and approved by the Board in Q4 2026.
- Public and tenant communications related to the Master Regeneration Plan
- Development and publication of the Property Investment Tracker
- Ongoing website content and accessibility improvements
- Media relations and emerging issue support
- Recruitment for Communication Manager complete

SUBMITTED BY:
Paul Chisholm, Chief Executive Officer

Quarter	Month	Date	Outlet	Type	LMCH Initiative	Title	Reporter	Sentiment	Link	Property	Notes
Q2	April	April 4, 2026	CTV London	Serious Occurrence Coverage	Operations	5 people in critical condition after sixth-floor fire in city-run housing building in London	Brent Lale	Neutral	https://www.ctvnews.ca/london/article/5-people-in-critical-condition-after-sixth-floor-fire-in-city-run-housing-building-in-london/	Simcoe	Coverage of the fire at 241 Simcoe.
Q2	April	April 4, 2026	CBC London	Serious Occurrence Coverage	Operations	Fire in London public housing apartment building sends 9 to hospital	CBC News	Neutral	https://www.cbc.ca/news/canada/london/london-apartment-fire-9.7153338	Simcoe	Coverage of the fire at 241 Simcoe.
Q2	April	April 5, 2026	London Free Press	Serious Occurrence Coverage	Operations	Entire highrise floor off-limits for days after fire that left five in critical condition	Brian Williams	Neutral	https://lfpress.com/news/local-news/entire-highrise-floor-off-limits-for-days-after-fire-that-left-five-in-critical-condition	Simcoe	Coverage of the fire at 241 Simcoe.
Q2	April	April 6, 2026	CTV London	Serious Occurrence Coverage	Operations	'Ambulances were coming and going': Simcoe Street fire victims recall desperate moments in wake of blaze that injured 9	Sean Irvine	Neutral	https://www.ctvnews.ca/london/article/ambulances-were-coming-and-going-simcoe-street-fire-victims-recall-desperate-moments-in-wake-of-blaze-that-injured-9/	Simcoe	Coverage of the fire at 241 Simcoe.
Q2	April	April 7, 2026	CBC London	Serious Occurrence Coverage	Operations	Residents displaced by public housing building apartment fire could return this week	Andrew Lupton	Neutral	https://www.cbc.ca/news/canada/london/simcoe-street-fire-9.7154139	Simcoe	Coverage of the fire at 241 Simcoe.
Q2	April	April 8, 2026	London Free Press	Serious Occurrence Coverage	Operations	Days after fire, residents return to London public housing highrise	Ryan Goodison	Neutral	https://lfpress.com/news/local-news/days-after-fire-sent-nine-to-hospital-residents-return-to-public-housing-highrise	Simcoe	Follow-up coverage focusing on a tenant experience of the fire at 241 Simcoe.
Q2	May	May 5, 2026	CTV London	Serious Occurrence Coverage	Operations	'My airway was badly burned': London fire victim recovering from coma recounts escape from blaze	Sean Irvine	Neutral	https://www.ctvnews.ca/london/article/my-airway-was-badly-burned-london-fire-victim-recovering-from-coma-recounts-escape-from-blaze/	Simcoe	Follow-up coverage focusing on a tenant experience of the fire at 241 Simcoe.
Q2	May	May 29, 2026	CTV London	Earned Media	Asset Renewal	LMCH unveils $1B, 15-year plan to regenerate community housing stock	CTV Nightly News / Daryl Newcombe	Positive	https://www.ctvnews.ca/london/article/lmch-unveils-1b-15-year-plan-to-regenerate-community-housing-stock/	LMCH Organization	Proactive coverage of the Master Regeneration Plan presentation to City Council.
Q2	May	May 31, 2026	London Free Press	Earned Media	Asset Renewal	Q+A: London's community housing boss on their 15-year, $1B plans	Jack Moulton	Positive	https://lfpress.com/news/local-news/qa-londons-community-housing-boss-on-their-15-year-1b-plans	LMCH Organization	Proactive coverage of the Master Regeneration Plan presentation to City Council.
Q2	June	June 1, 2026	Rogers tv	Earned Media	Asset Renewal	London & Middlesex Community Housing 15 Year Plan | Rogers tv	Shane Cabiness	Positive	https://www.youtube.com/watch?v=6Gwi6h9o8NU	LMCH Organization	Proactive coverage of the Master Regeneration Plan presentation to City Council.
Q2	June	June 6, 2026	CTV London	Related to City of London	Organization	Progress report on $500K upgrade to troubled public housing building built in 2021	Daryl Newcombe	Neutral	https://www.ctvnews.ca/london/article/progress-report-on-500k-upgrade-to-troubled-public-housing-building-built-in-2021/	LMCH Organization	Coverage of city staff progress report to the CAPS committee of 122 Base Line improvements.
Q2	June	June 8, 2026	CTV London	Earned Media	Asset Renewal	Reimagine Southdale reaches construction milestone as new public housing takes shape	Daryl Newcombe	Positive	https://www.ctvnews.ca/london/article/reimagine-southdale-reaches-construction-milestone-as-new-public-housing-takes-shape/	Southdale	Proactive coverage of the topping-off ceremony at Reimagine Southdale Phase 2.
Q2	June	June 8, 2026	CBC London	Earned Media	Asset Renewal	Reimagine Southdale affordable housing project reaches construction milestone in London	Josiane N'tchoreret-Mbiamany	Positive	https://www.cbc.ca/news/canada/london/reimagine-southdale-phase-2-9.7227294	Southdale	Proactive coverage of the topping-off ceremony at Reimagine Southdale Phase 2.
Q2	June	June 13, 2026	CTV London	Earned Media	Asset Renewal	Progress made addressing 'poor condition' of LMCH public housing	Daryl Newcombe	Positive	https://www.ctvnews.ca/london/article/progress-made-addressing-poor-condition-of-lmch-public-housing/	LMCH Organization	Proactive coverage of asset improvements including updated FCI scores.
Q2	June	June 29, 2026	CTV London	Media Mention	Community Partner	'We're just breaking barriers:' New foundation helps new and low-income Londoners play hockey	Brent Lale	Positive	https://www.ctvnews.ca/london/article/were-just-breaking-barriers-new-foundation-helps-new-and-low-income-londoners-play-hockey/	LMCH Organization	Coverage of LMCH Partner SAV Foundation's hockey program for LMCH youth residents.

Senior Manager of Tenant Experience Update
PSH-2026-29

TO: LMCH People, Services, and Housing Committee

FROM: Olesya Gryn, Senior Manager, Tenant Experience

SUBJECT: Tenant Experience Update

DATE: July 31, 2026

PURPOSE:

The purpose of this report is to update the People, Services, and Housing Committee on the status of key initiatives in Tenant Services and provide information about meetings, events, or operational activities that may be of interest to the Committee.

RECOMMENDATION:

That the Tenant Services Report **BE RECEIVED** for information and forwarded to the Board of Directors as an information item.

UPDATES:

Partnership with Life Stabilization, City of London

Ontario Works (OW) and LMCH have been working collaboratively to strengthen communication and coordination in support of shared clients. Through recent discussions, both organizations identified opportunities to improve annual review completion rates and address ongoing challenges related to rent arrears and late rent payments. The shared goal is to support housing stability through earlier intervention and enhanced collaboration.

To assist with rent-geared-to-income (RGI) administration, OW has developed a draft Annual Review OW Caseworker Notification Form. The proposed process would allow LMCH to notify OW through a central intake email when a tenant's annual review is incomplete and required documentation remains outstanding. Case workers would then work directly with clients to help them obtain the necessary information and help prevent subsidy loss resulting from incomplete reviews.

OW has also developed a draft Arrears Notification and Pay Direct Recommendation Form. This process would enable LMCH to notify OW when tenants are consistently paying rent late or accumulating arrears. Caseworkers could then assess the situation, provide support to the client, and, where appropriate, implement a pay direct arrangement to help ensure rent is paid directly to the housing provider.

Both forms are currently in draft format, with the initiative anticipated to launch in early fall. This initiative is being implemented as a pilot project between OW and LMCH. Once tested and evaluated, and if proven effective, this initiative will be expanded to include collaboration with OW in Middlesex County and explore a similar process with the Ontario Disability Support Program. The pilot will also serve as a model for broader adoption by other housing providers in the community.

Tenant Placement – Supporting the CMHC Project

During a progress review and update of the CMHC project in October 2025, it was identified that the number of units becoming available through the regular turnover process would not be sufficient to meet project requirements within the anticipated timelines. To address this gap, an additional Tenant Placement Coordinator (TPC) resource was secured in January 2026 to support a proactive approach to unit allocation and help ensure project targets could be achieved.

The TPC has been actively working with tenants to facilitate internal transfers into newly renovated accessible units. This approach supports tenants in aging in place by matching them with housing that better meets their accessibility needs, while also creating opportunities to free up existing units for future modifications required as part of the CMHC project.

During the December 2025 target review, it was determined that the project required over 40 units at each of the Baseline, McNay, and Kent buildings, and 25 units at the Walnut building to meet CMHC project targets. Through targeted outreach, coordination with tenants, and ongoing monitoring of unit availability, the TPC has helped accelerate transfers that may not have occurred through normal vacancy patterns.

As of July 2026, sufficient tenant transfers and future transfers have been secured at Baseline and McNay buildings to meet the required project targets. Only a small number of additional units remain required at these two buildings, which are expected to be achieved through the regular move-out process.

Work continues at Kent and Walnut buildings, where the TPC will continue to facilitate tenant transfers and support progress toward achieving the remaining project targets.

PREPARED BY:	REVIEWED BY:
Olesya Gryn Senior Manager, Tenant Experience	Sara De Candido Chief Operating Officer

LONDON & MIDDLESEX COMMUNITY HOUSING

Community Safety and Well-Being Report
PSH-2026-30

TO: LMCH People Services and Housing Committee

FROM: Margaret Forbes, Senior Manager of Community Safety and Well-Being

SUBJECT: Q2 Community Safety and Wellbeing Report

DATE: July 31, 2026

PURPOSE:

This report provides the People Services and Housing Committee with an overview of Community Safety and Wellbeing activity for Q2 2026.

RECOMMENDATION:

That the People Services and Housing Committee RECEIVE this update for information and forward to the Board of Directors as an information item.

BACKGROUND:

This report summarizes key Community Safety and Wellbeing activities for Q2 2026.

Update Highlights:

- Community Safety Response and Proactive Presence
- Strengthening Tenant Stability
- Building Safer, More Connected Communities

Community Safety Unit

The Community Safety Unit responded to **4,436** service requests in Q2 2026, a **36.7%** increase over Q2 2025. Staff continued balancing proactive engagement with operational demands, tenant wellbeing, site safety, and portfolio-wide priorities. A detailed breakdown is provided in the Appendix.

- Total activity increased **36.7%** (4,436 vs. 3,245).
- Access Control & Trespassing remained the largest category with **1,490** occurrences.
- Community Safety and Property Standards categories each increased by more than **58%** year-over-year.
- Proactive Security Engagement Efforts totaled **969** activities.

Community Safety staff are reviewing use of force policies, procedures, and training to ensure clarity, consistency, and alignment with operational expectations and sector best practices. The work remains in the information-gathering and policy development stage, with a future update to the Committee once recommendations are ready. (see Figure 1 in Appendix).

Tenancy Management

Tenancy Management is reviewing workflows to support more consistent, coordinated, and sustainable service delivery. The work focuses on clarifying how tenancy-related matters move through the team, strengthening documentation and file practices, aligning Legal and HSCC processes, and building a clearer operating model supported by tools, standards, training, staff feedback, audit findings, and emerging performance measures.

HSCC caseload activity increased from **47 cases in May** to **56 cases in June**, a **19% increase**, reflecting recent efforts to promote HSCC support and referral pathways with internal LMCH teams.

Community Engagement and Development

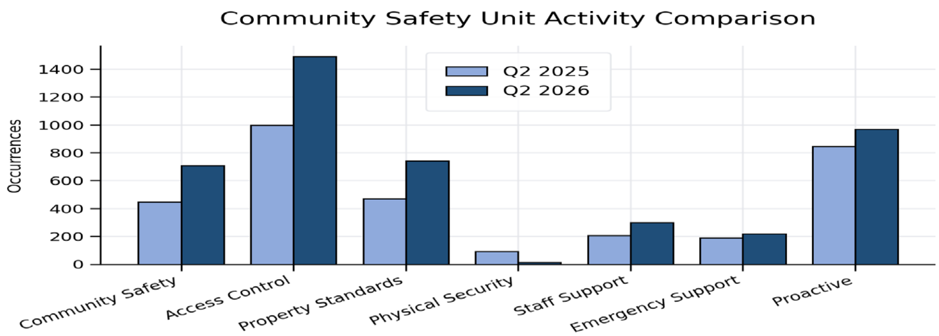
Community Engagement continues to support social connection, tenant wellbeing, and food security across LMCH's adult, family, and seniors' housing communities. Summer activities include children's and youth programming at family sites with London Chaplaincy Services and Rookie Ball games delivered with the London Police Service. This fall, staff will use food security-focused Free Market events at four family housing communities to gather tenant feedback, connect residents with local supports, and inform future community development and service improvements.

<u>Tenant Safety Tables Pilot:</u> In response to safety and security challenges at LMCH's downtown communities, Tenant Safety Tables are being piloted at the Dundas and Simcoe sites by Community Engagement, with support from Community Safety, Tenant Experience, Property Services, and Capital Team. The pilot provides tenants with a consistent forum to raise concerns, engage with staff, and support shared problem-solving to improve communication, reporting, building conditions, and community safety.

PREPARED and SUBMITTED BY:
Margaret Forbes Senior Manager of Community Safety and Wellbeing

APPENDIX

Figure 1: Community Safety Unit Activity Comparison (Q2 2025 vs Q2 2026)



Appendix A:

Activity Category	Q2 2026	Q2 2025	Change
#1 Community Safety, Behavior & Tenant Support	707	447	+58.2%
#2 Access Control & Trespassing	1,490	997	+49.4%
#3 Property Standards, Asset Protection & Life Safety	742	469	+58.2%
#4 Physical Security & Site Integrity	14	92	-84.8%
#5 Staff Support, Workplace Safety & Internal Operations	298	207	+44.0%
#6 Emergency & External Agency Support	216	189	+14.3%
#7 Proactive Security Engagement Efforts	969	844	+14.8%
TOTAL ACTIVITY	4,436	3,245	+36.7%

COO Update
PSH-2026-31

TO:	LMCH People, Service and Housing Committee
FROM:	Sara De Candido, Chief Operating Officer
SUBJECT:	COO Update
DATE:	July 31, 2026

PURPOSE

To update the People, Services, and Housing Committee on key COO priorities and items requiring Committee awareness or direction.

RECOMMENDATION

That the COO Update Report be received for information.

COO HIGHLIGHTS

- Reimagine Southdale Achieves Full Occupancy
- Strengthening Customer Service and Organizational Accountability
- Advancing Government, Community, and Stakeholder Partnerships
- Driving Operational Excellence and Future Readiness

KEY ORGANIZATIONAL UPDATES

Reimagine Southdale – Fully Occupied

Southdale is now fully occupied. The 53 new units include 22 Rent-Geared-to-Income units and 31 affordable units. Marketing flags will be redeployed to Phase 11 in spring 2027 to support rent-up. CMHC targets related to Indigenous peoples were not met in this phase; LMCH is developing partnerships with Indigenous communities to better understand needs for safe, inclusive housing. These discussions may inform future space and site design.

New! Complaints and Compliments Procedure

LMCH has developed a draft Complaints and Compliments Procedure following discussions with the Ontario Ombudsman's Office. By December 2026, LMCH expects to launch an online form, printed forms in community offices, and formal tracking of complaints and compliments. The procedure will strengthen customer service, public accountability, and AODA compliance.

Play Ball! Rookie League Program with LPS

LMCH is in its approximately 30th season of Rookie Ball, delivered in partnership with London Police Service and youth staff. On July 15, I joined Chief Thai Truong and Ontario Solicitor General Michael Kerzner to speak with participants about belonging, community, neighborliness, and having fun.

Municipal Relations – Hot Topics

June 8, 2026 – I presented to the CAPS Committee on progress with the expedited tenant transition plan at 122 Baseline. The report was well received. LMCH continues to make progress on building stability and asset management, while tenant-management complexities remain as implementation moves into phase two.

June 16, 2026 – LMCH held its 2026 AGM and received generally positive feedback on portfolio indicators. Immediate focus areas are unit turns and staff workplace health. LMCH is reallocating resources to address the unit-turn backlog by year-end and will launch a staff engagement survey in August to inform well-being priorities.

July 13, 2026 – Although LMCH was not on the agenda, access to air conditioning for seniors in social housing was raised due to extreme summer temperatures. LMCH has begun internal policy discussions in response to Bill 97, which permits seasonal rent increases for additional electricity use. A long-term approach for LMCH-owned versus tenant-owned units remains under review, consistent with broader sector challenges.

LOOKING AHEAD

- Launch LMCH Maintenance Request App: fall 2026
- Tenant safety surveys and staff survey: August–November 2026
- Parking Program progress report: September 2026
- Use of Force and CSU Review Report: September–October 2026

PREPARED BY:
Sara De Candido Chief Operating Officer

LMCH People, Service, and Housing Committee
August 6, 2026