



LONDON & MIDDLESEX
COMMUNITY HOUSING

ACTION. ACCOUNTABILITY. RESPECT

AGM 2024

City of London, Strategic Priorities & Policy Committee



Land Acknowledgement

London and 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.



MISSION

To provide clean, safe,
and well-maintained
homes, to meet the
needs of the people we
serve in our communities.

VISION

To build inclusive communities where safe, affordable, and accessible housing is the foundation for positive change.

VALUES

To Collaborate
To be Accountable
To be Responsive
To promote Equity



IMPROVING THE TENANT EXPERIENCE

Maintenance and Pest Control

- LMCH continues to monitor, manage, and improve response time for maintenance and pest control requests. The average time for LMCH staff to complete a maintenance request in 2024 was 19 days
- Improved protocols, more transparent communication, and a more substantial commitment to prevention. In 2024, 114 tenants were supported with prep support for pest control, corresponding to 261 support events

Community Safety

- Remains a focus across LMCH communities, demonstrating our commitment to promoting improved safety for our tenants
- Improved reporting and communications, extended hours of service for increased tenant support, and community safety talks to hear direct feedback from tenants
- Over 5,000 safety interventions in 2024

DEVELOPING AN ENHANCED SERVICE MODEL

Tenant Support

- Our Housing Stability Program continues to support tenants through 50 crisis interventions, 676 referrals to partner agencies, and 1,281 home visits, resulting in a 97% eviction prevention rate

Tenant Engagement

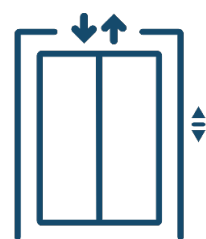
- Guided by one principle: Nothing **about** tenants, **without** tenants. We ensure services meet the needs of our tenants while actively involving tenants in decision-making processes
 - Tenants engaged during the organizational review
 - 400+ tenants participated in Community Development programming
 - 94 tenants joined in community conversations
 - 1,193 tenant-led events supported by LMCH

INVESTING IN OUR COMMUNITIES

Asset Renewal

- 4 Elevator modernization projects
- 3 Roof projects
- 9 Electrical projects
- 3 Mechanical projects
- 8 Green projects
- 118 Accessibility upgrades

Capital Work in Progress:
\$50.3 million



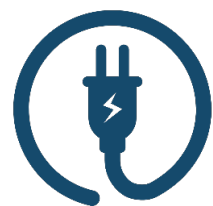
Elevators

\$1.6 million



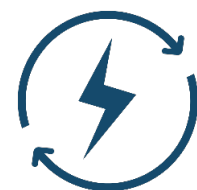
Roofing

\$404 thousand



Electrical

\$1 million



Mechanical

\$1 million



Green

\$2.4 million



Accessibility

\$4.7 million

INVESTING IN OUR COMMUNITIES

Reimagine Southdale and Regeneration

- \$62 million in total funding secured to support the Regeneration of LMCH
- Groundbreaking of Phase 1 on March 8, celebrating the first 53 purpose-built units for LMCH in 50 years, ready for occupancy in 2025
- Phase 2 is set to break ground in 2025 with occupancy in 2027



INVESTING IN OUR COMMUNITIES

General Upgrades

- Restructured the asset management team to focus on delivering our capital program, ensuring that infrastructure upgrades are timely, impactful, and well-communicated
- A risk-based approach to prioritizing capital investment, balanced with initiatives positively impacting the tenant experience

Accessibility

- Accessible buildings and units mean that tenants' experience improved accessibility, reliability, and energy efficiency
- Accessibility isn't a feature; it's the difference between isolation and independence. Whether it's a grab bar, a ramp, or an automatic door, these things make a home livable and life more dignified
- \$316 thousand for unit modifications in 2024 to meet the unique demands of tenants

FOCUSING ON ENVIRONMENT AND GOVERNANCE

Green Initiatives

- Energy Star appliances were installed at high-rise buildings through the Save on Energy program, reducing electricity consumption by 33%
- 100% of furnaces replaced in townhouse units
- In partnership with the London Environmental Network (LEN), we continue to assess multiple high-rise buildings and townhome sites for additional energy efficiency upgrades

Collaboration

- Development of our Master Regeneration Plan in collaboration with the City of London
- Asset Management Plan – Developed in collaboration with the City of London to provide a strategic view for our assets and required investments
- Working closely with City of London Staff to reduce costs and improve outcomes for tenants

FOSTER A HEALTHY ORGANIZATION

Organizational Review

- The review gives LMCH a path to rebuild our foundation of how we serve, listen, and show up for our tenants. It involved listening deeply to our staff, community partners, and most importantly, tenants
- A multi-year project that started in 2024 and focuses on team structure and internal coordination by bringing operations together under a single team

Staff Safety Improvement Program

- Launched this ongoing program after a 2023 safety audit
- Safety policies, enhanced site maintenance, access control, incident response strengthening, and more are included in the program

LOOKING AHEAD

Organizational Review

- The org review moves from a plan to action in 2025, with the onboarding of a Chief Operations Officer

Collaboration

- Continuing to strengthen collaborations between the City of London administration, allowing LMCH to move forward differently as we improve our operations

Leveraging Technology

- Enhancing services with technology for unit inspections will improve transparency for work order management
- Launching a tenant portal for increased communication and accountability
- Using data to guide decision-making and enhance service delivery

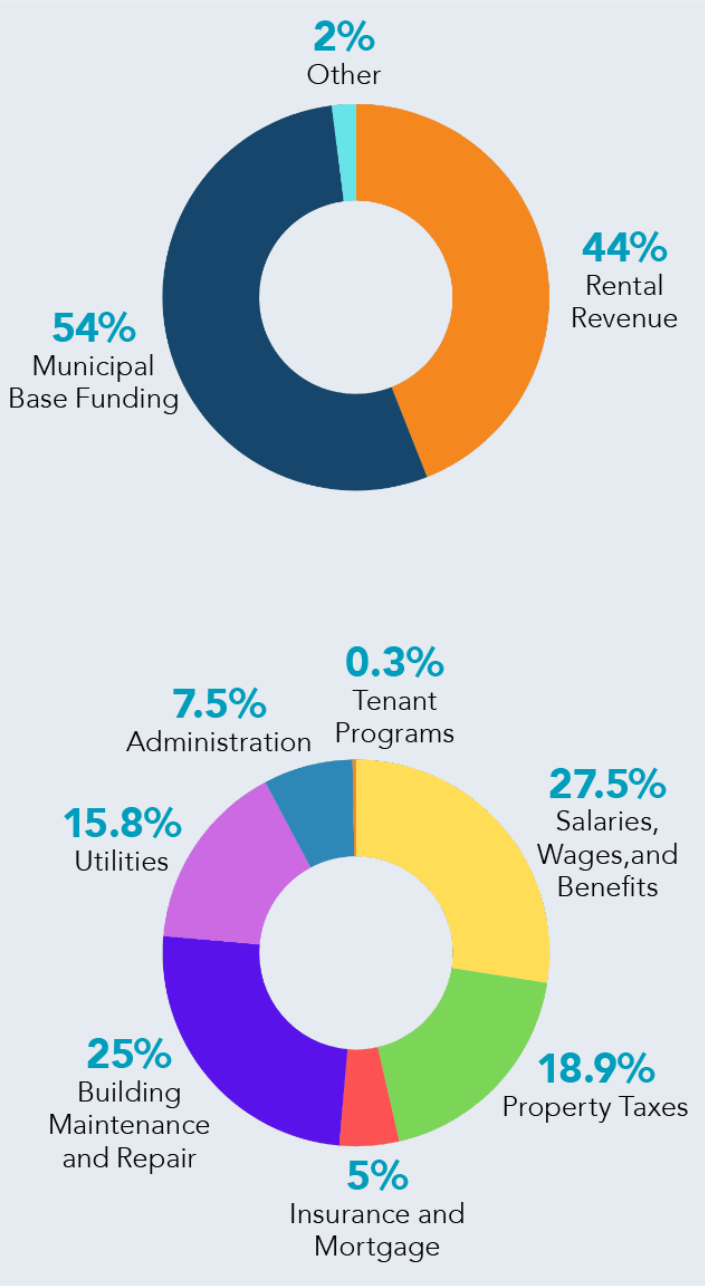
FINANCIAL OVERVIEW

OPERATING OVERVIEW

Operating Revenue	2024	2023
Rental revenue	13,772,275	13,308,789
Municipal base funding	16,781,288	14,676,651
Other	671,995	630,072
Total Operating Revenue	31,225,558	28,615,512

Operating Expenditures		
Salaries, wages, and benefits	8,614,607	7,792,335
Property taxes	5,842,854	5,434,420
Insurance & mortgage	1,513,076	1,172,583
Building, maintenance and repair	7,840,583	7,394,368
Utilities	4,969,368	4,698,891
Administration	2,337,900	2,093,583
Tenant programs	80,985	62,697
Total Operating Expenditures	31,199,373	28,648,876

Net Surplus (deficit)	26,185	(33,364)
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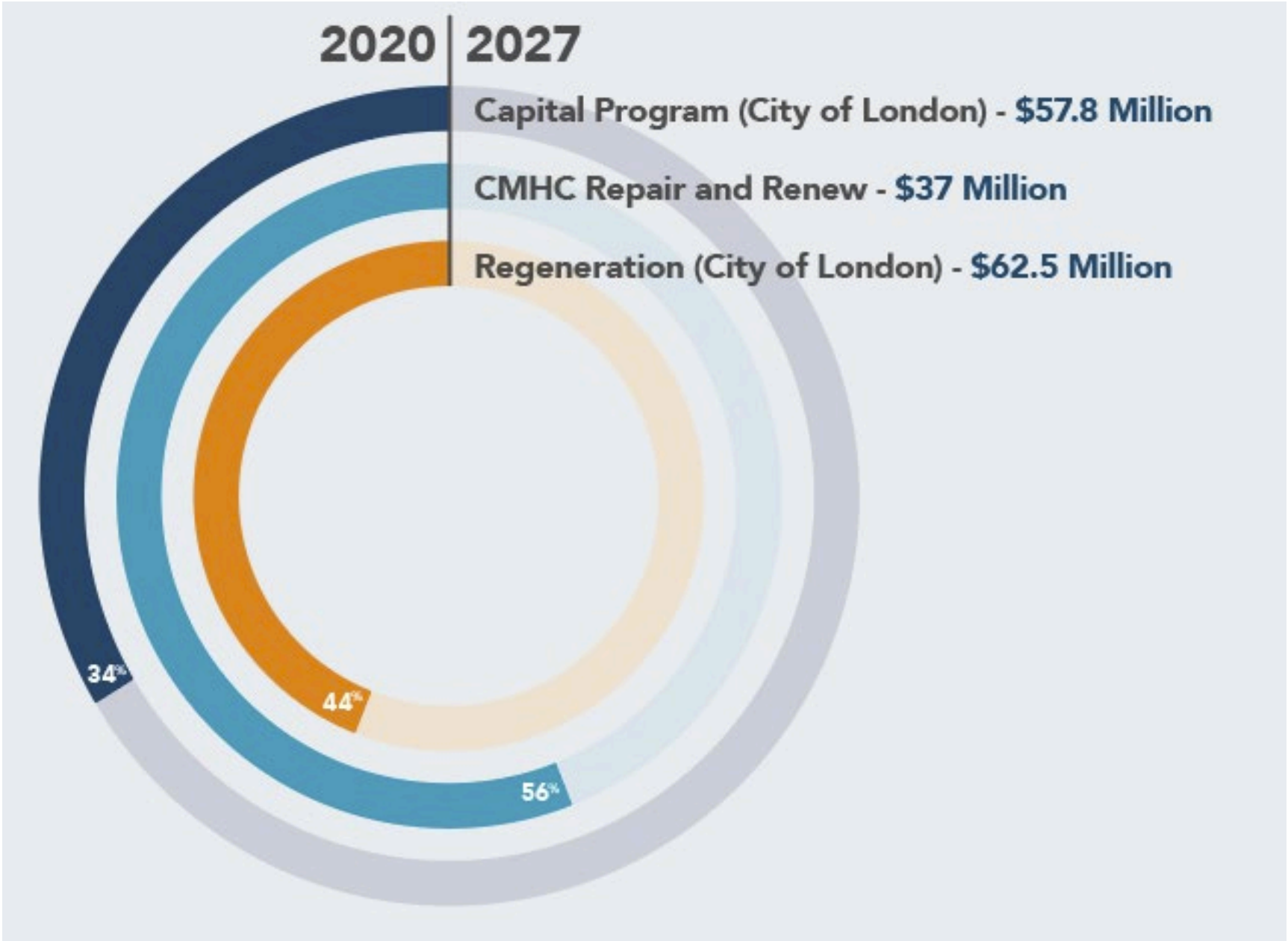
FINANCIAL OVERVIEW

CAPITAL OVERVIEW

Capital Revenue	2024	2023
Capital Funding - City of London	18,814,122	10,632,740
CMHC revenue	3,053,910	1,359,403
Total Capital Revenue	21,868,032	11,982,143
Capital Expenditures		
Buildings and Improvements	9,040,569	7,486,752
Site Improvements	1,623,528	3,102,887
Total Capital Expenditures	10,664,098	10,589,639

FINANCIAL OVERVIEW

CAPITAL OVERVIEW



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Mayor Colin Grantham

Mayor, Strathroy-Caradoc
Vice-Chair

Shawn Lewis

Deputy Mayor and Ward 2 Councillor, City of London
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Hadleigh McAlister

Ward 1 Councillor, City of London
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LONDON & MIDDLESEX
COMMUNITY HOUSING

THANK YOU

