

ANNUAL REPORT 2022
MOVING FORWARD
TOGETHER



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INTRODUCTION

1.0

Barrie Municipal Non-Profit Housing Corporation operating as Barrie Housing is a non-profit housing provider in Barrie, Ontario. The portfolio has 964 units across 14 communities throughout Barrie, including high rises, walk-ups, and townhouses.

As we navigate this post-pandemic world, Barrie Housing is committed to *moving forward together* to continue providing safe and stable housing for tenants.

Barrie Housing provides homes to a very diverse demographic in Barrie. Approximately 60% of Barrie Housing's rental units are rented to individuals who qualify for rent-geared-to-income. The remaining 40% are available to rent for affordable rates compared to current market conditions.





Welcome
HOME

2.0



MESSAGE FROM THE CHAIR OF THE BOARD

Although we are living in a post-pandemic world, we are still feeling the effects of the resulting changed economy by way of severe shortage of safe affordable housing and a reduction in community services. Further, the community as a whole – locally, provincially, and globally – has changed. In general, the atmosphere is that of a very protectionist mood and, more so than ever, the general public seems to be defensive and suspicious of their neighbours, networks and most governing bodies. It's not the same world we lived in pre-Covid, but I do have hope for the future, now that we have experienced the worst, together, and risen above.

Yet again, contrary to all the above, throughout the past 3 COVID years and beyond, Barrie Housing's continued a strong commitment to our tenants, our neighbours and the community.

Our board has spent the better part of 2022 working with staff to lay out a new strategic plan, mission, and values for Barrie Housing. This new direction is focused on our tenants; to provide them with a safe and affordable place to call home and to foster hopeful communities. I'm excited to see where Barrie Housing is going in the coming years.

Although we cannot avoid the fact that our buildings are aging, we take pride in finding and implementing creative, economical solutions to maintain our assets to the best of our abilities. We have taken care to strengthen our relationship with the County of Simcoe and utilize the wide variety of services and skillsets that they offer to Barrie Housing in an effective and efficient manner.

I want to thank the staff at Barrie Housing for their dedication and hard work. Each and every member of the team has continued to deliver services aligned with our strategic plans, organizational visions and tenant expectations. Their continued dedication has made way for a strong team environment that strives to ensure each member of the Barrie Housing community is secure and safe, while also feeling heard and respected. The staff's ability to adapt to carry an important workload, while also managing expectations of a wide variety of different individuals within our Barrie Housing community demonstrates daily the passion they have for their roles and the tenants. No one's hard work goes unnoticed.

I'd also like to thank our Board of Directors, a variety of skilled volunteers that allows Barrie Housing to continue to push forward and continue to strengthen as an organization as a whole. Thank you for all your hours of dedication; it has been an honour working alongside you and serving as your Chair. I'd like to especially thank Breda Quinlivan, who has dedicated and contributed six years of amazing, knowledgeable service to Barrie Housing and, fortunately for Barrie Housing, has agreed to stay on the board as a Member Emeritus for the next year.

On a final note, although we may not be able to increase the supply of affordable units at this time, we will continue to diligently research and investigate more ways to help the community stay safe and secure, offer suggestions based on our experience within the industry and as housing providers, collaborate with our community partners and counterparts and finally ensure our concerns are heard and directed to those in a position to make the policy changes needed to strengthen the housing market – availability and affordability – in Barrie and Simcoe County.



Growing
together

MESSAGE FROM MARY ANNE

I've watched our team do the most incredible work in the six years since I joined Barrie Housing – first as Finance Manager and then as Chief Executive Officer. And 2022 was no exception.

Our staff have worked tirelessly to achieve a lot in these past twelve months, including creating new community partnerships to provide our tenants more avenues for support and assistance, completing large capital projects such as upgrades to our buildings' life safety systems and elevators and creating new policies and procedures for increased transparency to the Board of Directors and tenants.

We were also able to be back out in our communities by hosting events like barbeques and ice cream socials. In addition, with help from our community partners, we installed three new basketball courts. After two years of various lockdowns and restrictions, seeing our tenants come together again was wonderful.

Looking ahead to 2023, I'm excited to roll out our new Strategic Plan and focus on our mission to foster hopeful communities. Barrie Housing is working to strengthen our involvement in a wide range of community matters to help us truly understand residents' challenges. This is how we can successfully deliver the right housing and services for our community.

I am so proud of the Barrie Housing team, which includes our staff, volunteer Board members, partners and stakeholders, and those who supported us for another successful year. We have an amazing group of people with the skills, energy, and commitment to enable Barrie Housing to be a forward-thinking, dynamic, innovative housing agency. I am honoured to be taking this journey with you.

3.0

BOARD OF DIRECTORS

ASHLEY POLISCHUIK

Chair of the Board

HELEN ROBB

Secretary

BRIAN SHELLEY

Member

KRYSTAL GALBRAITH

Member

JENNIFER KAPLINSKI

Member

BREDA QUINLIVAN

Vice-Chair of the Board

AMANDA FELLOWS

Treasurer

DANIELLE SEIGGEL

Member

TANYA SAARI

Member

MARCI MCFADDEN

Member

GUIDING US FORWARD

4.0

MANAGEMENT TEAM



RODERICK ROBINSON

Building Services Manager

Roderick has been with Barrie Housing since 2018. He specializes in capital projects and project management. Roderick has comprehensive knowledge of building systems such as: electrical, HVAC, plumbing, and life and safety systems. Roderick oversees the entire building services department.



MELISSA SCOTT

Operations & Development Manager

Melissa joined Barrie Housing in 2020 as a Housing Manager and now works in the corporate services department. Melissa has been in the non-profit housing sector since 2010, in positions ranging from program development to property management. Melissa is passionate about community development and tenant engagement.



ADELE BAXTER

Tenant Services Manager

Adele has been with Barrie Housing since 2016. Adele has extensive knowledge of the social housing sector, and government legislation. She has extensive work experience dealing with vulnerable tenants, homeless population, addictions, and numerous outside agencies. Adele oversees the rent geared-to-income calculations for all RGI tenants within Barrie Housing, along with all new tenant move-ins for market rent or RGI tenants.

LEADING US FORWARD

4.1

PROPELLING US FORWARD

OUR TEAM

We at Barrie Housing proudly employ thirty-four (34) individuals. Our tenant services department includes three tenant service workers, one rent-g geared-to-income clerk, and an administrator. Our maintenance department is by far our largest department with nine cleaners, ten maintenance technicians, one painter, one building services administrator, and one building services supervisor. In our corporate services department we employ one executive assistant and one general accountant. This incredible team of hardworking employees are truly the backbone of Barrie Housing and keep us moving forward.



"I love working at Barrie Housing because of the satisfaction I get in being in my role that can make a small difference in someone's life" - Ashley S.

"I'm excited about my future here and to be a part of this organization!" - Bailey M.



5.0

ABOUT OUR TENANTS

BARRIE HOUSING IS ONE OF THE LARGEST SOCIAL HOUSING PROVIDERS IN THE COUNTY OF SIMCOE. WE PROVIDE HOUSING TO OVER THREE THOUSAND LOW AND MODERATE-INCOME INDIVIDUALS IN BARRIE.

\$ 23,143

AVERAGE HOUSEHOLD INCOME



UNDER 18

78%

CHILDREN
0-12

22%

YOUTH
13-17



60%

FAMILIES
MIXED AGES



20%

SINGLES
AGED 18-64



20%

SENIORS
OVER 65

34%
SINGLE
PARENT
FAMILIES

13
LANGUAGES
SPOKEN IN
OUR
COMMUNITIES

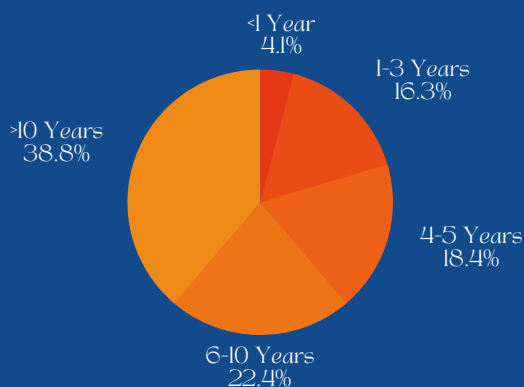


6.0

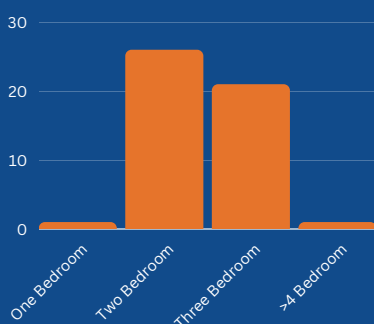
FROM MOVING IN TO MOVING ON OCCUPANCY AND MOVE OUTS

Throughout 2022 Barrie Housing maintained steady occupancy with an average of 99% across our portfolio. Our average occupancy dipped in the month of August to 98%. At each property occupancy fluctuated between 90% and 100% due to move outs. In 2022 we had a total of 76 move outs throughout the year. Tenants moved out for various reasons including; relocating to a new area, moving to long term care, and transferring to a new unit. Due to our funding structure we are required to turn over units within 60 days of vacancy.

LENGTH OF OCCUPANCY



NUMBER OF BEDROOMS IN UNIT



5

TENANTS
HAVE LIVED
HERE 32
YEARS

7.0

ABOUT OUR BUILDINGS

BARRIE HOUSING'S PORTFOLIO INCLUDES 14 PROPERTIES ACROSS THE CITY.

8%

HIGHRISES

964

UNITS ACROSS THE PORTFOLIO

10%

PROPERTIES HAVE ELEVATORS

83%

LOWRISE WALK UPS

10%

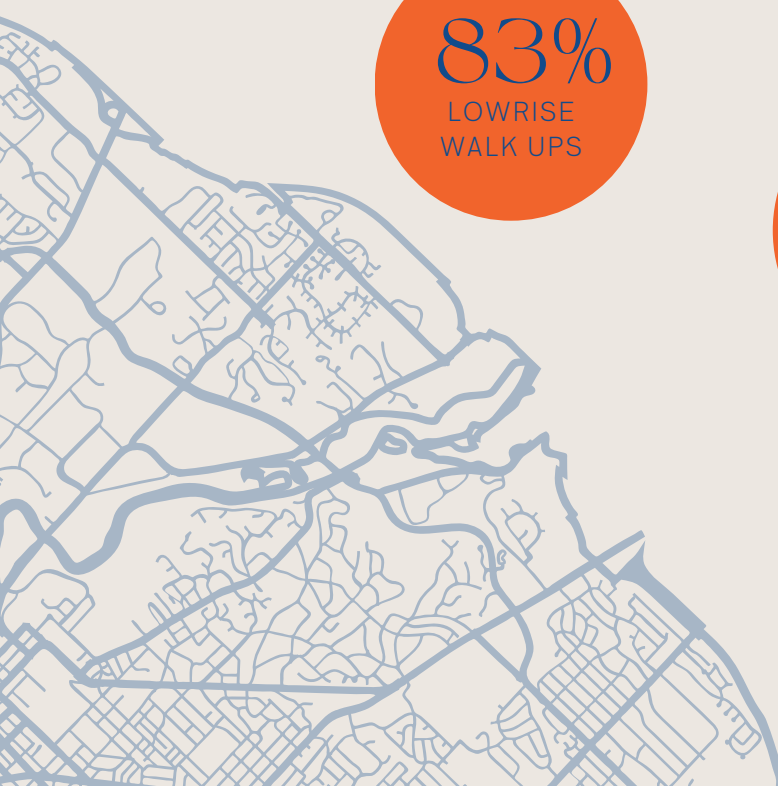
TOWNHOUSES

4%

ACCESSIBLE UNITS ACROSS THE PORTFOLIO

182

TOTAL TOWNHOMES

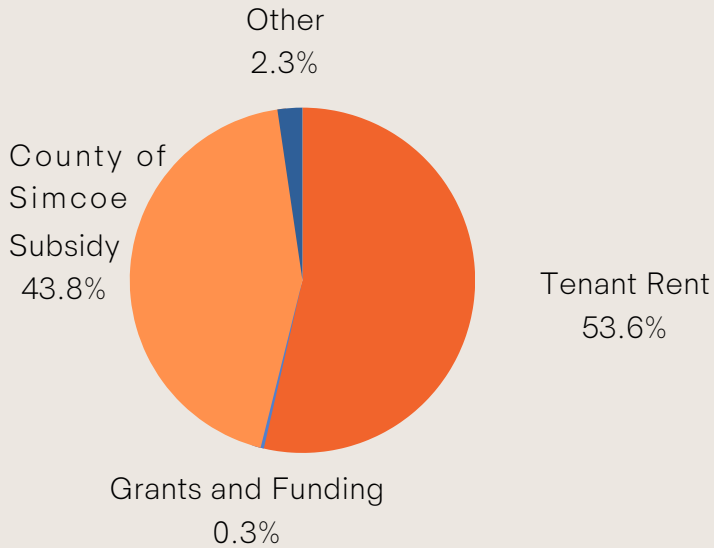


INVESTING IN OUR FUTURE

2022 FINANCES

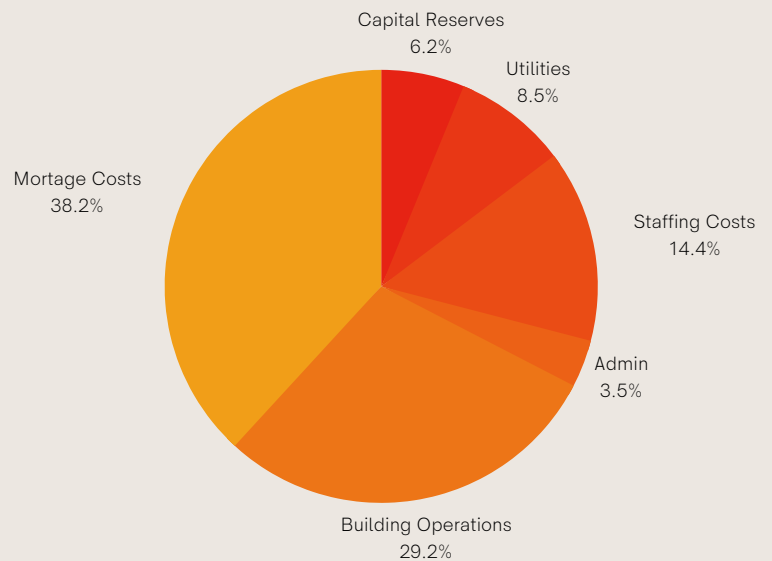
8.0

OPERATING REVENUE: 13.3 M

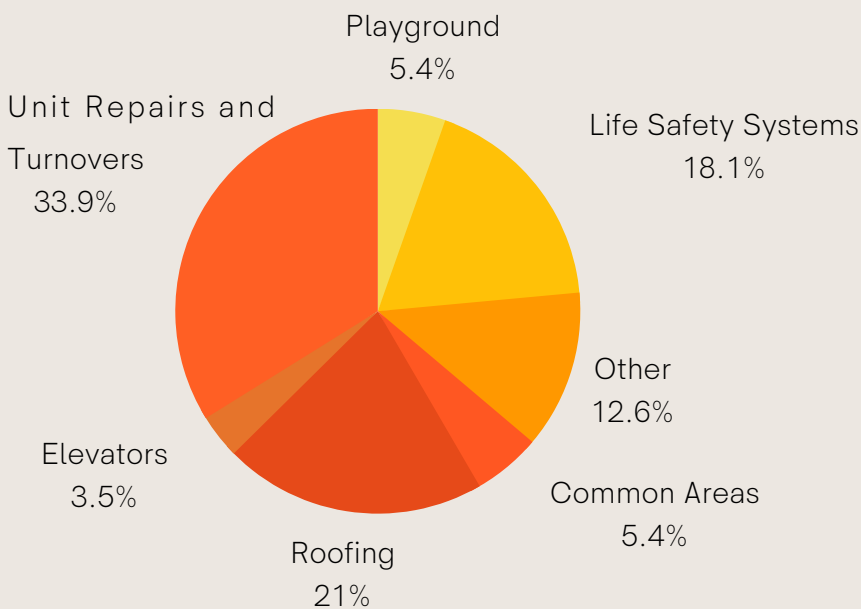


OUR OPERATING COSTS CONSIST OF DAY-TO-DAY EXPENSES ASSOCIATED WITH OPERATING THE CORPORATION.

OPERATING EXPENSES: 13.4 M



CAPITAL EXPENSES: 2.2 M



CAPITAL EXPENSES ARE EXPENSES PAID TO REPAIR, REPLACE OR UPGRADE CAPITAL ASSETS.



9.0

MAINTAINING TODAY BUILDING SERVICES

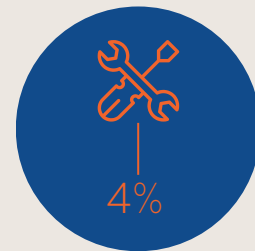
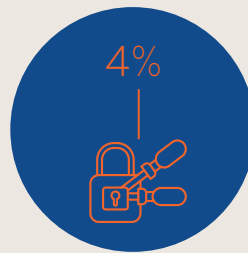
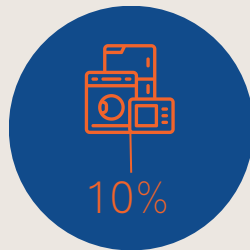
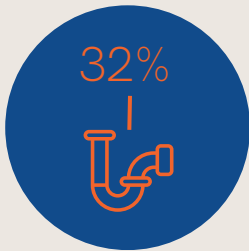
As we work to maintain our portfolio, we continue to provide safe and stable housing for our tenants. The Building Services team consists of a Building Services Manager, Supervisor, Building Cleaners, Maintenance Technicians, and a Painter/Handy Person. This team works diligently to ensure all the buildings in the portfolio are well-maintained and well-kept. The Maintenance Technicians respond to daily work orders and maintenance requests. Tenants submit

their requests online or via phone call. In 2021 Barrie Housing implemented Service Standards to set clear targets and manage expectations on how and when work orders are completed. This process groups work orders into three categories “regular” “urgent” and “emergency” Emergency work orders have a 1-hour turnaround time, urgent work orders have a 1-3 day turnaround time, and regular work orders have a 1-10-day turnaround time.

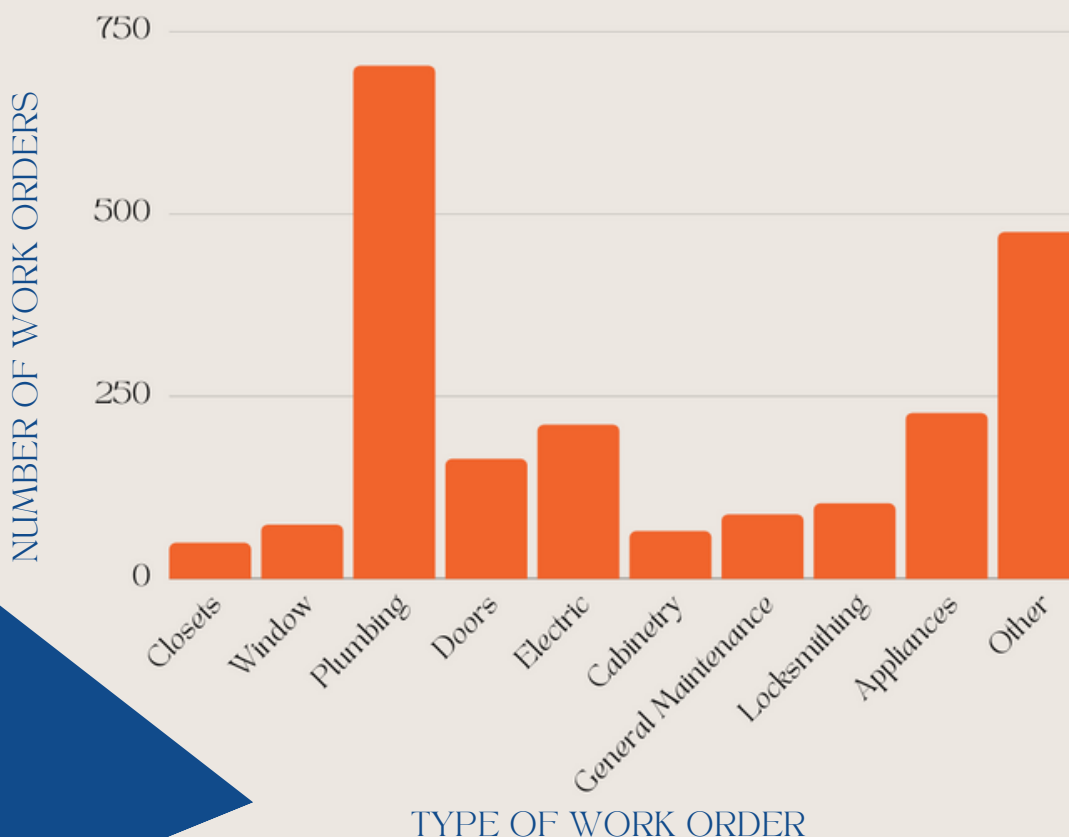
9.1

WORK ORDER STATISTICS

In 2022 our team completed 2,173 work orders ranging from general maintenance to plumbing. Maintenance technicians completed over 700 work orders related to plumbing, over 220 related to appliances, and 200 related to electricity. For doors, closets, and windows technicians completed 164, 49, and 74 work orders respectively.



2022 WORK ORDERS



PRESERVING TOMORROW CAPITAL PROJECTS

2.2 M
BUDGET

5
PARKING LOTS
RESURFACED

80%
FOB SYSTEMS
UPGRADED

33 YEARS
AVERAGE AGE
OF BUILDINGS

Every year Barrie Housing develops a capital project plan. This plan includes large-scale projects, and these projects help us to preserve and enhance our assets. In 2022 we completed many capital projects. The parking lots at Edgehill, Summitview, Northfields, Deerhearst, and one of the three Allanview were resurfaced. This resurfacing provided structural reinforcement to the parking lots and gave the parking lots an elevated look. The elevators at the Coulter Glen location were completely retrofitted and updated. These new elevators drastically improved the energy efficiency of the building and provide up to twenty years of use for the tenants. These brand-new elevators provide a modern look to the property and enhance the overall aesthetic of the property.

The roofs at ten buildings spanning five properties were replaced. Penetang Court, Timbercrest, Deerhearst, and Allanview roofs were replaced and can last up to twenty years. The majority of properties in the portfolio had their life safety systems upgraded. These life safety systems included adding strobes and horns to each unit as well as a battery backup, making this system more reliable and safer for tenants. Barrie Housing went above and beyond and added additional detectors in each bedroom in the portfolio to ensure the highest standard of safety. In addition to these systems, new cameras were installed at all properties to improve the safety of tenants in their communities' common spaces.

10

STRATEGIC PLAN



Every three years, the Board of Directors creates a strategic plan that will guide the company forward. In 2022 the Board of Directors started developing a new strategic plan to carry Barrie Housing from 2023 to 2026. Barrie Housing's vision is to sustain stable and safe housing. Barrie Housing's mission is to provide safe, affordable, quality housing to foster hopeful communities in individuals and families. There are three key strategic priorities that will guide Barrie Housing over the next three years:

1

Enhance Tenant Experience

Serving our Tenants

2

Strengthen Barrie Housing

Enhance and Strengthen our assets, Financial resources, and invest in our people

3

Position Barrie Housing for Growth

Preparing for development and expanded services

11

GROWING OUR COMMUNITY

In 2022 Barrie Housing worked closely with several community partners to bring more resources and community engagement to tenants. Barrie Housing was a proud recipient of the City of Barrie “Recreation and Sport Community Grant.” This grant provides funding support for programming, events, workshops, activities, and facilities that focus on building participation and engagement in recreation and sport to enhance the broader health and well-being of the community. We used this funding to install basketball courts at 3 locations: Millcreek, Allanview, Edgehill. Through our partnership with Sports Court we were able to bring these projects to life.

Barrie Housing created two summer positions with funding from the Canada Summer Job program. Barrie Housing created a Community Development Worker position who developed and facilitated many programs and services throughout the summer and a Building Services Worker position who worked along since the Building Services Manager assisting with special maintenance and capital projects.

In the fall, Barrie Housing handed out backpacks to youth in our communities on behalf of Glowing Hearts Charity. Glowing Hearts provided us with over 100 backpacks for school-aged tenants. Through the Rock 95 toy drive over 90 tenants had access to holiday gifts!



11

GROWING OUR COMMUNITY

Barrie Housing would like to thank the incredible community partnerships that emerged in 2022. Barrie Housing hopes to strengthen these relationships in the coming years.

