



Date: April 21, 2016

Report to: Board of Directors

Submitted by: Tom Hunter
Chief Executive Officer/
Secretary

Prepared by: Kathy McInnes
Manager, Business
Services

Subject: **Monthly Key Performance Indicators – Report #16010**

RECOMMENDATION:

That Report #16010 be received for information

A handwritten signature in blue ink that reads "Tom Hunter".

Tom Hunter
Chief Executive Officer/Secretary

BACKGROUND:

Provided below are the Key Performance Indicators targets and actuals as of March 31, 2016.

1. Rent Receivables

As of March rent arrears totalled \$401,905.28 or 16% of revenue. This is a five percent decrease from arrears reported in January 2016, and a two percent decrease from the same time last year.

Families represent 13% of arrears (\$324,846.92), seniors represent 2% of arrears (\$51,279.25) and singles without dependants represent 1% (\$25,779.11).

Of the total arrears outstanding, \$107,000 (4%) are being collected through repayment arrangements either voluntarily by the tenant or through the Landlord and Tenant Board.

In the month of March 512 tenants were served Notices for Non Payment of Rent (N4), 87 Applications were opened with the Landlord and Tenant Board and eight tenants were evicted.

2. Vacancy Statistics

As of March 31, 2016 there were a total of 456 vacant units, a vacancy rate of 6.4%. Of these 118 are on hold, 75 have been rented, 83 units require extensive repairs and 180 are available for rental. The vacancy rate excluding units "On Hold" as outlined below is 4.7%.

3. Market to Rent-geared-to-income (RGI) targets

There are three funding programs managed by CityHousing Hamilton that legislate the number of units that can be rented at both market value and rent-geared-to-income. The Service Manager regularly audits CityHousing Hamilton to insure that it is meeting these funding ratios.

Staff continue to monitor targets to insure that the ratios are managed accurately as vacancies occur.

OPERATIONAL PLAN:

This report implements:

Goal 1: Create Financial Sustainability – *Ensure that CityHousing Hamilton has sufficient capital to invest in buildings to minimize the impact on City of Hamilton taxpayers.*

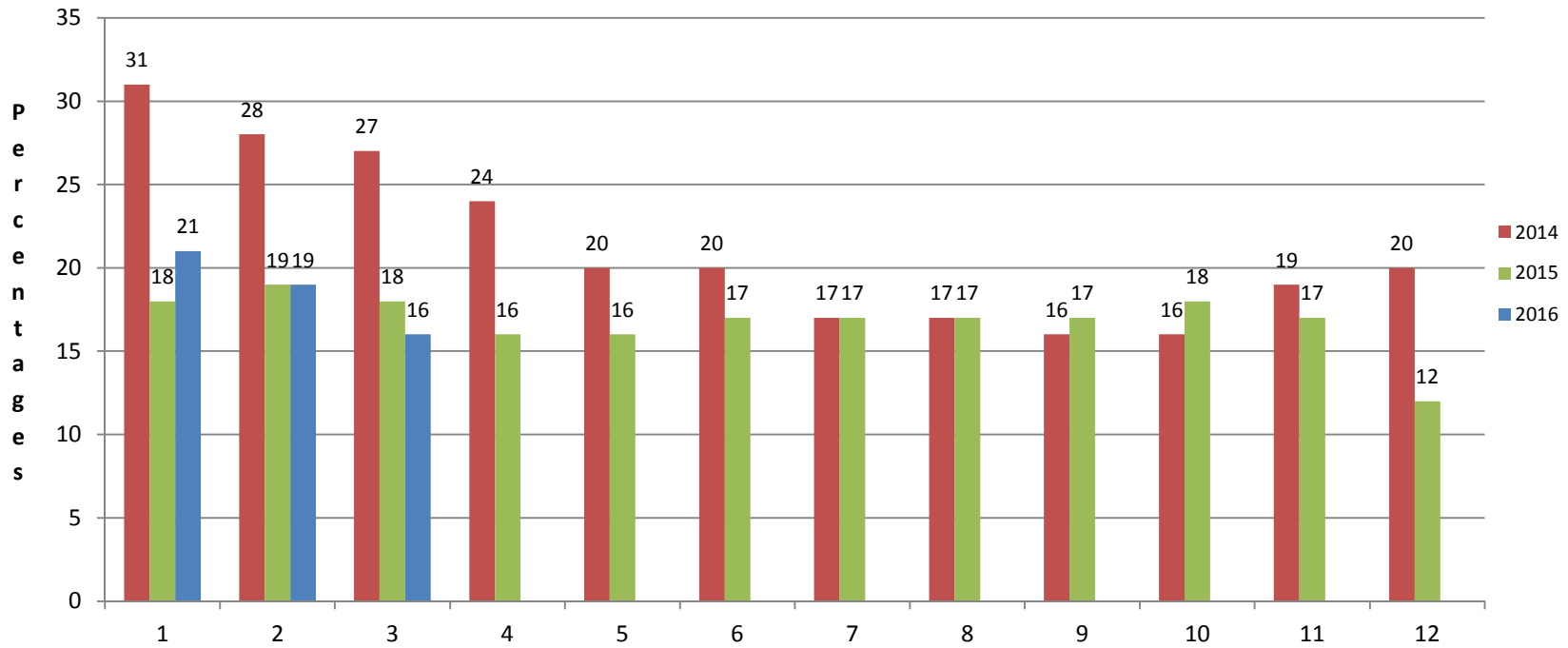
TH/km

Attachment

RENT ARREARS PERCENTAGES AND LEGAL ACTION STATISTICS

Indicator	Target	January	February	March	April	May	June	July	August	September	October	November	December
Monthly Rental Arrears	Family 5.0%	16%	15%	13%									
	Seniors 0.5%	3%	3%	2%									
	Mixed 5.0%	2%	1%	1%									
	Total	21%	19%	16%									
Notices for Non Payment of Rent	For information only	347	411	512									
Tribunal Actions	For information only	56	59	87									
Evictions	For information only	2	4	8									

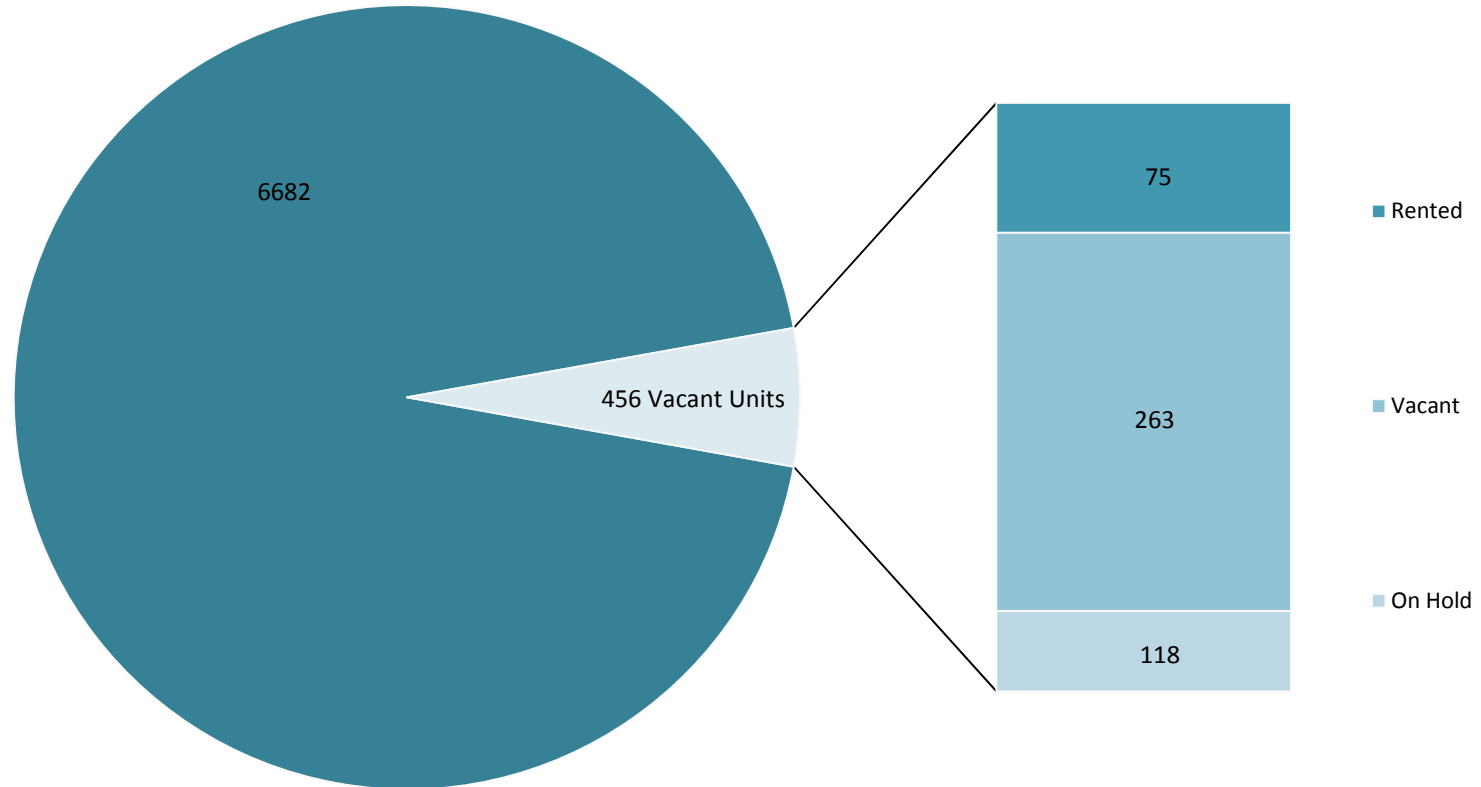
Rent Arrears Percentages as of March 31, 2016



CHH Vacancy Rate - All Units														
		Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	
Units on Hold														
	Revitalization Jamesville	14	14	15	15	18	18	18	19	19	19			
	Revitalization 500 MacNab	76	77	79	80	83	85	86	86	89	89			
	Bed Bug Treatment Suites	4	4	4	4	4	3	3	3	3	3			
	Model Suites (360 King)	2	2	2	2	1	1	1	1	1	1			
	Keith's Plumbing Storage	1	1	1	1	1	1	1	1	1	1			
	Brain Injury Services (30 Sanford)	2	2	2	2	2	2	2	2	2	2			
	Superintendent Unit (226 Rebecca)	1	1	1	0	0	0	0	0	0	0			
	Storage (360 King & 226 Rebecca)	3	3	3	3	3	3	3	3	3	3			
	March of Dimes (185 Jackson)	1	1	1	1	1	0	0	0	0	0			
	Able Living (405 York)	2	2	2	2	2	2	2	0	0	0			
Total Units on Hold		106	107	110	110	115	115	116	115	118	118			
		Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	
Units Requiring Repairs (not available to rent)														
	Singles/Semis (486)	17	22	22	22	25	26	28	23	26	33			
	Townhouses (1,743)	26	28	29	29	30	33	37	29	29	29			
	Apartments (4,909)	49	53	57	67	71	63	50	39	26	19			
Total Units Requiring Repairs		92	103	108	118	126	124	115	91	81	83			
Total Units Rented		82	86	79	54	60	61	38	64	57	75			
Total Units Available for Rent		196	170	167	158	163	160	182	188	194	180			
Total CHH Vacancies		476	466	464	440	464	460	451	448	450	456			
Overall Vacancy Rate (Target 2.8%)		6.7%	6.5%	6.5%	6.2%	6.5%	6.4%	6.3%	6.3%	6.3%	6.4%			
Overall Vacancy Rate Excluding Units on Hold		5.2%	5.0%	5.0%	4.6%	4.9%	4.8%	4.7%	4.7%	4.7%	4.7%			
CHH Vacancy Rate - Market Units														
		Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	
Total CHH Market Rent Units		1,185	1185	1185	1185	1185	1185	1185	1185	1185	1185			
Total Vacant Market Units		111	110	110	112	113	112	110	110	109	109			
Market Vacancy Rate (Target 2.8%)		9.3%	9.3%	9.3%	9.5%	9.5%	9.5%	9.3%	9.3%	9.3%	9.3%			
CHH Estimated Vacancy Loss														
		Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	
	Market Units	\$82,777	\$82,074	\$82,074	\$84,289	\$85,790	\$85,030	\$83,512	\$85,182	\$84,407	\$84,407			
	Site Staff Offices (17)	\$9,244	\$9,244	\$9,244	\$9,244	\$9,244	\$9,244	\$10,476	\$10,685	\$10,685	\$10,685			
	Community Houses (11)	\$8,676	\$8,676	\$8,676	\$8,676	\$8,676	\$8,676	\$8,676	\$8,849	\$8,849	\$8,849			
	Commercial Units													
Total Estimated Vacancy Loss		\$100,697	\$99,994	\$99,994	\$102,209	\$103,710	\$102,950	\$102,664	\$104,716	\$103,941.00	\$103,941.00			
On Hold Units	Units that are part of the revitalization plan or being held/used for other purposes													
Unavailable Units	Units that require extensive repairs and are not ready for rental (+\$2,000 apartment, +\$3,000 townhouses/houses)													
Available Units	Units that are ready for rental but have not been rented													
Units Rented	Units that are no longer available as they have been rented													



Vacant Units as of March 31, 2016



MARKET TO RGI STATISTICS

Indicator	Property	Target	Actual January	Actual February	Actual March	Actual April	Actual May	Actual June	Actual July	Actual August	Actual September	Actual October	Actual November	Actual December
Ratio of Market to RGI	Dundas Valley Non Profit Homes (Total 74 Units)	18% Market (13 units)	39% (28 units)	38% (28 units)	37% (27 units)									
	Hamilton Portuguese Community Homes (Total 146 units)	55% Market (80 units)	56% (82 units)	56% (82 units)	55% (80 units)									
	Municipal Non Profit (Total 858 units)	47% Market (399 units)	46% (393 units)	46% (393 units)	45% (386 units)									