



Westview

Capital Region Housing Corporation

CRD | CRHC

2020 ANNUAL REPORT

Message from the Board Chair



Lisa Helps, CRHC Board Chair

For the Capital Region Housing Corporation (CRHC), 2020 was about determination, momentum, perseverance and delivery.

At its core, the CRHC mandate is to create and deliver more affordable housing across the region, and when faced with a global pandemic, this mandate could have been significantly affected. But through the resourcefulness, professionalism and focus of staff, in 2020 the CRHC delivered more affordable new homes to a community in crisis than it has since its inception. This significant achievement, and the positive impacts the new housing is already having for those in need, remains an incredible accomplishment and will go a long way to supporting a healthy and thriving region into the future.

Under the Regional Housing First Program (RHFP), the CRHC opened two new mixed-market buildings in 2020, Spencer Close in Langford and West Park in View Royal. It has taken immense efforts to build the variety of housing options our community needs.

I'm grateful for the level of deep collaboration and agility that has exemplified the work of the CRHC Board and staff through 2020. Those attributes will support our work as we continue to address our mandate to create much needed housing and build our economy into 2021. I'm also grateful for the contributions and leadership of the members of the Tenant Advisory Committee who are helping to shape each of the CRHC sites into stronger communities.

A handwritten signature in dark ink, appearing to read 'Lisa Helps'.

Message from the Chief Administrative Officer



Robert Lapham, CRD CAO

2020 was a year like no other and the CRHC's response to the COVID-19 pandemic is an accomplishment to be proud of. Increasing support for tenants during a time of uncertainty and taking appropriate precautions throughout our properties to keep people safe remains our top priority.

Affordable housing is a key component of the CRD's Strategic Plan, and the dedicated staff of the CRHC advanced this commitment through the continued planning and development of nine projects under the RHFP. The CRHC opened 355 new homes in 2020, and when Hockley House opens in the spring of 2021, it will be the CRHC's fourth building to open in a 12-month period.

This has required significant leadership to navigate the corporation through unprecedented times. My thanks go to the Board and administration of the CRD and CRHC, and our municipal, provincial and federal government partners that are essential to this success.

I am exceptionally proud of how the CRHC has adjusted and sustained operations throughout the past year. As we move forward into 2021, our key focus remains supporting our tenants while continuing efforts to increase affordable housing options in the region.

A handwritten signature in dark ink, appearing to read 'Robert Lapham'.



Staff inspecting Spencer Close

Supporting Tenants Through COVID-19

It has been said that in 2020 we were navigating uncharted territory. That is exactly what CRHC staff were faced with when a provincial state of emergency was declared in March. Operationally, their attention was focused on how to continue to deliver services safely in the face of an unfolding global pandemic to more than 3,500 tenants in almost 1,800 homes across the region.

In the midst of constant change, CRHC staff and management remained resilient, and through their dedication were able to ensure our buildings were well maintained and the needs of our tenant population responded to. Tenant engagement continued with regular updates including COVID-19 safety protocols and compassion for those in delicate circumstances that were adversely impacted financially.

The pandemic struck at a time of the most rapid change the corporation has seen, both in adding capacity to the CRHC team and to the number of completed affordable housing units. The year presented difficult challenges, but tremendous opportunities and progress for the CRHC, and 2021 will continue on a positive track as the corporation provides even more homes for those in our community that desperately need them.

Kevin Lorette, General Manager, Planning and Protective Services
Don Elliott, Senior Manager, Regional Housing

CRHC Vision

As leaders in non-profit housing in the capital region, the CRHC delivers affordable, attractive, inclusive, sustainable housing.

CRHC Mission

The CRHC's mission is to develop and manage affordable housing within the capital region for low to moderate income households.



WEST PARK — *completed*

West Park opened in View Royal near Thetis Lake under the RHFP, with 152 units of mixed-market housing including 20 accessible units. West Park consists of two six-storey buildings with studio, 1 and 2 bedroom apartments.



SPENCER CLOSE — *completed*

Spencer Close opened in Langford under the RHFP, with 130 units of mixed-market housing including 13 accessible units. Spencer Close is a six-storey building with 1 bedroom, 1 bedroom plus den, 2 bedroom and 2 bedroom plus den apartments.



WESTVIEW — *completed*

Westview opened in Saanich with 73 affordable new homes for low-to moderate-income families, individuals, seniors and adults with disabilities. Westview is a four-storey building with studio and 1, 2 and 3 bedroom apartments.



HOCKLEY HOUSE — *opening Spring 2021*

Hockley House, the fourth building to open under the RHFP, is a six-storey rental building in downtown Langford comprised of studios and 1 and 2 bedroom apartments. The property includes 12 accessible units and will be managed by the CRHC.



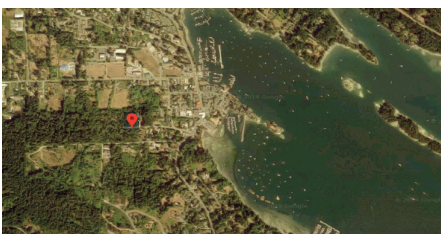
CALEDONIA — *under development*

A redevelopment in Fernwood that is proposed to create 158 new affordable rental housing units within 2 apartments and 3 townhouse buildings.



MICHIGAN SQUARE — *under development*

A redevelopment in James Bay under the RHFP that will provide a mix of rental options in 2 four-storey apartment buildings with 97 new mixed-market units ranging in size from studio to 3 bedrooms.



DRAKE ROAD — *under development*

An affordable housing project on Salt Spring Island with potential for 80 new housing units.

We envision that residents have access to affordable housing that enhances community wellbeing.

Regional Housing First Program (RHFP)

The RHFP is an equal partnership agreement between the CRD, the Government of BC through BC Housing and the Government of Canada through the Canada Mortgage and Housing Corporation (CMHC).

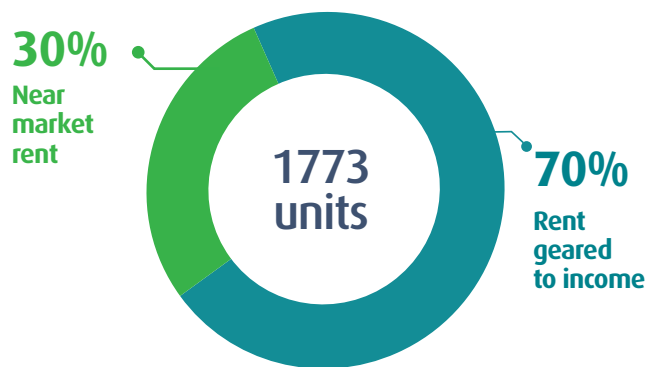
In 2020, the partners reached agreement to expand the program by contributing additional matching grants of \$10 million each, for a total contribution of \$120 million to this \$600 million initiative. This will ensure the program reaches its target number of homes for people experiencing chronic homelessness who are ready to live independently with supports.

The RHFP currently includes nine projects, which have created, or are in the process of creating, 960 units of affordable housing. In December, the program opened West Park in View Royal and Spencer Close in Langford, providing 282 new affordable rental homes on the Westshore for families and single people with mixed incomes. Hockley House opens in Spring 2021 with an additional 120 units of mixed-market housing in downtown Langford.

CRHC Overview^{**}



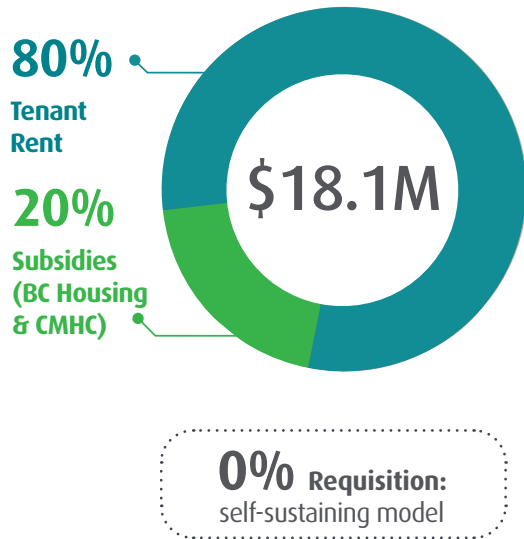
CRHC Rental Rates



^{**}Excludes Hockley

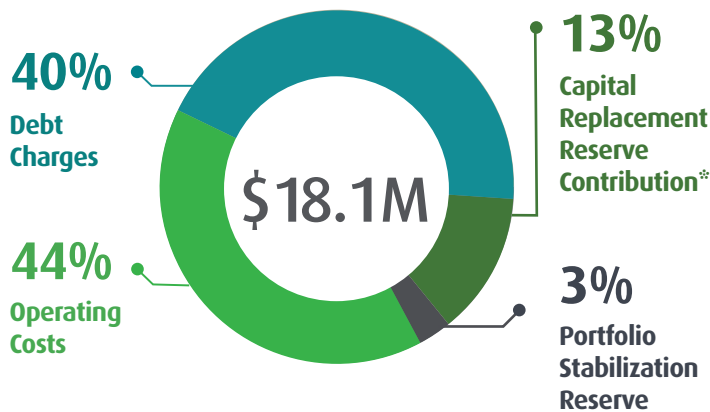
Financial Highlights

Operating Income



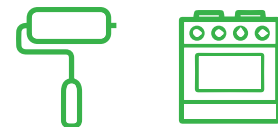
*Based on 2020 Audited Financial Statements

Operating Expenses



* For transfers to capital replacement reserve and equity contributions to future redevelopment projects

Annual Routine Capital Improvements



Unit Improvements

Includes replacing items such as appliances, flooring, heating, paint, cabinets, bathroom fixtures and window coverings



Building Improvements

Includes replacing items such as roofing, exterior paint, fencing, mechanical, common area flooring and paint



Laura Reid and family

Tenant Profile Laura Reid

If you had told Laura Reid 10 years ago that one day she would live in social housing and later become co-chair of the Tenant Advisory Committee (TAC) of the organization she rented from, she probably would not have believed you.

Up until 2012, Laura had been a homeowner, never needing to work outside of the home and was content raising her two adopted children, both with levels of learning challenges. But a sudden break-up left them with nothing and on the verge of becoming homeless.

"I had no income, we had nowhere to live - and there certainly wasn't anywhere to live that was 'affordable,'" she recalls.

Laura made calls to her local MLA and eventually filled out an application with BC Housing. The CRHC rented the family a three bedroom townhouse and the safety, security and confidence that came along with their affordable shelter is something Laura says simply can't be understated.

"My mandate was to find a decent, safe, stable place...a home that no one could take away from my children, where they would be secure," she says. "When you are not under the whim of a landlord who is going to raise your rent beyond what you can afford, or kick you out on the street, it allows you to build the kinds of emotional and physical supports your family needs - there's just nothing more important than stable housing."

Her children Michael, 19, and Emma, 18, have benefitted from this stability, and Laura says she never thought living in social housing would have such a profound effect on all of their lives, even leading her to seek out the co-chair role on the TAC.

"Social housing has allowed me to re-invent myself, twice, allowing me to go back to school and provide for my family," she says. "Now I can bring that experience to the TAC along with the many different groups of people who know no one will take their home away and make them homeless."

Tenant Advisory Committee

The Tenant Advisory Committee (TAC) reports through the CRD's Hospitals and Housing Committee to advise the CRHC Board of Directors on tenant policies and programs and may include up to eight tenant representatives. The purpose of the TAC is to promote effective communication, engagement and collaboration between the CRHC and its tenants, and provide information and advice regarding tenant-related policies and programs to support healthier and more livable communities.



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