



Hockley House

Capital Region Housing Corporation

CRD | CRHC

2021 ANNUAL REPORT



Jeremy Loveday
Board Chair
Capital Region Housing Corporation

Message from the Board Chair

I am pleased to provide this message for the Capital Region Housing Corporation (CRHC) Annual Report in my first year as Board Chair.

As the largest social housing provider in the capital region, the CRHC delivers affordable, inclusive, and sustainable housing. The CRHC works collaboratively with stakeholders, community partners and our tenants to build safe, vibrant, and accessible communities where our tenants can feel a sense of pride and belonging. At a time when our region is facing an acute housing crisis, the work of the CRHC is critically important.

In 2021, this was evidenced by the opening of 120 new homes at Hockley House in Langford and breaking ground on two new developments: 58 units at 2782 Spencer Road in Langford and 51 new units on Prosser Road in Central Saanich.

I would like to thank CRHC staff and Board for their important work throughout the pandemic and express gratitude to the members of the Tenant Advisory Committee for their leadership and dedication. I would like to also acknowledge and thank Mayor Lisa Helps from the City of Victoria who has served as Chair of the CRHC Board for the past four years. I have witnessed her creative and courageous leadership in action, and I look forward to continuing the work of urgently and collaboratively addressing the housing crisis.



Robert Lapham
Chief Administrative Officer
Capital Regional District
Capital Region Housing Corporation
Capital Regional Hospital District

Message from the Chief Administrative Officer

Reviewing the accomplishments of the CRHC in 2021 amid the complexities of a global pandemic is a time to express deep appreciation to staff and all of our partners. The CRHC has remained nimble and continued to advance our many construction projects and work on new development proposals, while continuing to be attentive to our ongoing operational requirements.

As the largest social housing provider in the capital region, we have a responsibility to ensure that our tenant population's needs are met in a safe and timely way. Staff and management were able continue to advance the RHFP with our partners, including a significant expansion to our own portfolio.

As of 2021, the CRHC owns and operates a total of 1,893 units with a further 109 units under construction and 661 in pre-construction and development. The heart of this activity is providing the region's citizens with necessary affordable housing in the capital region. My thanks to all for your continued efforts.



Staff and Tenants at Castenea

Connection and Reliability for Tenants

When the COVID 19 global pandemic broke in 2020, CRHC staff and management's ultimate task was to ensure our key focus remained delivering services safely, and 2021 brought more of the same challenges.

Our staff consistently continued to apply and follow safety standards and protocols in CRHC buildings and when meeting with tenants. All this while renting up a new 120 unit building in Langford, as the pandemic did not soften the critical need for quality, affordable homes in the region.

We have seen the crucial and dedicated work the management and staff of the CRHC bring to the fulfillment of their roles each and every day, and not only do we have gratitude for the level of professionalism they display, but for their optimism and courage in the face of uncertainty. They were able to elevate their own high standards to ensure the sense of community was alive and well across the nearly 1,900 homes they are responsible for in seven municipalities.

CRHC's tenants and staff have been through unprecedented times, but consistency, reliability and caring have punctuated these times to ensure that engagement remained ongoing, relevant and thorough especially when dealing with often delicate situations.

We look forward with hope that 2022, and the opportunity it brings, continues CRHC's commitment and vision to deliver even more quality homes our community needs and deserves.

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.



HOCKLEY HOUSE — *completed*

Hockley House is the fourth building to open under the RHFP, and the third in Langford within a year following the opening of 130 homes at Spencer Close and 132 homes at Millstream Ridge.

Located in the heart of downtown Langford, at Peatt Road and Hockley Avenue, Hockley House is a six storey, 120-unit building offering a mix of studios, 1 and 2 bedroom apartment homes.

The property includes 12 accessible units and is managed by the CRHC.



PANDORA — *under development*

Pandora is a unique collaboration between the City of Victoria, the Province through BC Housing, and the CRHC to build 220 new, non-market rental homes and create a new community centre, with a gym and child care spaces, on city-owned land in the 900 block of Pandora Avenue.



2782 SPENCER — *under development*

Located in Langford, 2782 Spencer Road is an affordable housing building operated by the CRHC. Its 58 units will include studio, 1 bedroom, 1 bedroom and den, and two bedroom units for low to moderate income seniors, individuals and families, including those with disabilities.



PROSSER — *under development*

Located in Central Saanich, Prosser is the fifth building to be constructed under the RHFP. It is a 51-unit affordable housing building operated by the CRHC. It will include 41 units for tenants with low to moderate incomes, and 10 units will be rented at provincial income assistance rates.



MICHIGAN SQUARE — *under development*

Located in Victoria’s James Bay neighbourhood, Michigan Square is a redevelopment project which will replace the existing three apartment buildings on Michigan Street with two, 4-storey apartment buildings to provide 97 units.



CALEDONIA — *under development*

Located in Victoria’s Fernwood neighbourhood, Caledonia is a redevelopment project which will feature 158 affordable rental housing units within 2 apartment and 3 townhouse buildings. It will continue to be managed by the CRHC.

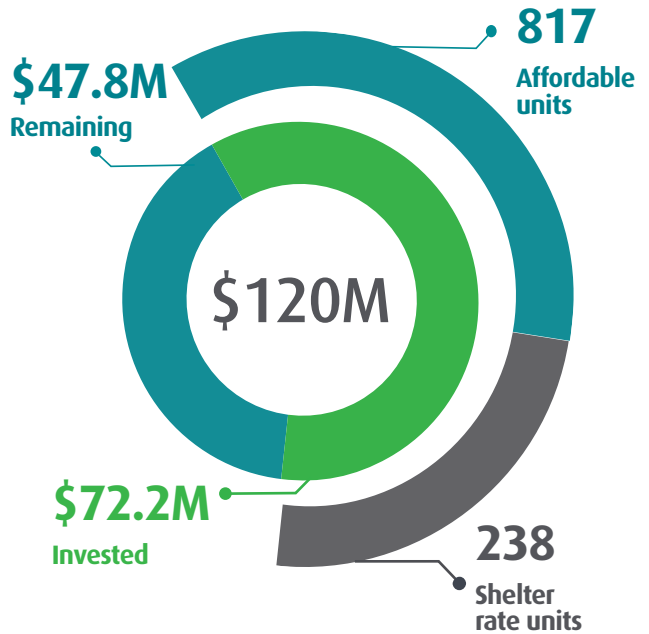
Regional Housing First Program (RHFP)

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

The equal partnership has seen a direct investment of \$120 million (M) to create up to 2,000 units of affordable housing as part of the \$600 million program, including up to 400 units renting at the provincial income assistance rate to address the needs of people experiencing homelessness on southern Vancouver Island and the Gulf Islands.

The RHFP currently includes 10 projects, which have created, or are in the process of creating, 1,055 units of affordable housing in six municipalities from Sooke to Salt Spring Island. In 2021, the CRHC opened Hockley House delivering 120 units of mixed-market housing in downtown Langford bringing the total number of completed units under the RHFP to 475.

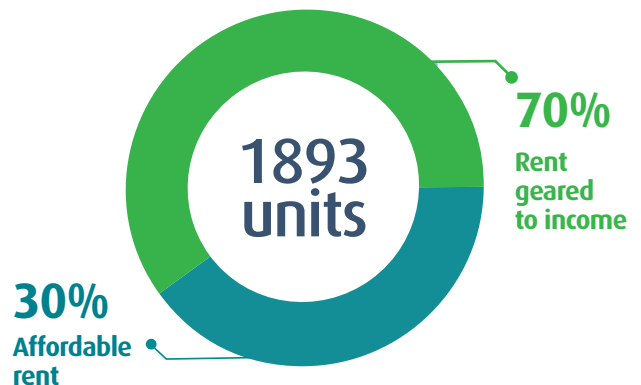
RHFP Units



CRHC Overview

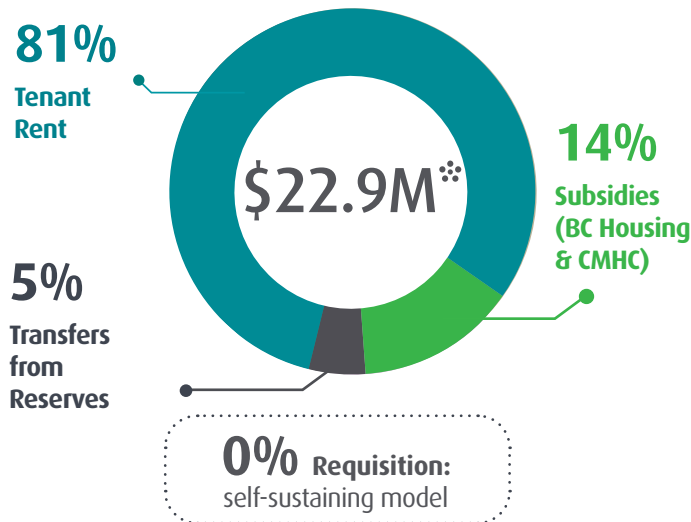


CRHC Rental Rates



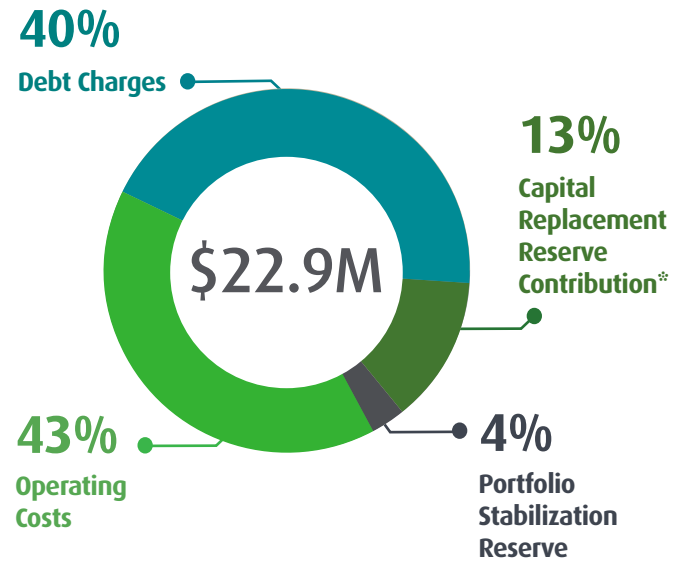
Financial Highlights

Operating Income

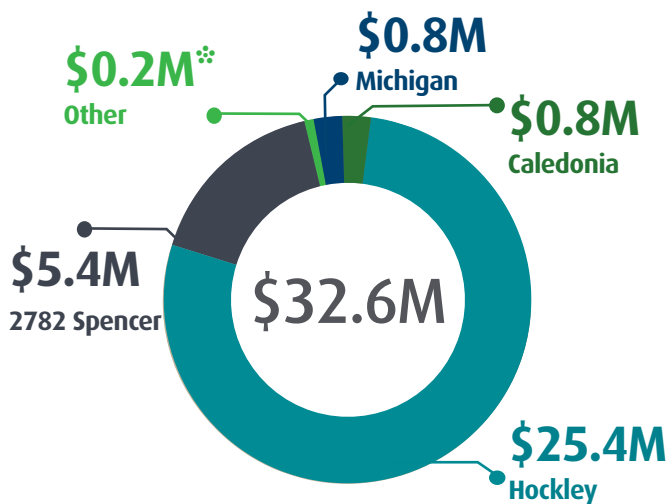


*Based on 2021 Audited Financial Statements. Includes transfers from Corporate Stabilization Reserve and capital project surpluses.

Operating Expenses



Capital Projects



**Includes pre-development and post-construction costs

Routine Capital Improvements



\$2.2M

*Routine capital improvements are investments made to replace building components and appliances and may include such items as roof repair, siding replacement, access and egress improvements, paint, windows and units specific appliance repair/replacement.



Tenant Profile - Warren Irvine

If you live within three blocks of Warren Irvine, chances are you have seen him around helping out around his apartment building or one of the local businesses. Capital Region Housing Corporation (CRHC) Caretaker Barry Cathers says, Warren has a “presence” in the building.

“He’s always around and always willing to go above and beyond for his neighbours and his community—even though it’s not expected,” he says. “Whenever Warren sees somebody that needs help he’s right there. To know there’s people that are community-minded and willing to help out—it’s inspiring.”

Other tenants see the contributions Warren makes to the community and appreciate what he does. He can often be found spending a little extra time cleaning up a spill or a mess left behind, keeping the property clean, clear, and inviting. While he knows others appreciate the effort, if you ask

Warren, he doesn’t do it for the acknowledgment, he simply just “likes to keep things clean.” He attributes much of his work ethic to his time working on a farm in Ontario as a young man, and his 20-year plus career as a miner.

“There was no time to sit still, you worked until the job was done,” he says.

It was that kind of persistence that was key in finally getting the call for housing after waiting on the BC Housing Registry for 14 years. While he had maintained a small 8’ x 10’ studio unit in Victoria for 25 years, he needed the “stability and peace of mind” affordable housing offers. When he finally saw his new home, Warren remembers it was “like looking at heaven.”

“To me, where I live is like a mansion,” he says.

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.

CRD | CRHC

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