



Progress Report 2025

Halton Community Housing Corporation
Community Development Strategy

Executive Summary

This update details the progress of the Halton Community Housing Corporation (HCHC) Community Development Strategy for 2025. Over the last 12 months, HCHC has continued to work towards the outcomes identified in the Community Development Strategy. This Strategy was approved by the HCHC Board in February 2018 and updated in the 2022 – 2023 Community Development Strategy refresh. These outcomes are:

- well-built and well-maintained communities;
- safe and secure communities;
- residents are supported, where required;
- programming is reflective of residents' needs; and
- effective communication with residents.

This report demonstrates progress made in 2025 to achieve the Strategy's five outcomes. HCHC remains committed to working with residents and stakeholders on the Strategy's implementation and will continue to report back to the Board annually.



Armstrong Terrace, Georgetown



Brant Court, Burlington



John R. Rhodes Residence, Oakville



Lakeview Villa, Acton



Well-Built and Well-Maintained Communities

Our commitments:

- HCHC will respond to maintenance requests in an effective and efficient manner.
- HCHC will effectively communicate with tenants about the status of maintenance requests.

Our current status:

- Energy, Fleet and Facilities is increasing capacity to address the large volume of maintenance requests received for HCHC buildings every day.
- HCHC is making improvements to technology to improve response times.
- HCHC is investing in ongoing maintenance and large-scale capital improvements to ensure buildings are in a good state of repair and improve energy efficiency.

Our accomplishments so far:

- An on-call/service desk responds to maintenance requests 24 hours a day, seven days a week. In 2025, a total of 19,111 maintenance requests were completed across HCHC's portfolio.
- In 2025, HCHC added two additional Maintenance & Tenant Support Workers and an additional Supervisor to support the growing number of maintenance requests.
- In 2025, HCHC invested \$7.8 million in capital improvements to keep its communities in good condition. This included roof replacements, elevator modernization, installation of new sprinkler systems and sidewalk replacement.
- HCHC has committed to reducing total building greenhouse gas emissions at sites by 25% by the end of 2025. HCHC received a \$7.0 million CMHC investment, under the National Housing Co-Investment Fund Renewal and Repair Program. The \$7.0 million CMHC contribution, along with a \$16.9 million investment by HCHC, projects to lower HCHC's GHG's by 25% by the end of 2025. Actions taken in 2025 include replacing older greenhouse gas producing heating systems with heat pumps and improving energy efficiency through building envelope upgrades and roof replacements. With a target reduction of 873 tCO₂e (25%), our projected savings of 972 tCO₂e exceed the CMHC goal by 10%, cutting HCHC's GHG emissions by approximately 28% overall.
- Unit inspections were completed in all units across the portfolio. These inspections help staff to identify required repairs and address any safety issues at the sites.
- HCHC completed building condition assessments in 2025 to prioritize capital investments and support the development of the 10-year capital plan.

Our goals for the next year:

- Continue to respond to maintenance requests within established response timelines.
- Implement the updated Service Level Agreement including response times, opportunities for tenant feedback and staff processes.
- Continue to strategically invest in capital improvements to maintain the HCHC housing portfolio in a state of good repair and ensure long-term asset sustainability.
- Leverage Building Condition Assessment (BCA) findings to inform data-driven capital planning and prioritize investments that maintain HCHC assets in a state of good repair.
- HCHC will add two additional Maintenance & Tenant Support Workers in 2026 to meet growing demand across the expanding portfolio.



Safe and Secure Communities

Our commitments:

- HCHC will continue to complete security audits of all HCHC communities and make targeted investment in security cameras and access control systems.
- HCHC will establish baseline information related to safety and security, and monitor indicators to measure and report on progress.

Our current status:

- Community safety and well-being continue to be highly prioritized by HCHC residents.
- HCHC is actively participating in the Regional security review anticipated to be completed in 2026.
- HCHC is working to enhance capacity to gather information, understand community safety issues in our communities and respond to areas in need.

Our accomplishments so far:

- HCHC and HRPS continue to work collaboratively on complex situations including information sharing and in person responses where appropriate.
- HCHC continues to deliver presentations to HRPS staff regarding priority security concerns and responses to calls at HCHC sites.
- HCHC installed 135 cameras across 4 HCHC sites in 2025 to support timely responses to tenant security concerns.
- HCHC has provided input into the Halton Region Security Review (preliminary results expected in 2026).

Our goals for next year:

- Continue to build our partnership with HRPS to share information and collaborate around safety concerns.
- Implement recommendations from the Regional security review regarding HCHC properties.
- Continue to engage residents on matters of community safety and security concerns.
- Update the HCHC Energy Fleet and Facilities Services Level Agreement to include updated indicators, service timelines and tenant pathways.





Residents Are Supported

Our commitments:

- HCHC will work with community partners to increase the amount of age-appropriate programming in both senior and family communities including programming for adults and adolescents, and multicultural programming.
- HCHC will explore expansion of integrated supports for tenants such as the Community Wellness Hub model and Supports for Daily Living.
- HCHC will build upon existing partnerships with local municipalities to expand program offerings and partnership opportunities

Our current status:

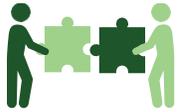
- HCHC and health and social services partners continue to engage residents to improve opportunities for input into programs and services available in communities.
- HCHC is committed to improving the health and quality of life of residents, including supporting residents facing financial hardship and food insecurity.
- HCHC has expanded the Community Wellness Hub model to five sites in Halton as of 2025.

Our accomplishments so far:

- Based on tenant feedback, HCHC has expanded programming for youth and older adults. Programming includes a portfolio wide youth symposium, barbershop events and youth police academy in partnership with Halton Police, social activities at older adult sites and programming with Halton Heritage Services that allows seniors to interact to discuss local history and artifacts.
- HCHC continues to work with Halton Region's Public Health department to provide programming in our communities including immunizations, smoking cessation and harm reduction programs.
- In 2025, HCHC continued to expand the Community Wellness Hub model with the opening of HCHC's first purpose-built Hub site at 265 Kerr Street. HCHC has also begun operationalizing a new Hub site at 4100 Longmoor Drive. These sites follow the same approach used at the initial hub model at 410 John Street and will provide on-site health and social services to residents to facilitate independent living and improve quality of life.
- HCHC continues to offer a range of programs to tenants through partnerships with service providers. Programs include food security supports, youth programs, summer barbecues, community gardens, senior's teas, exercise programs and other social activities. Programming and staffing roles will continue to evolve to meet the changing landscape of resident need in HCHC.

Our goals for next year:

- Improve HCHC's approach to community development and complex tenancy support, especially involving mental health and addictions in our communities.
- Continue to work with health and social service partners to expand programming options and service coordination to facilitate independent living and improved quality of life.
- Continue to grow strategic partnerships and formalize tenant engagement to develop program offerings based on tenant feedback.
- Specialized HCHC staff will work with partners to improve system navigation and coordination to connect tenants faster to the supports they need.



Programming is Reflective of Residents' Needs

Our commitments:

- HCHC will select and support Community Champions to facilitate ongoing feedback at HCHC sites.
- HCHC will establish region wide Youth, Seniors, Newcomers and Family Advisory Groups, to provide strategic advice on population-specific programming needs in HCHC communities.
- HCHC will implement a way to more formally recognize the work of volunteers and partners on an annual basis.
- HCHC will apply an EDI lens to HCHC programs and policy making.

Our current status:

- HCHC has established youth, newcomer and seniors advisory groups to inform population-specific programming needs.
- HCHC recognizes the crucial work of volunteers and partners through an annual recognition banquet. Partnerships with service providers and the work of volunteers are crucial to the success of the Community Development Strategy.
- HCHC is committed to principles of diversity, equity and inclusion and will use this to guide the actions of the housing corporation.

Our accomplishments so far:

- In 2025 HCHC hosted its first youth symposium with over 80 participants organized by the HCHC Youth Advisory Group.
- HCHC has continued to work with the Youth and Newcomer Advisory groups to inform population-specific programming.
- HCHC hosted a recognition event for volunteers and community partners in 2025. The event was highly successful and will be held again in 2026. This event provides an opportunity to recognize partners and volunteers and to gather input on programming and new community initiatives.
- In response to resident feedback, HCHC continues to partner with the Centre for Education and Training to offer English language classes at HCHC sites.
- HCHC has continued art therapy programming at HCHC sites for seniors.

Our goals for next year:

- New HCHC leases will include a clause prohibiting smoking in units to promote improved health and safety. Smoking cessation resources will be provided to tenants as needed by Halton Region Public Health.
- HCHC will continue to support the work of the Youth and Newcomer Advisory Groups and take steps to further develop Seniors and Family Advisory Groups.
- Identify Community Champions at each HCHC site and formalize a process to facilitate and respond to feedback.
- HCHC will continue to apply an EDI lens to community development activities and business practices.





Improving Communication with Residents

Our commitments:

- HCHC will operationalize digital signage across multi-residential sites to provide community notices and communicate with tenants in a timelier manner. HCHC will increase opportunities for residents using technology.
- HCHC will look for opportunities to issue important communications to tenants in different languages.

Our current status:

- HCHC has installed digital signage across multi-residential sites and has included signage as a requirement for new builds including 265 Kerr Street.
- HCHC has partnered with Regional Communications to profile events and share outcomes with the broader community.

Our accomplishments so far:

- Digital signage has been introduced at all multi-unit residential properties, with media screens displaying building specific information to tenants in real time.
- HCHC continues to offer digital signage messaging into languages other than English or French at sites with high numbers of tenants whose first language is not English.
- Where feasible, HCHC is transitioning paper notices to email updates for tenants. This is aligned with the Halton Region Digital Strategy, improving communication with tenants and reducing staff time related to notice delivery.
- HCHC has established satellite offices at locations in all four local municipalities. These allow staff to be more accessible to residents.

Our goals for next year:

- Continue to expand the use of digital channels to enhance communication with residents.
- Explore technology as an opportunity to engage tenants in other languages.
- Leverage work of tenant advisory groups for input into additional improvements related to communication.



