



SANFORD HOUSING SOCIETY

Annual Report 2019

Environments that inspire lives



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Our Mission

To enable individuals with mental illness, addictions or disabilities to live with dignity and independence by providing them with quality affordable housing.

From the President & Executive Director

Happy 30th anniversary to SHS! It is hard to believe that 30 years have passed since the Society was incorporated in 1989. The first five group home facilities opened in 1990 and are still going strong today. With a portfolio that has grown to 487 units (511 beds) in 23 locations, Sanford Housing Society and Sanford Affordable Housing Society continue to provide quality, affordable supported and independent housing for people in need.

Sanford Property Management is also thriving. SPM is small but mighty, with six clients and over 300 beds receiving property management services. Our new electronic work order system has been a hit with our clients, and we are looking forward to expanding it to our SHS service provider partners in the upcoming year.

In the past year, SHS has welcomed new staff members Jun Manuel and Allen Alvear (Janitors at MFA), Jeff Kilpatrick (Maintenance Tech at MFA) and Rani Singh (Property Admin Assistant). Inesa Yali (Director of Finance) and Rahman Ghahramani (Janitor at MFA) celebrate 5-year employment anniversaries in 2019. SHS welcomed two new board members, Amanda Morgan and Dharam Dhillon, this spring. Justen Harcourt has resigned from the board

after nearly seven years, and board and staff members thank him for his service and wish him well.

One of SHS's long term service provider partners, Wavey Demeester of Emerald Health Care, is retiring this summer. Wavey and her team have provided support services to residents of Emerald, Birchwood and Magnolia Houses since 1995. It has been a pleasure to work with Wavey and we wish her many happy years of retirement in Newfoundland. Coast Mental Health will be the new service provider for all three homes. Given our longstanding relationship with Coast (who now provide support services at seven SHS sites), we anticipate a smooth transition.

Looking to the future, affordable housing for singles and families continues to be a priority for government funders. Sanford Affordable Housing Society's project in the District of North Vancouver was a successful respondent to BC Housing's Community Housing Fund proposal call last summer, and the

development team has been working hard with BC Housing, the DNV, and our partner, Hollyburn Family Services Society, to bring the project to fruition. In addition to the support from BC Housing, we are grateful for the seed funding and grant monies that we have received from CMHC and Vancity Community Foundation.

Our relationship with Vancouver Coastal Health is a mainstay of our success. SHS's supported housing and licensed group homes continue to be in high demand. Venture underwent substantial renovation last year, and is back at full capacity.

As we move into our 31st year it is clear that SHS's original mandate to build and operate affordable supported housing remains relevant today. Creating Sanford Affordable Housing Society has enabled us to expand our housing options to assist more people in our community.

Quality, safe and affordable housing is still much needed, for people who require supports and for those who don't.



Left to right: Allyson Muir, Executive Director and Dane Jansen, Board President

Celebrating 30 years

The Greater Vancouver Mental Health Service (GVMHS) was created as part of the de-institutionalization of mental health services. GVMHS was later absorbed by the Vancouver Coastal Health Authority. With de-institutionalization, many of the former patients of psychiatric hospitals moved to private boarding homes throughout the city. As property values rose in the 1980s, many of the boarding homes were being sold and the residents evicted.

GVMHS Director, Helga Hicks, said "What we need is a society that owns the houses and if the operator wants to go into real estate, he goes and the residents stay". Helga drafted the bylaws and we started the society which we named after Katherine Sanford. She was Helga's predecessor who had done such a sterling job in finding housing for people with mental illness.

We recruited Ron Yuen and Michael Smith as co-chairs and they hired Bonnie Rice. We have always been lucky in finding board chairs who are knowledgeable in building and development and Bonnie Rice maintained a good relationship with BC Housing. Everyone involved can be proud of the Society.

- Marguerite Ford, Honourary Board Member

The Sanford Housing Society: In the Beginning

Written by Honourary Board Member Arleen Paré for the 30th anniversary of Sanford Housing Society

There are names that should not be forgotten:

Helga Hicks for instance who conceived the idea one morning just before her alarm turned into CBC news.

And Katherine Sanford the original who gave her whole name to the first 25 years though later she agreed to leave her first name behind.

Bonnie Rice who for years was in charge and in charge and in charge

before she decided she needed time to travel the world.

And Linda Thomas who pulled it all together and out of the bag at all times and always. These are the names of the women who got the ball rolling.

Ball rolling was houses on the ground in Vancouver where the ground costs a lot. Even then.

Houses on the ground was people moving in who had no other place to move into.

People moving into the houses meant safe and dry for so many who had not known much safe and dry.

Safe and dry became home. Home was what it was all about - and still is.



2019 Board of Directors



Back row from left to right:

Dale McClanaghan
Director, **Justen
Harcourt** Director,
Anthony Robinson
Director, **Dharam
Dhillon** Director

Front row from left to right:

Lilly Woo Treasurer,
Judy Lindsay
Secretary, **Dane Jansen**
President, **Judy
Newman** Director

Not pictured:

Matthew Brown Director

Inset:

Amanda Morgan
Director

SHS welcomed two new board members, Amanda Morgan and Dharam Dhillon, this spring. Amanda is an architect committed to the design and development of affordable housing. Dharam is a lawyer whose work focuses on commercial real estate, real estate development, financial services, construction and public infrastructure projects. Justen Harcourt resigned from the board this summer after nearly seven years as a director.



Since I retired in 2016, I'm happy to report that I have not been a victim of boredom, at least not yet. While my to do list has gotten shorter my bucket list continues to grow. My passion for travel is well known and I have been fortunate to have had several great trips these last few years.

My other passions are music and art so when an opportunity came my way last year to manage a group of talented musicians I decided to give it a try. It's only part time but it's keeping me busy and is great fun! I feel ready to fill more of my time and will be exploring a volunteer position with the Vancouver Hospice Society following a trip I have planned to Berlin and Crete in the fall.

I enjoy having the time to travel and the freedom to try out new things, however, I would definitely miss the people if I didn't have the opportunity to stay connected as an honorary member. I look forward to chatting with Allyson and dropping by the office from time to time. It's always interesting to hear what's happening at Sanford and very heartening to know that the great work of the Society carries on.

- **Bonnie Rice**, Honorary Board Member and Former Executive Director

Honorary Board Members

John Currie
Dennis Dineen
Marguerite Ford
Gordon Gram
Kathleen Higgins
Christine Judd
Marilyn Kerfoot
Louise Lee
Darlene Marzari
Marleen Morris
Arleen Pare
Bonnie Rice
Katherine Sanford
Sheila Smigarowski
Peter Withers
Ron Yuen

Our Staff



Front Row Left to Right:

Allen Alvear Janitor | **Mike Arcangel Sr.** Maintenance Tech | **Rebecca Lall** Accounts Administrator | **Inesa Yali** Director of Finance | **Herminio “Jun” Manuel, Jr.** Janitor

Inset:

Bam Bam | Office Mascot

Middle Row Left to Right:

Rani Singh Property Admin Assistant | **Joel Rafols** Janitor, W7 | **Melissa Fong** Senior Office Administrator | **Allyson Muir** Executive Director

Not Pictured:

Laurel Nagem Building Mgr, MFA (on leave)

Back Row Left to Right:

Jeffrey Kilpatrick Maintenance Tech | **David Graham** Acting Building Manager, MFA | **Stevo Vranjes** Property Manager | **Murray Newman** Caretaker, BRice | **Rahman Ghahramani** Janitor | **Mark Baillie** Property Manager | **David Kaplan** Property Manager



Our Properties

15 Group Homes

5 Supported Apartment Buildings

1 Short Term Transitional Housing Building

2 Affordable Housing Projects

Property Managers' Corner

The 2018/19 day to day operations kept our Property Managers very busy through the year. There were multiple large projects completed throughout the SHS portfolio.

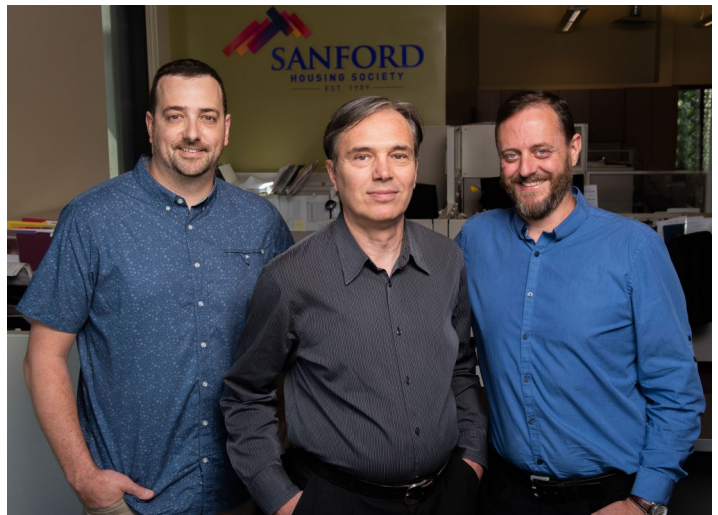
Sanford Apartments & Marguerite Ford Apartments received new security camera servers. Chester House and Granville House both had new fences installed. Tamarack House received extensive renovations including 2 gas fireplace replacements and new flooring through the entire home. Pender House received a complete exterior re-paint. Marguerite Ford Apartments underwent several major suite renovations.

Smith Yuen Apartments had a portable bed bug sauna installed in the garage to help battle the bed bug crisis. This has proven to be a valuable asset for the building as we have seen a large decrease in bedbug activity since the sauna was installed.

(Photo left to right) Mark Baillie, Stevo Vranjes and David Kaplan

Sanford Property Management (SPM) continues to expand its portfolio each year. Word of mouth has been our best advertisement, with satisfied clients telling other non-profits about our services.

In June 2019 Aunt Leah's Foundation became our newest SPM client. This brings the total number of units managed by SPM to 303 and growing.



Marguerite Ford Apartments began offering a tenant janitorial program in February. The program is still in a trial phase, but since it began we have had a lot of enthusiastic participants who have contributed greatly to the building community.

We have tenants from the building help out for 4 hours a week assisting with light janitorial duties. This includes mopping, dusting, window cleaning and trash removal in the common areas and around the perimeter of the building.

Since we have started there has been a lot of interest from others in the building and it's looking like participation is growing! We will provide WHMIS and other training / educational opportunities for all participants.

We look forward to continuing the success of the program going forward.



David "DJ" Graham
Acting Building Manager

SHS Financial Report

Treasurer's Report



March 31, 2019

Sanford Housing Society Year End Report

Another record breaking year at Sanford Housing Society for the FY 2018/19.

SHS continues our mission of providing affordable housing to those at risk of homelessness by working with new partners to increase the number of units under our management.

On the fiscal front, the society ended the 2019 fiscal year with an operating surplus of \$156,586, which SHS will use to further increase our portfolio of units. We look forward to many more years housing those who are vulnerable to homelessness.

On behalf of the Board, I express our sincere gratitude for the hard work and the creativity shown by the management and staff during the past year to ensure the mission of SHS continues successfully.

Respectfully submitted,

Lilly Woo
Treasurer

Consolidated Statement of Financial Position		
	Totals	
	2019	2018
Assets		
Current Assets	3,086,637	2,932,530
Restricted Cash and Investments	4,795,544	4,500,283
Property, Plant & Equipment	64,312,110	65,788,650
	72,194,291	73,221,463
Liabilities and Fund Balances		
Current Liabilities	1,323,155	1,397,223
Mortgage Payable, current portion	1,399,515	1,352,063
Total Current Liabilities	2,722,670	2,749,286
Mortgage Payable	48,946,215	50,346,143
	51,668,885	53,095,429
Fund Balances	20,525,406	20,126,034
	72,194,291	73,221,463
Revenue and Expenses		
Revenue		
BCH Funding	3,502,501	3,325,970
VCH Funding	1,084,589	1,096,574
Rental Income	1,876,644	1,771,988
Donations & Grants	11,248	17,933
Other Income	358,552	193,117
Total Revenue	6,833,534	6,405,582
Expenditures		
Project Operations		
Operating Costs	3,723,099	3,433,097
Amortization	1,568,954	1,561,553
Wages & Benefits	354,356	347,613
	5,646,409	5,342,263
Administration		
Operating Costs	150,795	181,719
Wages & Benefits	640,364	597,547
	791,159	779,266
Total Expenditures	6,437,569	6,121,529
Excess of Revenue over Expenditures	395,965	284,053
Subsidy Adjustments	3,406	-
	399,372	284,053
Fund Balance, Beginning	20,126,034	19,841,981
Fund Balance, Ending	20,525,406	20,126,034

Sanford Housing Society gratefully acknowledges the ongoing support of:



30 Years - Our History & Milestones

1989 Katherine Sanford Housing Society, a registered charitable organization is founded.



15 Group Homes and 1 Short Term Care Facility open providing 106 beds **1989 to 1996**



1998 Our social enterprise is established to provide professional property management services to non-profits

1 Group Home and 3 Homeless at Risk apartments, 60 beds **2000 to 2001**

2005 Smith-Yuen Apartments opens - Seniors' Supportive Housing, 52 units



SHS name change and rebranding **2012**

2012 Sanford Apartments - 30 Program and 32 RGI units

Marguerite Ford Apartments, 147 units **2013**

2017 Kingsley Estates - 12 Affordable Housing Townhouse Units



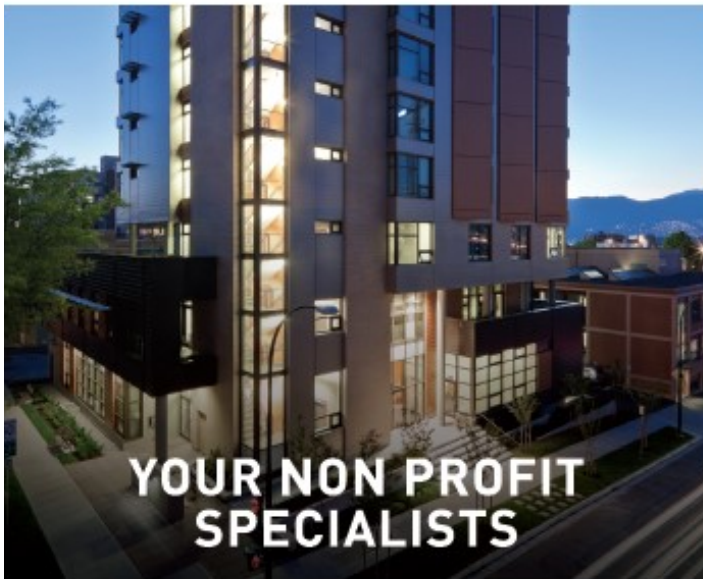
Incorporation of Sanford Affordable Housing Society **2017**



2017 BRice Apartments - 48 Affordable Housing units

SAHS was selected to develop 90 units in the District of North Vancouver under BC Housing's Community Housing Fund **2018**

Our Social Enterprise



Your property. Our focus.

WE ARE A SOCIAL ENTERPRISE

All profits from Sanford Property Management are directed to Sanford Housing Society to further its mission of developing safe, secure and affordable housing for people in need.

OUR MANDATE

Established in 1998 as a division of Sanford Housing Society, Sanford Property Management is dedicated to providing high quality property management services to help protect your valuable asset.

Our experienced team strives to decrease your costs, reduce your risks, increase your tenant satisfaction and free up your time.

Let us put our expertise to work for you.

www.sanfordpm.ca

Congratulations to all the staff and board members who have dedicated their time and talents over the past 30 years — you can be rightly proud of the high standard of housing you have created and how it has transformed the lives of the many people you have housed. Special recognition must go to Bonnie Rice, who as Executive Director in the organization's first 25 years was tenacious in developing the over 500 units that SHS has today. Keep up the incredible work SHS and continue to grow!!

- **Linda Thomas**, former Associate Director and Acting Executive Director

Spending too much on rent is the new normal in British Columbia, and the need for affordable housing has never been greater. With more than one in five renters spending more than half of their income on rent, there are tens of thousands of people in our province who are dangerously close to becoming a growing number of people experiencing homelessness.

And yet the tide is beginning to shift, with all levels of government committed to investing in new affordable homes. And the community housing sector, comprised of non-profits like Sanford Housing Society, has been identified as the key delivery partner because what's affordable in our sector today remains affordable tomorrow.

- **Jill Atkey**, Chief Executive Officer BC Non-Profit Housing Association