



Habitat for Humanity®

Halton-Mississauga

impact report

Habitat for Humanity Halton-Mississauga
2012 - 2017





our vision

A world where **everyone** has a
safe and decent place to live.

a message from our CEO

When I came to Habitat for Humanity Halton-Mississauga in 2012, our affiliate committed to an idea. We decided to push ourselves out of our comfort zone and embark on a journey to help as many people find a safe and decent place to live as possible. This commitment meant that some of the ways we operated would have to change.

Change isn't always easy, it can be intimidating. Sometimes it feels safer to stick with the "status quo". Still, we persevered. Our affiliate refused to take the easy way out for a chance to make a real impact on the growing need for safe and decent housing in our community.

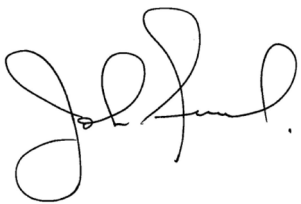
Now, all the work we have put in the last six years is paying off. Our affiliate went from having no land lined up to build on, to acquiring acres of space across Peel and Halton that is now waiting for funding to move forward. We went from only building for traditional families, to building homes for everyone. We went from being handcuffed by ever-increasing regulations and building costs, to leveraging innovative ideas to get more families on the pathway to HomeOwnership than we ever have in our 18 year history.

Six years ago, our affiliate only had one ReStore truck for pickups and donations. We now have a fleet of six trucks to cover all of Halton and Mississauga. We ran one small store, and now we have three - including the largest ReStore in Ontario (Mississauga) and the #1 selling location (Burlington) in Ontario ten years in a row.

We have transformed our model, we've doubled our capacity in the last two years and are looking forward to many more years of growth. We have added skilled workers with experience in areas from construction to communications so their expertise can assist our team of dedicated volunteers put more families on pathway to HomeOwnership.

This report is a celebration of all the work we have done up to 2017. It's a celebration of all the families we have helped and of the new ideas that continue to give them a place to call "home". This report is a celebration of the heart, sweat and elbow grease our volunteers put into our ReStore and build projects every day, and the donors that support us.

Without our volunteers, donors, and community partners, none of this would be possible. We cannot thank you enough. Come celebrate with us- for what we've accomplished together, and for what is to come!



John Gerrard
Chief Executive Officer
Habitat for Humanity Halton-Mississauga

by the numbers



over the past six years, we've hosted 25 classes of highschool students and their teachers who have used our build sites as a classroom to teach valuable carpentry and electrical courses.



13,845 active volunteers who work throughout our organization



672 corporate groups have joined us on our build sites



roughly 506,659 volunteer hours have been completed by individuals since 2012



over 151 co-op students have worked in our stores and offices since 2012



more than 2.4 million kgs (over 5.3 million lbs) of waste the ReStore has diverted from landfill in the last 6 years



our Burlington location has been the #1 selling ReStore in Ontario 10 years in a row



our Mississauga location has moved from #43 in sales to the #3 ReStore in Ontario in 2016



ReStore
INSIDER
VIP Program

more than 3,000 people signed up for the VIP INSIDER program pilot program



244,872 cups of coffee our volunteers have enjoyed on site and in the ReStores



623 steel-toed boots our volunteers have gone through since 2012



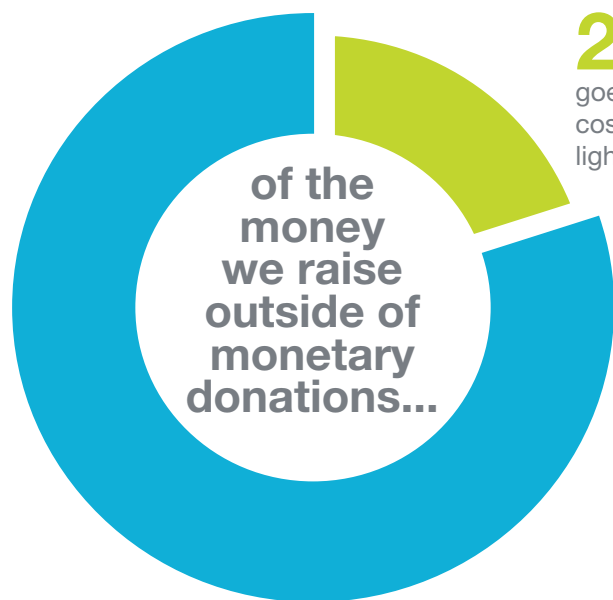
over 309,798 nails have been used on our build projects in the past 6 years



4123 safety gloves we've used in our Restores and on our build sites since 2012

100%

of **all monetary donations** to Habitat HM go right toward building a home for a family in need of a safe place to live.



20%

goes toward paying administration costs (buying staples, keeping the lights on, etc.)

80%

goes toward paying for programming and build costs (eg. land purchase, development costs, etc.)

financial stats

\$240k

amount our Habitat families have reinvested into our community since 2012 by paying property taxes as homeowners.



amount we've invested in buying land to add to our property pipeline for the next 3 years.



\$5.5 million

the amount we've invested back into our community since 2012 through **hiring local trades and businesses** to help us complete our projects.

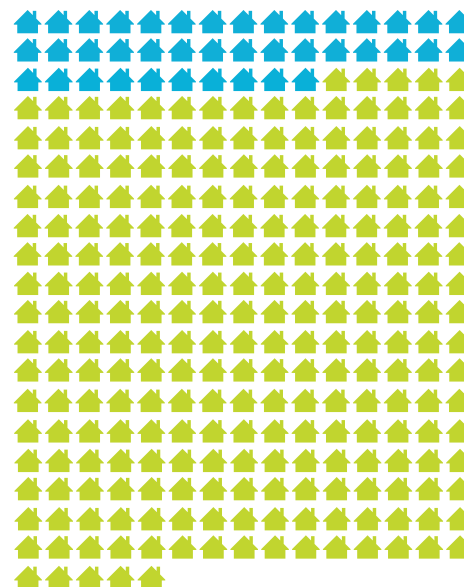


\$10 million

raised through sales of donated items at the **ReStore** over the past 6 years.



of **all home construction costs** go toward paying development fees (eg. planning submissions, permits, etc.)



40

homes completed since the founding of our affiliate in 1999.

250+

homes in our property pipeline over the next 3 years.

\$10 million

amount we will need to raise to pay for the **development charges** (excluding construction costs and materials) to build over the next 3 years.

every family

deserves a place
to call home.

Families come in all shapes and sizes. Over the past six years, we've learned that only helping "traditional" families achieve home ownership is no longer acceptable. Everyone deserves a pathway to safe and decent housing. That's why we've made our definition of family more inclusive - to fit the modern idea of what makes a family.

Habitat for Humanity Halton-Mississauga's new projects reflect our changing philosophy. This year we built homes for single parent-families, for those with special needs, and for survivors of abuse. Our affiliate is also now supporting age-friendly housing and we've entered into mutually beneficial partnerships with local organizations such as Community Living North Halton to offer them an affordable way to suit the needs of the individuals they support.

Not only are we changing how we help, but we are helping more people than any other time in our affiliate's history. Over the past six years Habitat for Humanity Halton-Mississauga has built 40 homes for families, and have plans for more than 250 additional homes in the next three years. We are also leveraging new opportunities with local and municipal governments to offer as many people affordable housing as we possibly can.



meet the Shaikh family

The Shaikh's spent six years on Habitat for Humanity's waitlist, and over 11 on the Region of Peel list. Their family originally moved to Canada in 2006 from Pakistan so all their children (two boys and two girls) could have equal access to education. Khalid and Samina sacrificed the comfort of living in their home country and their careers to provide their children with an opportunity for a better life in Canada.

Before moving into their Habitat home, the six members of the Shaikh family lived in a two-bedroom apartment, with all four kids sharing one room. They received the keys to their Mississauga home on September 23rd this year and since moving into their Habitat home, they have thrived. The kids have a backyard where they can play soccer, and the parents have the space to finally have a vegetable garden they've always wanted.

At Habitat we believe that change begins at home. If we can provide a hand-up with housing, our partner families can focus on improving the other parts of their lives. The Shaikh's are the perfect example of this, turning our "hand-up" into a real opportunity for the long-term wellbeing of their family.



9 out of 10 Canadians

say it's important to **find a solution** to the lack of affordable housing.*

84% of Canadians

think we're **not paying enough attention** to affordable housing.*

37% of Habitat families

were living in social housing **before becoming Habitat homeowners.****

60% reduction

in usage of **food bank services** for Habitat homeowners.**

+70% of Habitat families

now **donate time and money to charity** to give back to their community.**

* Source: "Habitat for Humanity's Affordable Housing Survey," PSB, May 2017

** Based on Boston Consulting Group Social Return On Investment Findings

did you know?

Habitat for Humanity Halton-Mississauga has expanded its definition of family. Traditionally, Habitat homes were only given to a family consisting of a husband, wife and children. This is no longer the case. Since 2012, Habitat HM has built homes for the elderly, developmentally disabled, victims of abuse, same sex couples, single parents and traditional families. Our affiliate believes everyone deserves a safe and decent place to live, and expanding our definition of family allows us to help more people onto the pathway to home ownership.

every build

changes the life of a family
for generations to come.

The way Habitat for Humanity Halton-Mississauga builds homes is changing. Land in the Halton Region and the Region of Peel is hard to come by. When land does become available, it comes with a premium price tag. Increasing regulation and heavier build costs present more challenges than we've ever faced in our mission to provide our families with safe and decent places to live.

Our organization is meeting these challenges by finding new, innovative ways to acquire land and bring down costs to ensure we maximize the impact of each donation.

The work we completed in 2017 opened the door for more ambitious and impactful projects in the future. As an example, our organization is looking at developing a six-storey housing structure, we're partnering with a local faith organization to build affordable seniors housing, and we have a build on the Queensway in progress that will house 18 families.



exciting & innovative projects

John T. McCallum Build Project

The John T. McCallum build project was different than anything our affiliate had ever done. The house was sold to us by the city of Mississauga for a toonie - the lowest legal amount it could be transferred for. Our partners in regional and municipal government, including Mississauga City Councillor Carolyn Parrish and Mississauga Mayor Bonnie Crombie, gave us the incredible opportunity to breathe new life into this abandoned property.

Habitat volunteers and staff worked tirelessly along with local remediation experts to renovate and repair damage done from a fire over nine years ago. After gutting the house entirely and replacing all of the structural elements, the Shaikh family have a fresh start in their new home.

The de Jong Lane Build Project

The de Jong Lane build project was our largest completed project to date - providing 13 new homes for families in Burlington. This project took two years, over 25,000 volunteer hours and five million dollars to build.

The Plains Road project was such an incredible accomplishment for Habitat for Humanity Halton-Mississauga - proof that stepping outside our comfort zone and tackling new, innovative projects can have a huge impact on our community. The success of this project has opened the door to even larger and more ambitious projects in our immediate future.

The Exchange Hotel Project

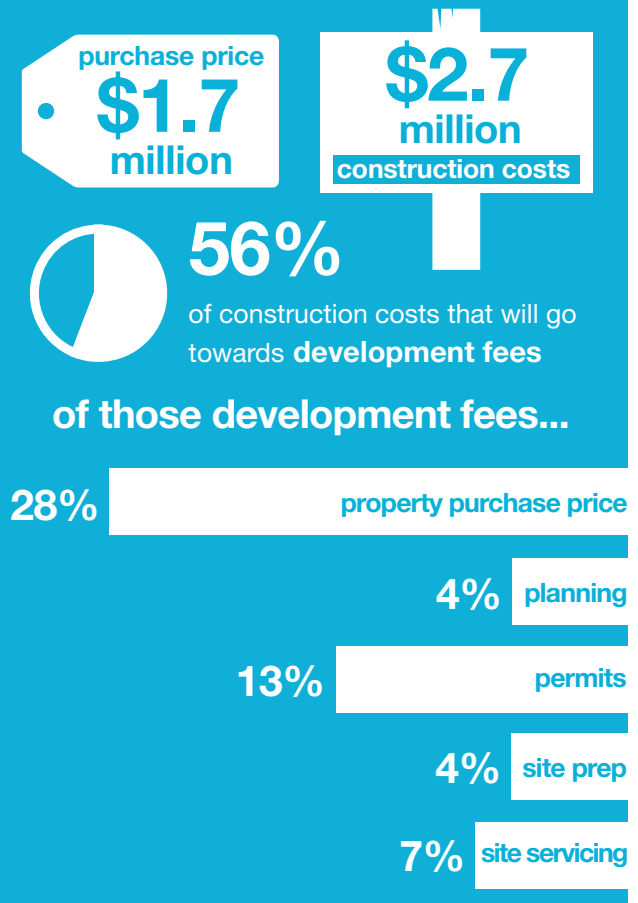
Our Exchange Hotel build project will be the most unique project we have worked on thus far. Working to preserve the original Hotel to the best of our ability, the building and its surrounding property will be transformed into Habitat homes for families in need. Construction on the project to date has included the removal of several additions to the building that were added throughout the years, bracing the original structure, asbestos removal and removal of the deteriorating interior walls and ceilings. There have been many challenges to overcome on the road to starting this build. However, we believe that these challenges will only serve to make us celebrate our inevitable success even more.

This project is very exciting for us as these units will be offered to families under our new deferred home ownership model. Instead of signing a traditional 30-year mortgage agreement with Habitat, families agree to make monthly payments that act as forced savings. These savings can then be used toward purchasing a Habitat home or be used to enter into the regular open property market whenever the family chooses. This model still leads to home ownership, but is more manageable for families who wouldn't be able to succeed under a traditional pathway to owning a home.

case study

Crew-Goetz Build Project

Our Crew-Goetz build project on Queensway Drive in Burlington will be the largest multi-unit build Habitat HM has ever undertaken. Kicking off in 2018, the project will provide 18 deferred home ownership units for families in need. But as our largest project to date, it also is going to be our most expensive build yet. Here are some fast facts on what it will take to make this dream a reality.



every ReStore

helps us guarantee 100%
of your donation goes
right into building.

The ReStore is the social enterprise branch of our organization. Our three locations make significant contributions to our build projects and our administrative needs. The ReStore accepts donations of furniture, appliances, and other household items from individuals and local corporations in our community. We then sell these items to the public at a fraction of the retail price to raise money to support our organization.

Our three locations have had a huge impact on our build projects, raising several million dollars for us over the past six years. Eighty cents of every dollar raised at the ReStore goes directly to Habitat programming, and the remaining twenty cents goes to administrative costs.

The ReStore also offers significant benefits for our communities. Thanks to the tireless efforts of our ReStore volunteers and our generous donors, our ReStores diverted 5.3 million pounds of waste from landfill since 2012. By donating items instead of simply throwing them away, you give them a new life and help to change the life of a family in need.



so how does your donation to the ReStore help build homes with Habitat HM?

ReStore Donors

There have been more than 4500 ReStore donors throughout Halton and Mississauga this year alone. They generously provide our three ReStore locations with inventory that we can sell. Donors give us items they no longer need, or don't have the space for and we get inventory to sell in stores for free.

Our Volunteers

Our volunteers make up 80 percent of our ReStore staff. Their daily efforts have helped raise an average of \$3 million dollars per year in our ReStores. The volunteers help collect the donations, stock our shelves, work the cash desks and maintain the ReStores. Our volunteers make running our ReStores possible, and help find new homes for the items that come through our doors.

ReStore Customers

The ReStore customers contribute to our organization by converting the our inventory into money that we can then use to fund our various programs and build projects. We are proud of our mutually beneficial relationship we have with our customers. They furnish their homes at the fraction of the cost knowing that the money is going to a good cause, and we take the money from their purchases and put it towards keeping our organization running.

15,153

ReStore donations
since 2012

1470

salvages completed in the
past 6 years

495,267

customers served in our
three locations so far

770,063

kilometres our ReStore trucks
have travelled in the past 6 years

every donation

builds hope as we work
together to build homes.

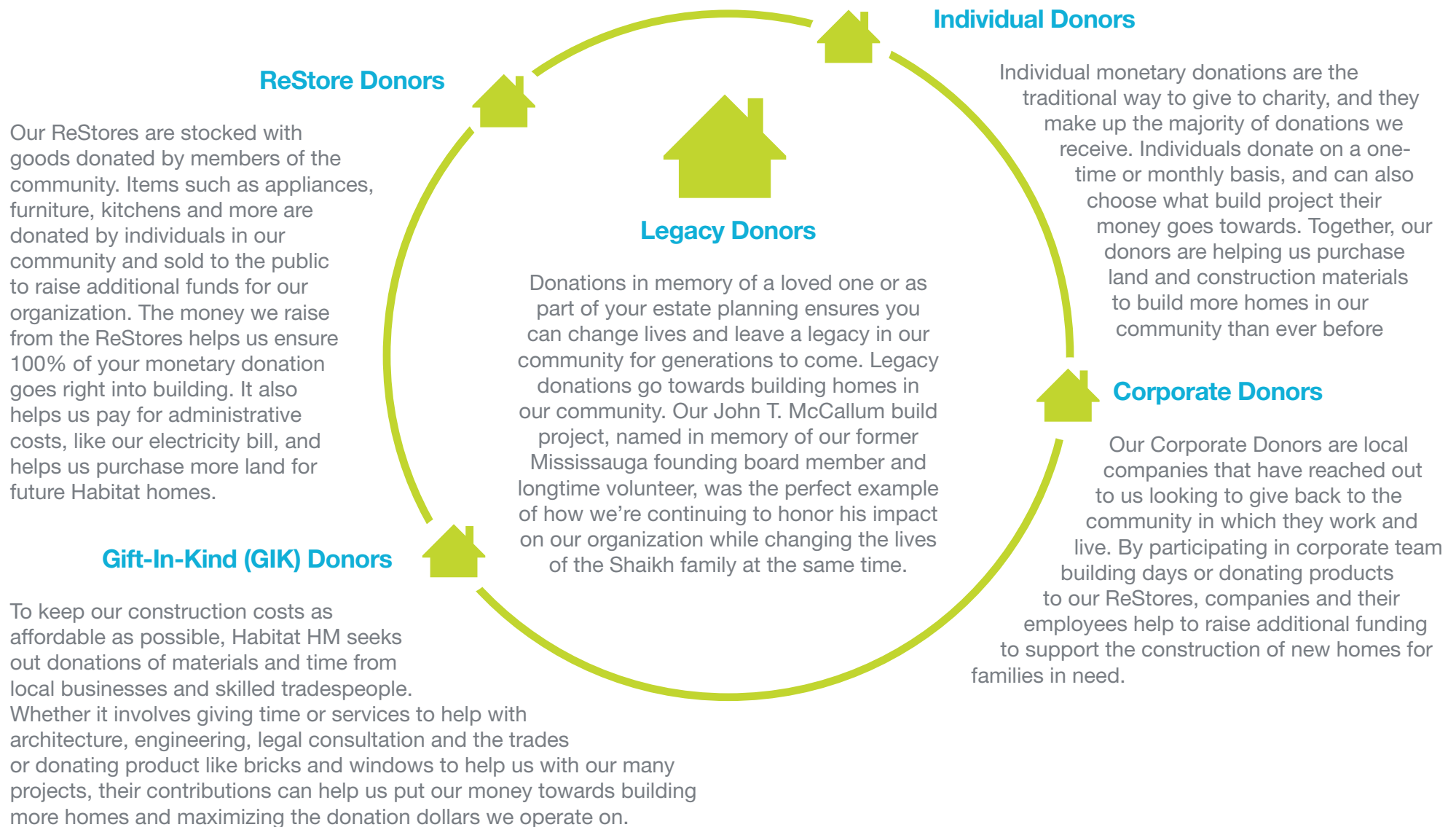
There are so many different ways to donate to Habitat HM, and every gift goes right back into the community in which we serve. In fact, for every dollar donated to our affiliate, we create four dollars in social benefit in Halton and Mississauga.

All the donors we work with are integral to our organization's success. We've had over 230,000 donors give to us in different capacities over the last six years. The generosity of our community is evident every time you drive past one of our 40 completed homes, or visit one of our three ReStore locations.

Whether it's a monetary donation, a donation of an item to our ReStores, a corporate build day, a legacy donation, or your time and expertise for one of our many projects, every contribution to our organization gets us one step closer to making our vision a reality.



how does your donation to Habitat change lives in our community?



every partner

can make a difference in
the lives of families who
need a *hand-up*.

Habitat for Humanity works every day to find new ways to have a positive impact in our community through our partnerships.

Along our journey, we have learned that more groups of people in our community need our help. We have a greater moral mission to support those that can't speak up for themselves. Our unique way of building can help other organizations stretch their funding and donor dollars, while improving their programs. We've extended our reach by partnering with other organizations looking to make our community a better place to live for everyone.

Examples of our unique partnerships include Community Living and Halton Women's Place, a local women's crisis centre. This is where we believe Habitat is most valuable in our community - helping provide a "hand-up", not a "hand-out", to those who need it most.



our partners

Community Living North Halton

Habitat HM's vision is a world where everyone has a safe and decent place to live. That's why we are so proud of our Bett-Knowlton build project in Acton.

For this project, we partnered with Community Living North Halton to build a home for four gentlemen with autism and their care workers. These four men are not a family in the traditional sense, but have come to rely on each other for companionship and support. They have lived together for several years, and are a family in nearly every sense of the word. We couldn't be happier that we were welcomed into the lives of these four men, and have been given the opportunity to build them a place to call their own.

Construction on this project began in February, and we're optimistic the build will be complete by early 2018. Our construction teams have completed construction on the outside of the home and are now working on the interior.

Habitat for Humanity Halton-Mississauga has partnered with Community Living for several years. We have individuals from Community Living programs actively participating in our ReStore locations, learning life skills, receiving training and becoming part of our extended Habitat for Humanity family. Habitat for Humanity is also a supporter of Community Living's Lunchbox Cafe. The Lunchbox Cafe is a restaurant run by developmentally delayed adults in Milton. Habitat HM has ordered over \$100,000 worth of meals from the Lunchbox Cafe since it opened in 2012, for corporate build days as well as other special events.



Halton Women's Place

Over the past year, Habitat HM entered into a partnership with Halton Women's Place to provide a second stage women's shelter. This building helps victims of abusive relationships take the first step out of a crisis centre, back into the world, and begin to rebuild their lives. This shelter is in an undisclosed location to protect the individuals who live there. We are very excited we have been given the opportunity to change lives and provide a safe haven for vulnerable members of our community as they get back on their feet.



where are we heading?

The past six years have been a journey for us, but the next three will define us as an organization. Along the way, we're still going to have ups and downs, and will encounter obstacles on our way, but as we embark on our strategic plan, we are excited about the projects on the horizon.

We have bigger, more ambitious multi-storey buildings on the way. We're building more houses for more people, providing access to those we couldn't reach before through new community partnerships, and we're also revitalizing neighbourhoods through our Brush With Kindness program.

We hope to divert more waste from landfills by ramping our repurposing efforts in our ReStores thanks to our new ReVive Centre in Mississauga. Our ReVive Centre upcycles and repurposes otherwise unsellable items donated to the ReStore and gives them new life. Items leave our ReVive Centre better-than-new, and are then sold in our ReStores to help raise money for our organization.

We're also looking to increase our service to Mississauga and Halton's growing elderly population. We'll accomplish this through our new paid home pickup and delivery services, build projects that offer seniors housing, and our Habitat Handyman program. We envision Habitat Handyman going into homes to fix issues seniors wouldn't be able to handle themselves and improving their quality of life.

Our next three years will focus on innovation and integration of our programming. We're going to help more people, in more ways than ever. We want to see tiny homes, pop-up ReStores in communities, bigger projects and bigger partnerships. Our vision of helping everyone have a safe and decent place to live is an ambitious one, but with your help, we can achieve anything.

Thank you for being a part of our journey the past five years and we encourage you to join us on the new adventures that await us in 2018 and beyond. We can't wait to see where this path will take us.

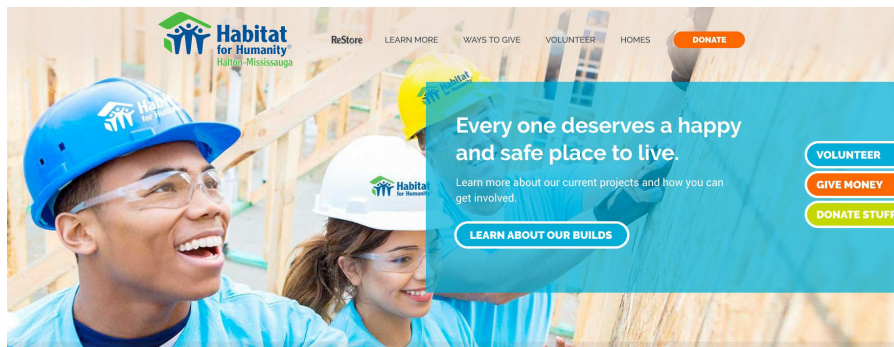
how you can get involved

visit our new website today!

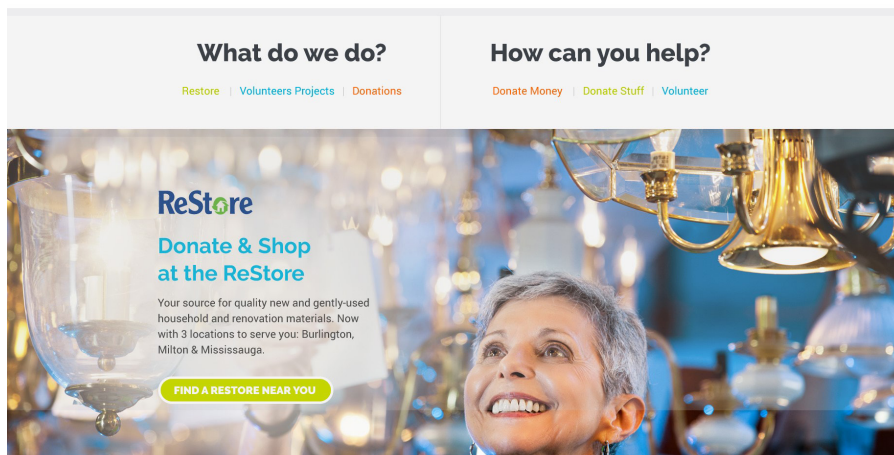
habitathm.ca

Visit us online to learn more about all the different ways that you can give back with Habitat HM.

- give money to our build projects
- donate items to the ReStore
- participate in a corporate team building experience on our build site or in our ReVive Centre
- volunteer in our ReStores, on our build sites or in our offices
- leave a planned legacy donation through your estate
- donate land for a future build project
- donate your services or products to an upcoming build project



Volunteer Partners: Gordon FRANKLIN, MISSISSAUGA, Genworth, CPIL, Halton, NISSAN





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