



***ANNUAL REPORT***  
***FOR THE YEAR ENDED MARCH 31, 2010***







**CONTENTS**

LETTER OF TRANSMITTAL . . . . . 2

VISION, MISSION AND VALUES . . . . . 4

PRESIDENT’S REPORT . . . . . 5

BOARDS. . . . . 8

PERFORMANCE AUDIT/PUBLIC ACCOUNTS COMMITTEE. . . . . 9

CORPORATE PROFILE . . . . . 18

PROGRAMS AND SERVICES . . . . . 19

**Financial Reports**

MANAGEMENT’S RESPONSIBILITY FOR FINANCIAL REPORTING

AUDITOR’S REPORT

STATEMENT OF FINANCIAL POSITION

STATEMENT OF OPERATIONS AND ACCUMULATED SURPLUS

STATEMENT OF CHANGE IN NET DEBT

STATEMENT OF CASH FLOW

NOTES TO THE FINANCIAL STATEMENTS

SCHEDULE OF PROGRAM COSTS, CORPORATE SERVICES COSTS AND  
ADMINISTRATION EXPENSES

SCHEDULE OF TANGIBLE CAPITAL ASSETS



## ***LETTER OF TRANSMITTAL***

The Honourable Jim Kenyon  
Minister Responsible for  
Yukon Housing Corporation  
Government of Yukon

Dear Minister Kenyon:

I am pleased to submit the Annual Report of Yukon Housing Corporation (YHC) for the year ended March 31<sup>st</sup>, 2010. On behalf of all members of the YHC Board of Directors, I present to you our report on major activities, initiatives, successes and emerging issues of the 2009-10 fiscal year.

It was an eventful year for the Corporation. We continued to administer our core activities such as staff and social housing and lending programs, and providing educational programs to the general public and the housing industry. At the same time, we addressed two significant emerging issues: the federal government's allocation of over \$50 million to Yukon for housing through its Economic Action Plan (CEAP), and the Performance Audit conducted by the Auditor General of Canada.

CEAP funding toward the construction and upgrade of social housing in Yukon will generate many positive outcomes both immediate and long-term, for housing as well as for the economy. In addition to improving the affordable housing stock in the Yukon, these economic stimulus measures are intended to create business opportunities and employment.

The long-term benefits of providing quality affordable housing to Yukoners are significant. "Achieving a Better Quality of Life" is a cornerstone of the Corporation's approach to the effective and efficient use of this one-time funding from Canada.

All new social housing units will be constructed to YHC's SuperGreen energy efficiency standards to reduce greenhouse gas emissions, fuel consumption, and operational costs. YHC will also upgrade much of its social housing, as many of the Corporation's existing 579 units require improvements. These upgrades will benefit both our current and future tenants.

The Corporation has begun analyzing the state of the current stock, community demographics, significant needs, and trends identified on waiting lists. This will greatly assist the Corporation to identify, consider and approve specific housing projects.

The Auditor General of Canada's Performance Audit was a new experience for YHC which provided a lot of insight about our organization. Over a period of several months, the Corporation provided information and discussed our programs and services with the audit team. This was done in an open and transparent manner, and is reflected in the overall quality of the performance audit. It is very important for the reader to appreciate how well the Board of Directors and the staff of the Corporation work together as a team. This very positive relationship is essential to the clients we serve.



The external audit gave us the opportunity to benefit from professional advice and assistance. The guidance and information received in the audit will assist Yukon Housing Corporation in delivering programs and services that are reflective of the housing needs of Yukoners. The Board of Directors was pleased with the extensive concepts and ideas demonstrated by the 18 recommendations contained in the performance audit.

The Corporation will undertake effective reviews, implement solid approaches, and monitor and report on the actions YHC takes in relation to these recommendations. Implementing the recommendations will help the Corporation operate in a more strategic environment, one that ensures the Board of Directors has the critical information required to make effective, efficient and cost-effective decisions.

I want to acknowledge and thank the staff of the Corporation for their active involvement and participation in the performance audit. Staff provided the audit team with knowledge and expertise, many supporting documents and responded to many follow-up questions and requests for information.

It has been a great honor and privilege for me to serve as Chair of the Board of Directors and I have thoroughly enjoyed this experience. As this is my last report as Chair of the YHC Board of Directors, I wish to thank all members of the board and staff of the Corporation with whom I have had the pleasure of working.

Yukon Housing Corporation is a vibrant and successful organization because the focus has always been on our clients and this is reflected in the many accomplishments throughout my term as Chair. I am confident that the Corporation will stay the course in the years that follow, and continue to develop and implement programs that address the needs of Yukoners.

I would also like to extend my gratitude to you, Minister Kenyon, as well as to the Government of Yukon and to the Government of Canada for the budgetary allocations provided to YHC. The Corporation is embarking on a significant period of social housing construction and upgrades, made possible because of the financial commitments to Yukon and to Yukoners.

Sincerely,

A handwritten signature in brown ink that reads "Rudy Couture".

Rudy Couture  
*Chair, Board of Directors  
Yukon Housing Corporation*



## ***VISION, MISSION AND VALUES***

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### **Our Vision**

- **The quality of life in Yukon is enhanced by the availability of choices for housing that meet the needs of Yukoners**

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### **Our Mission**

**We work to resolve existing and emerging housing needs of Yukoners through:**

- **Helping the marketplace work better**
- **Furthering the self-sufficiency of communities, industries and individuals; and**
- **Assisting people where needed**

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### **Our Values/Principles**

**As a Corporation, we believe in the following core values:**

- **consistent high quality service**
- **an environment of mutual respect**
- **cooperation through teamwork**
- **development and growth of our corporate team**
- **integrity and ethical behavior**
- **an environment that encourages innovation and continued improvement**
- **leadership within the housing industry**
- **commitment to economic development**
- **maximization of internal and external alignments and partnerships**





## **PRESIDENT'S REPORT**

This year's report is focused on two issues significant to Yukon Housing Corporation (YHC) during the 2009-10 fiscal year: Canada's Economic Action Plan (CEAP) and the Performance Audit conducted by the Auditor General of Canada.

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### **Canada's Economic Action Plan (CEAP)**

Canada and Yukon are partnering on a joint investment to build new affordable housing and renovate existing stock. This investment will help create jobs, strengthen the economy, and improve the quality of life for residents of Yukon.

Both levels of government officially signed an amendment to the Canada – Yukon Affordable Housing Program Agreement, resulting in a joint investment of \$60 million over two years.

This includes federal funding of \$51 million over two years under CEAP, as part of a one-time investment of more than \$2 billion to build new and renovate existing social housing in Canada. Specifically, \$50 million is allocated for Northern housing, which does not require cost-sharing by the territory. A further \$1 million is slated for programs to assist seniors and persons with disabilities, and to renovate and retrofit existing social housing. Yukon will contribute \$4 million for these initiatives over the next two years.

All new construction will feature YHC's SuperGreen standards. Some units will be built to YHC's Accommodating Home standards.

Yukon has announced a series of housing projects that will benefit from CEAP funding:

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#### **1. Family-focused Housing, Whitehorse**

A 32-unit complex consisting of four separate buildings intended for single parent families. This group represents the largest percentage of eligible applicants for social housing in Whitehorse.

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#### **2. Seniors Buildings in Rural Yukon**

The Corporation will build new seniors buildings in Watson Lake (12 units), Teslin (eight units) and Faro (six units) which promote independent living and the opportunity for seniors to reside in a barrier-free environment, thus enabling seniors to remain in their community.

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#### **3. Replacement of 207 Alexander Street, Whitehorse**

This is a 13-unit apartment building for seniors built in 1963, to be replaced by a 30-unit seniors building on the Whitehorse waterfront. It will offer accommodation to those who previously resided at #207 Alexander Street as well as many seniors on the waiting list.



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#### 4. Replacement of Korbo Apartments, Dawson City

Korbo Apartment building was built in the 1950's and contains 13 individual apartments. The new building will include 19 residential units as well as office space for local YHC staff.

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#### 5. Abbeyfield House, Whitehorse

This building will feature up to 12 private bed-sitting suites for seniors, plus common areas including a kitchen, living room, dining room, recreation room, and a live-in caretaker suite.

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#### 6. Attached Family Housing, Whitehorse

There will be two attached housing projects in Whitehorse: six row houses in the Ingram subdivision and three duplexes in the Takhini subdivision. Both projects will feature multiple bedrooms appropriate for larger families and assist the Corporation's approach of profiling new development with current and projected needs.

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#### 7. Children's Receiving Home, Whitehorse

This project will replace an outdated facility with a new state-of-the-art building. YHC will be responsible for construction of the building. When an Occupancy Permit is issued, YHC will turn over the keys to the Department of Health and Social Services who will operate the facility.

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#### 8. Upgrade of Existing Social Housing Units throughout Yukon

YHC operates 579 social housing units in 10 communities. A technical review of all units is complete and upgrade work has been identified. Tenders will be issued steadily over the next two years to maximize business and employment opportunities.

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### Performance Audit

At the Public Accounts Committee (PAC) hearings held on February 11, 2010, the Auditor General provided positive references in the performance audit on YHC. The conclusions state that YHC has adequately managed its social housing and staff housing programs, and that it has adequately managed its lending programs, with a good collection record and few defaults on its loans.

YHC's implementation plan was tabled with PAC in response to the recommendations put forward by the Auditor General of Canada. The plan provides members of PAC with additional information, including milestones on how the Corporation will proceed with the analysis and implementation of all of their recommendations.

There is a significant amount of work to be carried out to respond to recommendations of the Auditor General, as well as the four recommendations from PAC. We endeavor to meet the timelines set in our implementation plan.





It is important for YHC to maintain an ongoing reporting relationship with the Legislative Assembly on the implementation of the recommendations contained in the performance audit and the PAC report. For this reason, as of this year, the Corporation's annual report will contain information on our progress to date.

This will ensure that all Members of the Legislative Assembly have relevant and timely information on our responses. It will also be valuable for the Office of the Auditor General of Canada when it undertakes an analysis, in future years, on YHC's implementation of the recommendations. The annual report will also be of use to PAC if it later chooses to call YHC officials to appear as witnesses to review the implementation of the recommendations.

During the course of the performance audit, the staff of the Auditor General of Canada made a number of observations regarding accounting issues of the Corporation. YHC experienced challenges in completing the financial statements for 2007-08 and 2008-09. These financial statements have now been approved by the Auditor General of Canada and are contained in annual reports tabled in the Yukon Legislative Assembly.

I want to thank the staff for all of their great work and the Board for Directors for its insight and strategic direction.

Ron MacMillan  
*President*



## **BOARDS — 2009-2010**

### **Carcross**

Linda Henry  
Eileen Wally  
Edna Helm  
Sheila Branigan  
Linda Pringle

### **Haines Junction**

Jennifer Bakke  
Rita Jux  
Marguerite Richard  
Pamela Butterfield  
Inez Hartmann

### **Watson Lake**

Leatha Anderson  
Yvonne Bridcut  
Colleen Craft  
Joyce Armstrong  
Stella Hearty  
Hazel Ireland

### **Carmacks**

Rebecca Freeman  
Lorraine Kontogonis  
Dawn Marino  
Elizabeth Hawkins  
William Tonnerson

### **Mayo**

Kyla Merkel  
Norma Germaine  
Margrit Wozniak  
Neil Salvin

### **Whitehorse**

Pamela Bangart  
Delaney Barton  
Janet Leblanc  
David Laxton  
Florence Roberts  
Lois Fraser  
Bill Simpson

### **Dawson City**

Jennifer Flynn  
Tammy Rudniski  
Sandra Hussey  
Maureen Caley-Verdonk  
Andrea Mansell  
Mark Weirda

### **Ross River**

Yvonne Shorty  
May Bolton  
Rose Marie Charlie  
Maryann Etzel  
David Windsor

### **YHC**

Lucy Skuba  
Reg Steers  
Rudy Couture  
Mickey Fisher  
Norm Clunies-Ross  
Shelley Hassard  
Ron McFadyen

### **Faro**

Brad Beaumont  
Brian Bekk  
Julia Salo  
Ted Baker

### **Teslin**

Kristyne Geddes  
Kenneth Bailey  
Shelley Hassard  
Sharon Chatterton  
Bonar Cooley



## **PERFORMANCE AUDIT/PUBLIC ACCOUNTS COMMITTEE**

The objective of the Performance Audit was to determine whether Yukon Housing Corporation has adequately managed its Social Housing, Staff Housing, and lending Programs.

For the purpose of this audit, “adequate management” means that

- programs are being delivered in keeping with the Corporation’s legislative mandate, policies, and procedures;
- social and staff housing units are suitable (have the appropriate number of bedrooms for the size and makeup of resident households) for serving the changing needs of clients;
- housing units are being adequately maintained (that is, they do not require major repairs); and
- the Corporation has strategic planning, risk management, governance, and performance measurement processes to assist it in meeting the housing needs of all Yukon residents.

On February 11, 2010 witnesses from the Yukon Housing Corporation, the Public Service Commission and the Department of Health and Social Services appeared before the Public Accounts Committee and contributed to the public hearing process.

The Auditor General made 18 recommendations that the Corporation might use to address issues. These recommendations, and the Corporation’s responses to them are listed in the following pages. As indicated in the Auditor General’s report, the Corporation has accepted these recommendations.

The Performance Audit, YHC’s Implementation Plan, Hansard transcripts of the Public Accounts Committee hearing and the report from the Public Accounts Committee are found at the following link [http://www.legassembly.gov.yk.ca/comm\\_publicaccounts.html](http://www.legassembly.gov.yk.ca/comm_publicaccounts.html).



## **YUKON HOUSING CORPORATION IMPLEMENTATION PLAN**

### **Section #19 --- Recommendation**

Upon completion of the Applicant and Tenant Online Management System, the Corporation should ensure that the applicant database for social housing is complete and accurate.

#### **Response**

In 24 months, the Corporation will complete the multi-phased Applicant and Tenant Online Management System and ensure that the applicant database for social housing is complete and accurate.

### **Section #25 --- Recommendation**

The Corporation should ensure that the evaluation required under its agreement with Canada Mortgage and Housing Corporation is completed on time to help assess the effectiveness of its Social Housing Program. Recommendations stemming from the evaluation should be considered for implementation to help improve the Social Housing Program.

#### **Response**

The contract for the evaluation has been awarded and the scheduled completion date is March 31, 2010. The Corporation will consider all recommendations contained in the final report. Options papers will be developed and presented to the Corporation's Board of Directors for their review and consideration within 18 months.

### **Section #32 --- Recommendation**

The Corporation should document the inspection standards to be applied on its inspections of staff and social housing.

#### **Response**

The Corporation will document the inspection standards and it will apply them in the inspections of social and staff housing in the fiscal year 2010-11.

### **Section #36 --- Recommendation**

A checklist or other standardized method should be established and completed as evidence of inspections taking place. Once the new maintenance reporting system is fully implemented, it should be used to ensure that all major components of each housing unit has been inspected and to monitor and prioritize required repairs.

#### **Response**

The Corporation has completed the development of a standardized method, which will be used during unit inspections in 2010. The new system will be able to monitor and prioritize required repairs.





**Section #44 --- Recommendation**

The Corporation should comply with all of its loan policies and procedures. The Corporation should also modify its processes to require documentation to support its assertion that it is not lending to applicants who are ineligible.

**Response**

The Corporation's Board of Directors approved policy changes on December 11, 2009 to ensure that the Corporation's lending policies are relevant and up to date. Within 12 months, staff will review existing documents and identify additional documentation that will be utilized during the confirmation of eligibility process.

**Section #45 --- Recommendation**

The Corporation should obtain market appraisals of rural properties to help ensure that it is not being overexposed on rural mortgages. If such a practice is not considered feasible, the Corporation should consider revising its policy requiring market appraisals for rural properties and consider other means to manage the risks of overexposure on such properties.

**Response**

The Corporation notes that it has a good collection record and few defaults on its loans but will review the existing processes to further improve managing the risk of overexposure. Within 12 months, an options paper will be developed and presented to the Corporation's Financial and Risk Management Committee and then to the Board of Directors for their review and consideration.

**Section #50 --- Recommendation**

The Corporation should identify and fully assess the significant risks it faces when lending under the Joint Venture Program. It should develop specific strategies such as using sensitivity analysis to determine various probable outcomes. It should also develop action plans that clearly outline how it plans to limit its financial exposure to the risks identified.

**Response**

The Corporation recently developed and continues to refine its Risk Management Framework. Within nine months, a risk mitigation strategy and action plan template for major projects will be presented to the Corporation's Financial and Risk Management Committee and then to the Board of Directors for their review and consideration.

**Section #55 --- Recommendation**

The Corporation should work with the Public Service Commission and individual departments to bring staff housing management plans into line with future needs.

**Response**

In March 2009, the President of the Corporation began to chair a committee of Deputy Ministers charged with a review of staff housing. Corporation staff will continue to work with the Public Service Commission, individual departments and the interdepartmental Human Resource Managers Advisory Committee and will identify within 18 months, current and future employee housing needs.



**Section # 59 --- Recommendation**

The Public Service Commission and the Corporation should comply with the Government's Staff Accommodation Policy. If the Corporation is to be involved directly in allocating staff housing, the Government's Staff Accommodation Policy should be changed to clarify this involvement.

**Response**

The Public Service Commission recognizes that the Staff Accommodation Policy is out of date. It is most practicable for the Yukon Housing Corporation to work directly with departments to determine the appropriate allocation of staff housing. The Public Service Commission will abolish this policy when the Yukon Housing Corporation develops a Staff Housing Policy to replace it.

**Section #61 --- Recommendation**

The Corporation should consult with the Government to consider either updating the *Government Employee Housing Plan Act* to reflect existing market values or eliminating the plan.

**Response**

Within 24 months, the Corporation will complete a review of policy issues regarding the *Government Employee Housing Plan Act*. This review will occur in conjunction with other inter-related activities regarding staff housing needs.

**Section #67 Recommendation**

The Corporation should include in its strategic plan specific and measurable goals and objectives to achieve its legislative and public policy mandate, analysis and selection of alternative ways to achieve objectives, performance indicators and targets, expected quality and level of service to be provided to clients, identified risks, and its competitive strengths and weaknesses.

**Response**

The Corporation will develop a draft Strategic Plan within the next 24 to 36 months for consideration by the Board of Directors, which addresses the issues in this recommendation.

**Section #72 --- Recommendation**

The Corporation should develop integrated housing strategies, reflective of its mandate, which includes identifying housing needs compared with existing supply. The Corporation should also describe, as part of its strategic plan, how it plans to address identified gaps in housing and over a planned time frame.

**Response**

The Corporation will commence the development of integrated housing studies based on over-arching principles to be approved by the Board of Directors within 12 months. Components of the integrated housing strategies may include seniors housing, affordable housing, energy efficient housing, and so on. These will be presented to the Board of Directors in the Corporation's Draft Strategic Plan within 24 months as the fiscal framework of the Corporation permits.





**Section #75 --- Recommendation**

For those applicants collecting social assistance who have not contacted the Corporation for more than a month, the Corporation should confirm with the Government's Department of Health and Social Services, whether, based on the Department's knowledge of the applicant's circumstances, the applicant is still in need of social housing or should be removed from the wait list.

**Response**

In consultation with the departments of Justice and Health and Social Services, the Corporation will, within nine months, complete a review of processes regarding clients on the social housing waiting list.

**Section #77 --- Recommendation**

The Corporation and the Department of Health and Social Services should review the basis for establishing rent for the social housing units.

**Response**

The Corporation and the Department will undertake an analysis of rental assessments for social assistance clients by the end of the second quarter in the fiscal year 2010-2011.

**Section #82 --- Recommendation**

Once they are developed, the Corporation should use its integrated housing strategies as the basis for preparing its capital plan. The Corporation should also review its options for realigning the housing stock to provide appropriate types of housing identified in the integrated housing strategies.

**Response**

Within 30 months, the Corporation will use the integrated housing strategies it has developed, along with information from other sources, to determine the best approach to address the specific housing needs of Yukoners, within the fiscal framework of the Corporation.

**Section #88 --- Recommendation**

The Corporation should identify, assess, and rank the significant risks it faces, including the significant additional risks arising in the construction projects stemming from the funding under the federal Economic Action Plan. It should then develop specific strategies and action plans that clearly outline how it plans to mitigate those risks that it determines need to be addressed. In addition, the Financial and Risk Management Committee should monitor and report regularly to the Board of Directors on whether the Corporation is addressing risks appropriately and efficiently.

**Response**

The Corporation will continue to refine and implement its recently introduced integrated risk management framework. Within nine months, a risk mitigation strategy and action plan template for major projects will be presented to the Corporation's Financial and Risk Management Committee and then to the Board of Directors for review and consideration. Corporation staff recently began and will continue to formally report on risk management to the Financial and Risk Management Committee which, in turn, reports on risk to the Board of Directors.



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### Section #98 --- Recommendation

The Corporation should establish appropriate performance indicators --- including short-term and longer term targets --- gather performance data, use the data to compare indicators to targets and to help link outputs to desired results, assess the Corporation's performance, and evaluate its programs.

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#### Response

The Corporation has recently begun discussing performance measurements with the Northwest Territories and Nunavut Housing Corporations. These discussions will assist with the development of the Corporation's overall performance measurement framework. The Corporation will introduce performance measurements in 24-36 months, thereby providing the Corporation time to identify and create meaningful measurements and targets.

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### Section #104 --- Recommendation

The Corporation should ensure that

- when new information systems are being implemented, developments are properly planned and monitored and the data entered is checked for accuracy;
- any system being replaced is maintained concurrently until the new system is functioning properly;
- its information systems report complete, timely, and reliable information; and
- financial statements and internal financial reports are completed on time.

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#### Response

Recruitment for additional staff within the Finance Systems and Administration Branch has been initiated. This will assist the Corporation in the areas of Information Technology and Finance to ensure that reporting is complete, accurate and reliable. The Department of Finance is also providing financial stewardship to the Corporation as the transition from the previous organizational structure is completed.



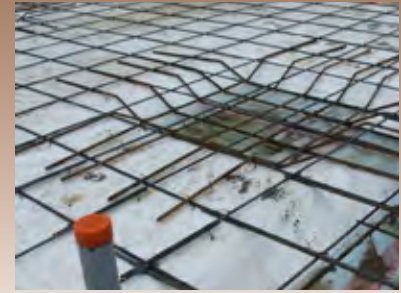
**Update on Yukon Housing Corporation's responses  
to the recommendations in the Performance Audit as of March 31, 2010**

**Recommendation**

Section	Update
19	Contract signed in January 2010 for the final phase of the software construction
25	Consultants have completed four of the five components of the evaluation
36	Standardized inspection method in place for 2010 inspections
44	YHC Board of Directors approved changes to existing policy by deleting the statement "bank refused clients" and replacing it with "clients ineligible for bank financing"
50	YHC Board of Directors directed staff to initiate a review of Treasury Board of Canada's Integrated Risk Management Framework as well as a cross jurisdictional review of Integrated Risk Management Frameworks utilized by housing corporations
55	YHC staff made a presentation to the Human Resources Managers Advisory Committee (HRMAC) and initiated data collection from departments; and HRMAC has provided information to YHC for review and consideration
61	In January 2010 YHC undertook a preliminary review of the <i>Government Employee Housing Plan Act</i> and identified several areas requiring detailed research and analysis
67	YHC initiated a cross-jurisdictional review of performance measurements utilized by housing corporations
75	Officials with YHC and the Department of Health and Social Services developed and implemented interim procedures on the removal of clients from the waitlist until the completion of this project
77	YHC and the Department of Health and Social Services met to discuss the primary and ancillary issues
88	Same response as #50
98	Same response as #67
104	Requirements for interim reporting have been identified and discussed with the software developers. Multiple hiring actions for the Finance Branch initiated.







## **Standing Committee on Public Accounts**

### **Postscript:**

In June 2010, the Standing Committee on Public Accounts, 32<sup>nd</sup> Yukon Legislative Assembly issued their Fifth Report. In this report, the Public Accounts Committee identified four additional recommendations for Yukon Housing Corporation. As indicated in the opening remarks of the President of YHC at the public hearing, any additional recommendations brought forward by the Committee will be added to YHC's Implementation Plan, acted and reported on.

### **Recommendations**

#### **Recommendation #1:**

That the Yukon Housing Corporation provide the Minister responsible for the Corporation with the annual reports for 2007-2008 and 2008-2009 as soon as practicable once the financial statements for those fiscal years are complete and that the Minister table those reports in the Legislative Assembly on the first sitting day following his receipt of those reports.

#### **Recommendation #2:**

That the Yukon Housing Corporation and the Minister responsible for the Corporation ensure that section 23 of the *Housing Corporation Act* is complied with in the future.

#### **Recommendation #3:**

The Yukon Housing Corporation and/or the Board of Directors should review its policies annually to ensure that the Corporation's practices adhere to its stated policies. Changes in practices that deviate from stated policy should be formally authorized by changes in policy.

#### **Recommendation #4:**

The Yukon Housing Corporation should not take any action with regard to the annual report referred to in Section 13 of the *Government Employee Housing Plan Act* for the time being. If the consultations between the Corporation and the Government result in an updated plan the Corporation and the Minister responsible should comply with whatever reporting requirements are contained in the applicable act.



## ***CORPORATE PROFILE***

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**Yukon Housing Corporation was established in 1972 under the *Housing Corporation Act*.**

***The role of the Corporation is to:***

- ***Help Yukon residents obtain appropriate accommodation;***
- ***Work with the housing industry in developing effective solutions to the housing needs of Yukoners;***
- ***Foster community participation in the design, development and delivery of housing programs; and***
- ***Administer the Government of Yukon staff housing and employee buy-back programs.***

**The Corporation is accountable to the citizens of Yukon through its Board of Directors. The Board is comprised of a chair, a deputy-chair and directors appointed by the Executive Council of Yukon Government. The Board is in turn responsible to the Legislature through the Minister Responsible for Yukon Housing Corporation.**

**The Board of Directors has two sub-committees. The Finance and Risk Management Committee (FARM) meets approximately six times per year to review financial and risk management issues affecting the Corporation. The Appeals Committee meets as required to hear appeals from clients.**

**The President of Yukon Housing Corporation also serves as President of Yukon Liquor Corporation and Yukon Lotteries. The three organizations share corporate services in the areas of Human Resources, Finance, and Policy and Communications. The president reports to the Minister Responsible for Yukon Housing Corporation on all activities of the Corporation.**

**Yukon Housing Corporation organizational structure includes the following branches: Executive, Housing Operations, Program Delivery, Capital Development, and Community and Industry Partnering.**



## **PROGRAMS AND SERVICES**

### **HOME REPAIR**

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#### **Home Repair Program**

Addresses specific health and safety issues as well as deficiencies with foundations, plumbing, heating, electrical and mechanical systems, overcrowding due to family size, and speciality features for occupants to promote independent living. The program also assists homeowners improve the energy efficiency of their home.

Housing units must be at least five years old and in need of repair. Funding qualifiers are based on conventional loan underwriting practices. Subsidies may be available to applicants with affordability limitations. The housing unit must be on titled land or other secure land tenure, and owner-occupied. The house must not be beyond economical repair.

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#### **Home Repair Enhancement**

Offers loan financing when a home requires repairs beyond the financial limits of the Home Repair Program. Funding qualifiers are based on conventional loan underwriting practices. Housing units must be at least five years old. The housing unit must be on titled land and owner occupied.

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#### **Mobile Home Repair and Upgrade Program**

Assists Yukon owners of mobile homes located on rental pads to repair their residence. Applicants must own and occupy their mobile home. Only mobile homes located on rented properties are eligible for repairs. Applicants must be able to meet their loan obligation as determined using conventional loan underwriting practices. Subsidies may be available to applicants with affordability limitations.

All construction activities must meet applicable building codes and regulations. Maximum loan amount is based on an acceptable loan to value ratio of the repaired dwelling. The maximum amortization period for the loan is 12 years.

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#### **Mobile Home Emergency Repair Program**

Assists Yukon mobile home owners to perform emergency repairs for the safe occupancy of their homes. Only immediate health and safety repair items are eligible for funding. Applicants must own and occupy their mobile homes. Available for mobile homes located on rented properties, which fail to meet the requirements of the Mobile Home Repair and Upgrade Program. Subsidized loan payments are available to applicants with affordability limitations.



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### Residential Energy Management Program

The program is available throughout Yukon to applicants who own their housing unit. It is targeted at residential consumers with electrical space heating, who consume in excess of 1000 kWh per month for at least six months of the year. Applicants must have a reasonable credit history. Applicants must demonstrate that the conversion of space heating to another fuel type will yield a payback in seven years or less.

The program is also available to homeowners who undertake energy improvements to their homes where those improvements yield an appropriate payback.

## **HOME OWNERSHIP**

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### Mortgage Financing

Assists eligible Yukon residents to become homeowners by offering mortgages, including Green Home mortgages (enhanced energy features) and Accommodating Home mortgages (accessibility features). Applicants must be credit worthy, as determined through conventional loan underwriting practices. Applicants must be ready for home ownership.

Applicants must provide a minimum of 2.5% down payment. Loans have up to a 30-year amortization period, with five-year terms. Interest rates are based on current market rates minus 1%. Mortgage security is provided by Yukon Housing Corporation holding the first charge registered against the title. Housing must be modest and meet Yukon Housing Corporation's health and safety standard.

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### Green Mortgage Program

Assists Yukon residents to build, purchase or upgrade a home that meets or exceeds Yukon Housing Corporation's prescribed energy efficiency rating. This program is designed to educate consumers on the benefits of building energy efficient homes and to help reduce green house gas emissions. This program offers an interest rate incentive, and is to encourage energy efficient construction.

This program is available to clients wishing to obtain financing through one of YHC's programs and to those who could go to the private sector to obtain financing. For those who could normally obtain bank financing, YHC will require a 5% down payment and comparable interest rate terms (i.e. option of one, two, three, four or five year terms). For those clients who qualify under a YHC program they could "Go Green" and benefit from a lower interest rate with the same terms and conditions of that YHC program.



The unit must meet the following requirements for eligibility: building must meet specific design standards and meet or exceed the acceptable EnerGuide rating. Clients must hire a Yukon contractor and purchase 75% of the building materials from Yukon businesses.

Dwellings may be certified as “Green Home dwellings” with no funding provided for those who wish to follow the technical guidelines but not access funds from YHC.

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### Accommodating Home Mortgage

Assists Yukoners to construct or renovate a dwelling which accommodates accessibility, ease of living and aging in place through, thoughtful design and inclusion of barrier free features. This program offers design parameters and technical information to those wishing to build an accommodating home. A preferred interest rate is available to those achieving a specified level of accommodating features.

This program is available to clients wishing to obtain financing through one of YHC’s programs and to those who could go to the private sector to obtain financing. For those who could normally obtain bank financing, YHC will require a 5% down payment and comparable interest rate terms (i.e. option of one, two, three, four or five year terms). For those clients who qualify under a YHC program they could add accommodating features and benefit from a lower interest rate with the same terms and conditions of that YHC program.

The dwelling must meet the specific design standards of the program. Dwellings may be certified as “accommodating dwellings” with no funding provided for those who wish to follow the technical guidelines but not access funds from YHC.

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### Home Completion Program

Assists eligible homeowners in rural Yukon with financing to complete the construction of their home. Applicants must demonstrate they are unable to obtain private sector financing. Applicants must be able to meet their mortgage obligations. Housing must meet applicable codes and regulations.

Qualification for the loan is based on conventional mortgage underwriting practices. Loans have a 30-year amortization period, with five-year terms; interest rates are based on current market rates. Mortgage security is provided by Yukon Housing Corporation holding a charge registered against the title.



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### Owner Build Program

Provides education, technical assistance and mortgage lending to eligible Yukon residents to build or manage the construction of their own homes. Applicants must be able to meet their interim loan obligations and demonstrate their ability to qualify for a mortgage, upon completion of home construction. Applicants must demonstrate that they have the ability to build or manage the construction themselves.

Applicants must provide 2.5% down payment. Financial qualification for the loan is based on conventional mortgage underwriting practices. All construction activities must meet applicable building codes and regulations. The loan to value ratio must not exceed 97.5% of construction costs, based on actual costs. The maximum time for construction financing is two years, with tiered interest rates for the construction period. Loans have a maximum 30-year amortization period, with five-year terms; interest rates are based on current market rates. Mortgage security is provided by Yukon Housing Corporation holding first charge registered on title.

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### Mobile Home Ownership

Assists eligible owners of mobile homes to relocate their mobile home from a rental pad onto titled property. Applicants must be able to meet their loan obligations as determined through conventional loan underwriting practices. Applicants will move an existing mobile home onto titled property. Housing must meet, or be improved to meet, Yukon Housing Corporation's health and safety standards.

Applicants must provide at least 2.5% down payment. Loans have up to a 30-year amortization period, with five-year terms; interest rates are based on current market rates less 1%. Mortgage security is provided by Yukon Housing Corporation holding the first charge registered against the title. Mortgage financing includes the purchase cost of titled property, purchase, or payout of existing financing, of the mobile home, relocation and set up costs and the portion of the client's home repair loan that exceeds \$35,000.

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### Mobile Home Equity Exchange

Applicants must forfeit the equity in their mobile home in exchange for the requirement to have a down payment towards the purchase of a home on titled property. Mobile homes must be considered beyond repair and /or condemned. Applicants must be able to service the mortgage payments. Applicants must own and occupy their mobile home. Only mobile homes located on rented properties are eligible. The forfeited mobile home is removed from the market.

Qualification for the mortgage is based on conventional mortgage underwriting practices. No down payment is required. Loans are based on a maximum 30-year amortization with a 5-year interest rate term based on current market interest rates less 1%. Mortgage security is based on a first charge registered against title.



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### Mobile Home Purchase Assistance

Only available to Equity Exchange Program clients. This program is for applicants who have accessed the Equity Exchange Program but do not have enough household income to afford a modest entry level home. Clients agree to a second mortgage for the balance owing above their mortgage pre-approval in exchange for an equity position held by Yukon Housing Corporation.

Mortgage security is based on a first charge registered against title. Interest rate on the first mortgage is based on a 5-year interest rate term based on current market interest rates. No interest is charged on the equity loan portion. The equity split will be established based on a formula that considers the client's ability to repay (the maximum mortgage the client can afford) and a maximum payback period of 40 years. The equity position of Yukon Housing Corporation is transferred to the client as they pay down the mortgage, or as their ability to service the mortgage loan increases.

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### Extended Mortgage Guarantee

Assists Yukon rural residents with access to insured mortgage financing for the construction of a new house. Applicants must be pre-qualified for private sector financing.

Financing in the private sector is not available for the total construction cost in rural areas. A top-up of mortgage insurance provided by CMHC is required to secure full financing. Applicants must have been pre-approved for mortgage insurance from CMHC based on their private sector mortgage. Costs of construction must exceed the market value of the home. The home must be intended for the applicant's principal use.





## **COMMUNITY & INDUSTRY PARTNERING**

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### **Joint Venture Program**

Encourages and supports the private sector, non-governmental organizations and government departments to increase or improve housing options in Yukon including the development and demonstration of new technologies.

Proposals must address an identified housing related need in the community. Assistance levels and types are approved on the basis of project viability and a risk assessment. Proposals generating economic benefits to the local economy will receive priority.

Projects are designed to respond to a demonstrated need in the housing industry and demonstrate good potential to improve the quality of housing over time. For projects using new technologies, these technologies must be supported by local labour and products.

The underwriting standards used to evaluate the project's financial risk are similar to those used by lending institutions. Projects are further evaluated using factors such as market analysis, assessment of the competence and capacity of the proponent, credit reports, bank reports, proponent's equity, market studies, unit absorption rates and cost estimates for rental projects. For projects that deal with new technologies, Yukon people must be able to support the new technology or the new technology created by an achievable economic opportunity in Yukon. Projects should maximize the use of Yukon local material and labour.

Each project must meet a reasonable potential cost benefit test and projects exceeding \$50,000 must be approved by Yukon Housing Corporation's Board of Directors.

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### **Rental Rehabilitation Program**

The Rental Rehabilitation Program is designed to assist owners of rental accommodation to upgrade their rental unit(s). Specifically, the program is intended to assist with improvements related to health and safety, energy efficiency and accessibility for disabled or elderly people. General upgrades are also eligible under this program. The program is designed to achieve these goals through low interest loans to owners of rental accommodation.

This program is available throughout Yukon to owners of residential rental properties. Owners include sole proprietors and commercial entities such as corporations, partnerships and syndicates. An applicant's eligibility is based on three factors: the applicant must own the rental unit(s), have the financial ability to meet the loan obligation and demonstrate reasonable credit-worthiness.

Loans are based on a 15-year amortization period with five-year renewal terms. The program interest rate will depend upon the nature of the improvements.





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### Rental Suite Program

Assists homeowners to build a rental suite where market conditions warrant or to upgrade an existing suite to standard.

For applicants who own and occupy their home, and want to develop an income-generating suite or bring an existing suite up to code on the property they occupy. Applicants must be able to meet their mortgage obligations as determined through conventional loan underwriting practices. Funding for the development of a new suite is only available if there is a demand for rental units on the market.

Loans have a ten-year amortization period with a ten-year interest rate term; the interest rate is 2% below the current five-year mortgage rate. A mortgage is secured by a registered charge against the title. Clients must substantiate occupancy as a prerequisite for funding if the vacancy rate exceeds 4%.

## **RENTAL ACCOMMODATION**

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### Social Housing

In 1998, Canada Mortgage & Housing Corporation transferred the responsibility for the day-to-day management of social housing to Yukon Housing Corporation. YHC administers and maintains 579 social housing units in 10 Yukon communities. Approximately one in four units are occupied by seniors.

Monthly rent is assessed based on a formula of 25% of gross monthly household income. The same formula is used for all clients but differing income levels explain why tenants have different rent assessments.

YHC utilizes the Rent Supplement Program as a means of providing additional social housing to eligible clients. The Corporation enters into a lease agreement with a private sector landlord whereby the client pays rent based on the existing 25% of gross monthly income formula and the Corporation pays the difference between what the client can afford and the monthly rent charged by the landlord.

YHC also operates one seniors Heritage Housing facility, located in Haines Junction. This type of housing is available to all seniors, regardless of income level. Social housing tenants are also welcomed in Seniors Heritage Housing. Preference is given to seniors with medical conditions, victims of violence/abuse, those who require critical medical rural relocation, mobility challenged households, and senior households with chronic medical issues.



### Staff Housing

Rental accommodations are provided to Government of Yukon employees to help ensure the recruitment and retention of qualified employees to deliver government programs and services in rural Yukon. Whitehorse has a developed housing market; therefore, staff housing is not available.

Tenants pay a maximum rent of \$600 per month and a one-time fuel deposit of \$500. Tenants are also responsible for heat and electricity expenses. YHC is responsible for ongoing maintenance and capital repairs and improvements, and local YHC Housing Managers address tenant issues and co-ordinate maintenance and repairs.

Staff housing units are now built to YHC's energy standards and where feasible to YHC's Accommodating Home Standards.

