

# CELEBRATING 80 YEARS OF EXCELLENCE! ANNUAL REPORT 2014



www.hmecu.com



# CELEBRATING 80 YEARS OF EXCELLENCE!





Our 80<sup>th</sup> AGM is dedicated in memory of Pat Villeneuve.



# APRIL 11<sup>TH</sup>, 2015 - AGENDA

• Greetings/Introductions

#### **Business Meeting Agenda**

- Call to Order and Registration Report
- Adoption of the Agenda
- Minutes of the Seventy-Ninth Annual Meeting
- Business Arising from the Minutes
- Report to the Members
- Election of Officers\*
- Report of the Executive Vice President & Chief Financial Officer
- Report of the Loans Officer

#### ANNUAL REPORT INDEX

- Report of the Audit and Risk Committee (includes Auditor's Report and Appointment of Auditors)
- Report of the Good Samaritan Club
- · Report of the President & Chief Executive Officer
- New Business
- Special Presentations
- Adjournment
- · Cocktail Social to be followed by dinner
- \* Note: Election of Officers, including balloting if necessary, will commence immediately following the Report to the Members and will continue in between reports.

Dedication1
Annual General Meeting Agenda
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Vision, Mission, Senior Management Team, Values
Board of Directors
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Report of the Loans Officer
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### **OUR VISION**

The place to belong; the place to bank.

#### OUR MISSION

To provide the best care of our members' financial needs.



Senior Management Team (L to R) Jenn Vandehaar, Charlie Collura, Laurie Ryan-Hill, Margaret Bayr & Douglas Mann

# **OUR VALUES**

#### **Co-operative**

We believe in the promotion and realization of internationally accepted co-operative principles.

#### Family

We believe our credit union is a family: members, staff and volunteers.

#### Member for Life

We believe in lifelong relationships with our members.

#### Focusing on the Member

We believe that each member is a valued individual and will be treated with respect.

#### **Inspiring Culture**

We believe in an inspiring culture that values and respects our people and their contributions.

#### Integrity and Stewardship

We believe in long term financial stability, being accountable and acting ethically in all that we do.

#### Collaboration

We believe in partnering and collaborating within our member and credit union communities.



# CELEBRATING 80 YEARS OF EXCELLENCE!

# **BOARD OF DIRECTORS**



Michael Kay - Chair



James Cardwell - Vice Chair



Ross Holland - Secretary



Kevin Beattie - Director



Lori Muzak-McComb - Director



Sonia Browne - Director



Vince Paglia - Director



Oscar Husslage - Director



Frank Venturelli - Director



### **REPORT TO THE MEMBERS OF HMECU**

On behalf of the Board of Directors of Healthcare and Municipal Employees' Credit Union, I am pleased to report to our members on another successful year of operations. This afternoon marks our Credit Union's 80th Annual General Meeting. Your Credit Union continues to hold the proud distinction of being the oldest Credit Union still operating under its original Ontario league charter.

In our fiscal year ended December 31<sup>st</sup>, 2014, assets decreased slightly to \$163.5M, as a result of a decrease in deposits. A significant part of our member deposit activity was tracked to our off balance sheet mutual funds under administration, buoyed by strong equity market performance in 2014. Loans to members grew to \$143.6M.

Another positive bottom line allowed us to move an additional \$400,000 to our reserves. The transfer to reserves coupled with the slight decrease is assets resulted in an increase to the capital position to 6.8% of total assets representing just over \$11.1M. Despite the continued downward pressures on our interest margins due to the on-going low interest rate environment and increasing operating costs, we were able to generate above budget profit again this year. That success is the direct result of our dedicated team of management, staff and volunteers that we are fortunate to have working with us as well as the business loyalty of our members.

Our Chief Financial Officer and our Auditors will provide you with more details about our financial performance for the year ended 2014 in their respective reports later in the program.

In the fall of 2014 the Board developed and approved a new 3 year strategic plan. Strategic planning is critical to the long-term success of any organization. It involves reviewing where the organization is now, where it would like to be in the future, and how it intends to get there. The process of strategic planning helps to invigorate and strengthen the organization by focusing on longer term objectives and renewing the sense of purpose and commitment among directors and staff. Our CEO will provide you with some of the highlights of that plan in his report. In 2014, we continued to place considerable effort into governance practices. The knowledge, experience and skill of each director, and the Board as a whole, are important elements in the success and viability of the Credit Union. Continuing education is provided to directors on an ongoing basis. Properly oriented and educated directors support the Board's objective to provide strategic value, risk management and oversight of the CEO and management team.

The director education programs are tailored to the specific needs, skills and competencies of individual directors and the Board as a whole. In addition, each Board member completed annual mandatory privacy and anti-money laundering training. The Board also actively participated in Credit Union system initiatives, contributing insight and feedback to changes proposed in the national and provincial Credit Union systems.

Another area that we are once again pleased to report on is our involvement in the community. Board and staff are committed to ensuring HMECU continues to be a strong community supporter. I am proud to report that through staff, member and corporate giving, the Credit Union donated in excess of \$52,500 to various causes and charities in 2014. You will find a list of the organizations we supported in your report.

On behalf of the Board, I want to thank our President and CEO, Charlie Collura, his executive and management teams and all our employees for another great year. It is through their extraordinary efforts that HMECU continues to truly make good things happen for our Credit Union and especially our members.

Michael P. Kay, Board Chair

Charlie Collura, President and Chief Executive Officer



# REPORT OF THE LOANS OFFICER

December 31, 2014	2014	2013
Outstandings: Residential Mortgages MeritLines Personal Loans Lines of Credit Commercial Syndication Loans	\$ 76,943,423 44,116,594 13,641,402 3,578,382 5,273,714	43,861,182 13,472,408 3,501,823
Authorized Limits Approved: MeritLines Lines of Credit	8,459,417 625,591	
Mortgages: Applications Declined Disbursements Mortgages Securitized	59 0 7,129,606 0	0 12,052,205
Personal Loans: Applications Declined Disbursements	787 18 7,176,068	20
Allowance For Impaired Loans Mortgages/Loans/Lines of Credit in excess of 90 days	127,265	192,074

Over the past year, our Credit Union's mortgage and MeritLine portfolio grew by over 1.9 million dollars collectively. Personal loans and lines of credit grew by \$245,553 and our commercial syndication loans increased by \$90,927 by year end.

As of December 31, 2014 the Credit Union's allowance for doubtful loans was \$127,265. This amount continues to represent less than one quarter of 1% of our total outstanding loans and mortgages and is well below industry standards. Your Credit Union's Lending Department is committed to recommending competitively priced credit products, best suited to our members' financial needs, while always providing the best member experience possible.

Respectfully submitted,

Margaret Bayr, Vice President, Lending Services



# 2014 AUDIT AND RISK COMMITTEE REPORT

The Audit and Risk committee has received and reviewed the Audited Financial Statements for the year ending December 31, 2014 from our auditors, MIllards Chartered Accountants. Once again our auditors have expressed an opinion that the financial statements present fairly the financial position and results from operations of the Credit Union, and are free of material misstatement. In addition, the auditors, through their Management Letters, have indicated that their examination has not raised any significant concerns with our procedures or internal controls.

The Audit and Risk Committee is pleased to report that we have met the directives of the Credit Union Caisse Populaires Act and the Regulations. The committee held 6 meetings during 2014 and has undertaken the following significant activities:

- Reviewed and made recommendations to the Board of Directors regarding the annual external audit engagement letter, scope and plan of the audit and the audit management letters.
- Oversaw the internal audit function by reviewing reports from the internal auditor and evaluating the effectiveness of the internal audit functions.
- Continued to ensure the implementation of the recommendations made by the CRIMS' Compliance Audit and CRIMS' review of the Credit Union's Anti Money Laundering and Terrorist Financing policies and procedures. The Credit Union is in the process of installing Anti Money Laundering software that will be integrated with the banking system.

- We continued to focus and educate ourselves on Enterprise Risk Management (ERM). We reviewed and monitored the ERM committee's quarterly reports to ensure compliance with approved tolerance and risk appetite levels as well as compliance to Board policy.
- Assisted in the development of a detailed Disaster Recovery plan for the Credit Union.

The Audit and Risk Committee is satisfied that the Credit Union's procedures, policies and internal controls are sufficient and continue to protect the operations of the Credit Union.

Thank you to the staff and management for their support and co-operation during this past year.

Respectively submitted,

Jonia Beor

Sonia Browne, Chair Vince Paglia, Director Jim Cardwell, Director Ross Holland, Director



# FINANCIAL REPORTING RESPONSIBILITIES

The financial information contained in this report is a condensed version of the financial statements. The detailed financial statements are available to our members upon request at the AGM or at any of our branches.

Management is responsible for the preparation, presentation and consistency of the accompanying financial statements and other information contained in this Annual Report.

The financial statements have been prepared in accordance with International Financial Reporting Standards and have been audited by the firm of Millard, Rouse and Rosebrugh LLP, Chartered Accountants. These auditors, appointed by the members, audit our financial statements in accordance with Canadian generally accepted auditing standards. The auditors have free and independent access to the Audit and Risk Committee and meet with the Committee and with management to consider matters relating to financial statement presentation, internal controls and audit procedures.

Management maintains the necessary system of internal controls to provide reasonable assurance that transactions are authorized, assets safeguarded and proper records maintained.

This system of internal controls provides reasonable assurance that financial records are reliable and are a proper basis for preparation of the financial statements. The Audit and Risk Committee and the Board of Directors, in carrying out their responsibility, have reviewed and approved the financial statements.

The Audit and Risk Committee of the Board of Directors meets at least quarterly with management to review matters relating to the quality of financial reporting and internal accounting controls and the nature, extent and results of the audits. In addition, this Committee recommends the appointment of external auditors.

The Board of Directors oversees management's performance of its financial reporting responsibilities and meets regularly to approve the financial statements and other financial information.

The Deposit Insurance Corporation of Ontario (DICO) conducts a periodic examination and inquiry into the affairs of the Credit Union to ensure compliance with DICO and the Credit Union by-laws and the provisions of the Credit Unions and Caisses Populaires Act, 1994 under which the Credit Union is chartered and regulated.

Charlie Collura, President and Chief Executive Officer

Dayla Ha

Douglas Mann C.A., Executive Vice President and Chief Financial Officer



# **INDEPENDENT AUDITORS' REPORT**

#### To the Members of Hamilton Municipal Employees' Credit Union Limited

The accompanying summary financial statements, which comprise the summary statement of financial position as at December 31, 2014, the summary statement of comprehensive income, and summary statement of changes in members' equity for the year then ended, are derived from the audited financial statements of Hamilton Municipal Employees' Credit Union Limited for the year ended December 31, 2014. We expressed an unmodified audit opinion on those financial statements in our report dated February 19, 2015. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by International Financial Reporting Standards. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of Hamilton Municipal Employees' Credit Union Limited.

#### Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of a summary of the audited financial statements in accordance with its criteria to highlight the major areas of credit union activity, investments, member loans, member deposits and members' equity.

#### Auditors' Responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standards (CAS) 810, "Engagements to Report on Summary Financial Statements."

#### Opinion

In our opinion, the summary financial statements derived from the audited financial statements of Hamilton Municipal Employees' Credit Union Limited for the year ended December 31, 2014 are a fair summary of those financial statements, in accordance with management's criteria.

Millard, hence & Rosebraghelll

Millard, Rouse & Rosebrugh LLP CHARTERED PROFESSIONAL ACCOUNTANTS Licensed Public Accountants February 23, 2015 Brantford, Ontario



# SUMMARY STATEMENT OF FINANCIAL POSITION

As at December 31	2014	2013
ASSETS		
Current Assets	4,720,510	3,112,026
Loans to Members	143,630,778	141,378,072
Investments	12,301,623	16,744,698
Property, Plant and Equipment	2,539,790	2,743,204
Intangible Assets	316,930	357,828
	163,509,631	164,335,828
LIABILITIES		
Current Liabilities	1,475,262	2,033,209
Members' Deposits and Share Capital	151,778,218	152,393,030
Future Income Taxes	90,237	64,032
	153,343,717	154,490,271
MEMBERS' EQUITY		
Undivided Earnings	109,044	213,821
Accumulated Other Comprehensive Income	56,870	31,736
Reserves	10,000,000	9,600,000
	10,165,914	9,845,557
	163,509,631	164,335,828

Michael P. Kay, Board Chair

Ross Holland, Secretary



# SUMMARY STATEMENT OF COMPREHENSIVE INCOME

For the year ended December 31	2014	2013
Interest Revenue	6,284,134	6,367,861
Interest Expense	1,620,266	1,668,616
Interest Margin	4,663,868	4,699,245
Other Income	1,821,987	1,705,089
Income Before Operating Expenses	6,485,855	6,404,334
Operating Expenses		
Employee Salaries and Benefits	3,425,930	3,287,884
Other Operating Expenses	2,710,663	2,647,065
	6,136,593	5,934,949
Operating Income	349,262	469,385
Current and Future Income Taxes	54,039	73,022
Net Income	295,223	396,363

# OTHER COMPREHENSIVE INCOME (LOSS)

Comprehensive income for the year	320,357	331,076
Other comprehensive income (loss) for the year	25,134	(65,287)
Tax effect of change in unrealized gains on cash flow hedges	(4,610)	11,976
instruments designated as cash flow hedges	29,744	(77,263)
Change in unrealized gains (loss) on derivative		



# SUMMARY STATEMENT OF CHANGES IN MEMBERS' EQUITY

	Accumulated Other Comprehensive Incom Cash Flow Hedges	e Reserves	Retained Earnings	Total
<b>Balance at January 1, 2013</b> Net Income Transfer to reserves	97,023 - -	9,200,000 - 400,000	217,458 396,363 (400,000)	9,514,481 396,363
Change in unrealized gains / (losses) on cash flow hedges	(65,287)	-	-	(65,287)
Balance at December 31, 2013	31,736	9,600,000	213,821	9,845,557
Net Income Transfer to reserves	-	- 400,000	295,223 (400,000)	295,223
Change in unrealized gains / (losses) on cash flow hedges	25,134	-	-	25,134
Balance at December 31, 2014	56,870	10,000,000	109,044	10,165,914



# HMECU FIVE YEAR FINANCIAL HISTORY

	2014	2013	2012	2011	2010
come Statement (Year ended Decemb	er 31)				
Interest Revenue	\$ 6,284,134	\$ 6,367,861	\$ 6,437,644	\$ 6,436,991	\$ 6,689,334
Interest and Dividend Expense	1,620,266	1,668,616	1,852,416	2,084,286	2,110,094
Net Interest Margin	4,663,868	4,699,245	4,585,228	4,352,705	4,579,240
Other Income	1,821,987	1,705,089	1,577,994	1,705,031	1,641,951
Total Income	6,485,855	6,404,334	6,163,222	6,057,736	6,221,191
Operating Expenses	6,136,593	5,934,949	5,692,652	5,894,811	5,447,669
Income before Taxes	349,262	469,385	470,570	162,925	773,522
Income Taxes	54,039	73,022	73,685	22,266	164,138
Net Income	\$ 295,223	\$ 396,363	\$ 396,885	\$ 140,659	\$ 609,384
lance Sheet (at December 31)					
Personal Loans and Lines of Credit	\$ 17,092,518	\$ 16,875,595	\$ 15,042,902	\$ 14,522,801	\$ 16,095,516
Mortgages and MeritLines	121,060,017	119,089,432	115,416,527	109,286,123	104,824,801
Syndicated Loans	5,273,714	5,182,787	2,875,200	1,877,597	1,626,122
Accrued Interest Receivable	204,529	230,258	192,382	165,767	142,771
Loans and Mortgages to Members	143,630,778	141,378,072	133,527,011	125,852,288	122,689,210
Cash and Investments	15,730,429	18,271,515	21,830,508	24,460,588	22,492,768
Other Assets	4,148,424	4,686,241	4,041,997	4,542,971	4,817,935
Total Assets	\$ 163,509,631	\$ 164,335,828	\$ 159,399,516	\$ 154,855,847	\$ 149,999,913
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Members Chequing and Savings	63,337,277	65,478,027	62,730,213	58,820,037	56,698,686
Term Deposits	23,943,015	21,356,193	20,913,133	22,013,643	21,414,072
Tax Free Savings Accounts	11,387,420	9,639,943	7,548,366	5,611,294	3,942,305
Registered Deposits Accrued Interest	51,456,357 680,042	54,309,476	55,065,412	54,953,058	54,286,795 915,214
Accrued Interest	660,042	601,166	694,362	833,152	915,214
Total Members Deposits & Shares	150,804,111	151,384,805	146,951,486	142,231,184	137,257,072
Membership Shares	974,107	1,008,225	1,045,856	1,074,046	1,107,351
Other Liabilities	1,565,499	2,097,241	1,887,693	2,262,351	2,402,814
Members' Equity	10,165,914	9,845,557	9,514,481	9,288,266	9,232,676
Total Liabilities and Equity	\$ 163,509,631	\$ 164,335,828	\$ 159,399,516	\$ 154,855,847	\$ 149,999,913
nual Balance Sheet Asset Growth	-0.50%	3.10%	2.93%	3.24%	2.65%
her Items Under Administration	\$ 53,574,462	\$ 46.079.812	\$ 39,450,217	\$ 37.242.711	\$ 42,708,831
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# **BOARD OF DIRECTORS**

#### Term of Office Expires at the Annual Meeting in the year indicated

Chair	. Michael Kay	.2015
Vice Chair	.James Cardwell	.2016
Secretary	.Ross Holland	.2015
Director	.Kevin Beattie	.2015
Director	.Sonia Browne	.2016

Director	Oscar Husslage	2017
Director	Lori Muzak-McComb	2016
Director	Vince Paglia	2017
Director	Frank Venturelli	2017

# STAFF

Deanna Basso	Rita I
Yolanda Battiston	Nora
Margaret Bayr	Lena
Alper Bilge	Jodi
Deb Bolt	Zahra
Helen Brown	Bonr
Tracy Cain	Erin I
Haley Chamberlain	Jodi
Rose Mary Coccaro	Kitti ł
Charlie Collura	Mich
Daniela Conz	Leslie
Nancy Cooper	Andr
Brooke Ducharme	Jame
Joanne Engleby	Doug
Joanne Foster	Tina

Rita Fredson Nora Gefucia Lena Graves Jodi Gresko Zahra Haidari Bonnie Hamel Erin Hart Jodi Kielb Kitti Kiss Michelle Kranjc Leslie Lawson Andrew Leal James Lounsbury Doug Mann Tina Manojlovic Diana McDermid Sylvia McKinnon Angela McNamara Mary Metcalfe Maryann Miskic Michelle Morey Patty Painter Gisele Pinard Heather Pye Janice Rempel Robert Rocklyn Lara Ruplen Laurie Ryan-Hill Ruth Salmeron Shereen Shawihat Christina Shields Kelly Smith Nasim Somani Mark Stanners Teresa Stephenson Jennifer Swing Tonia Tirabassi Jenn Vandehaar Pat Villeneuve Natalie Welland Kim Williamson Annette Wilmot Michael Wilson Sandy Yardley



# Thank You for Celebrating our 80th AGM with Us!

# 2014 COMMUNITY SUPPORT

During 2014 HMECU was an advocate in providing sponsorships, donations and gifts of over \$52,500 to a variety of worthy causes throughout the Hamilton, Burlington and Brantford communities. We will continue to be philanthropic to our many employer groups, associations and members in the years to come. Below is a listing of some of the organizations we were proud to support.

Around the Bay Road Race Big Brothers and Sisters of Hamilton Brant Community Healthcare System Foundation Brantford Fire Department Brantford Food Bank Brantford Power Employees Breast Cancer Society Camp Bunko Canadian Cancer Society Canadian Diabetes Association Canadian Red Cross Children's Aid Society of Brantford Children's Safety Village, Brantford City of Hamilton Co-Ed 3 Pitch League City of Hamilton - Senior of the Year Award City of Hamilton United Way **Community Resource Services** Crime Stoppers - Brantford CUPF Local 5167 CUPE Local 7800 Diagnostic Imaging Department -St. Joseph's Healthcare Hamilton Civic Employees Hockey Leagues Hamilton Emergency Medical Services

Hamilton Food Share Hamilton Health Sciences Foundation Hamilton Motorcycle Ride For Dad Hamilton Police - The Back-Up Hamilton Police Association Hamilton Police Services Hamilton Professional Fire Fighters Horizon Utilities Juvenile Diabetes of Hamilton Kidney Dialysis Department -St. Joseph's Healthcare McMaster University Medical Centre Multiple Sclerosis Society of Canada Neighbour to Neighbour Food Bank North Hamilton Community Center NovaVita Participation House, Brantford Shriners Club of Ontario Southern Ontario Fire Fighters Curling Association St. Joseph's Lifecare – Brantford St. Joseph's Healthcare Hamilton St. Joseph's Healthcare Foundation St. Peter's Healthcare Foundation Weekend to End Women's Cancers Wellwood Resource Centre of Canada

With special thanks to the Ontario Credit Union Charitable Foundation for their continued support through many fundraising initiatives. **www.ontariocucf.ca** 



# **FINANCIAL PLANNING & ADVICE**

We have the EXPERIENCE our members and their families need...

Our highly experienced financial planning team are salaried employees and therefore are not influenced by commission driven products and services. The best interest of our members is our #1 priority. Whatever your unique needs are, you can trust that HMECU has the expert advice as well as the products and services to help you reach your goals.

#### Some of the ways we help our members include:

- Understanding your OMERS or HOOPP as well as other pensions
- How to make retirement easier & more comfortable
- What to do with Sick Bank & Vacation Pay upon retirement
- Choosing the Right Investments (RRSP's, TFSA's, GIC's, Mutual Funds through Worldsource Financial Management Inc., sponsoring Mutual Fund Dealer)
- Minimizing Income Tax
- Tax & Estate Planning
- Education Planning (RESP's & Intrust Accounts)

We understand that everyone's needs are different and we will take the time to understand your situation and goals.

Before you make decisions that could impact the rest of your life call someone you can trust.

Just a few minutes of your time could make the financial difference of a lifetime! Our advisors are happy to meet with you at any of our branch locations.

Call (905) 575-8888 or Toll Free at 1-866-808-2888 to book your FREE NO OBLIGATION APPOINTMENT



# MEET THE TEAM YOU CAN TRUST TO GUIDE YOU TO FINANCIAL WELL-BEING

Leslie Lawson, *CFP, Financial Planner* llawson@hmecu.com 905-575-8888 ext 213

Mark Stanners, CFP, Manager Member Investment Services & Branch Compliance mstanners@hmecu.com 905-575-8888 ext. 214

Sylvia McKinnon, Investment Assistant smckinnon@hmecu.com 905-575-8888 ext 219



Commissions, trailing commissions, management fees and expenses all may be associated with mutual fund investments. Please read the prospectus before investing. Mutual funds are not guaranteed, their values change frequently and past performance may not be repeated.

Worldsource Financial Management Inc., sponsoring mutual fund dealer. Additional products and services provided through HMECU.



NOTE	S

# Healthcare and Municipal Employees' Credit Union™

#### **Full Service Branches**

#### Corporate Head Office/ Hamilton Mountain Branch

209 Limeridge Road East Hamilton, ON L9A 2S6 905-575-8888 1-866-808-2888

#### Hamilton West Branch

100-1685 Main Street West Hamilton, ON L8S 1G5 905-526-7244

#### **Brantford Branch**

1-330 West Street Brantford, ON N3R 7V5 519-756-6942

#### Satellite Offices

#### St. Joseph's Hospital

50 Charlton Avenue East Room G1104 Hamilton, ON L8N 4A6 905-522-1155 ext. 32910

#### Hamilton General Hospital

237 Barton Street East Level 1, Market Place Hamilton, ON L8L 2X2 905-527-4322 ext. 48245

#### **Burlington City Hall**

426 Brant Street Burlington, ON L7R 3Z6 905-335-7650

#### Hamilton City Hall

71 Main Street West Room 054 (lower level) Hamilton, ON L8P 4Y5 905-546-2424 ext. 6422