

Housing by the numbers

Overall vacancy rate
increased to

1.8%

Average rents
increased by

8.4%

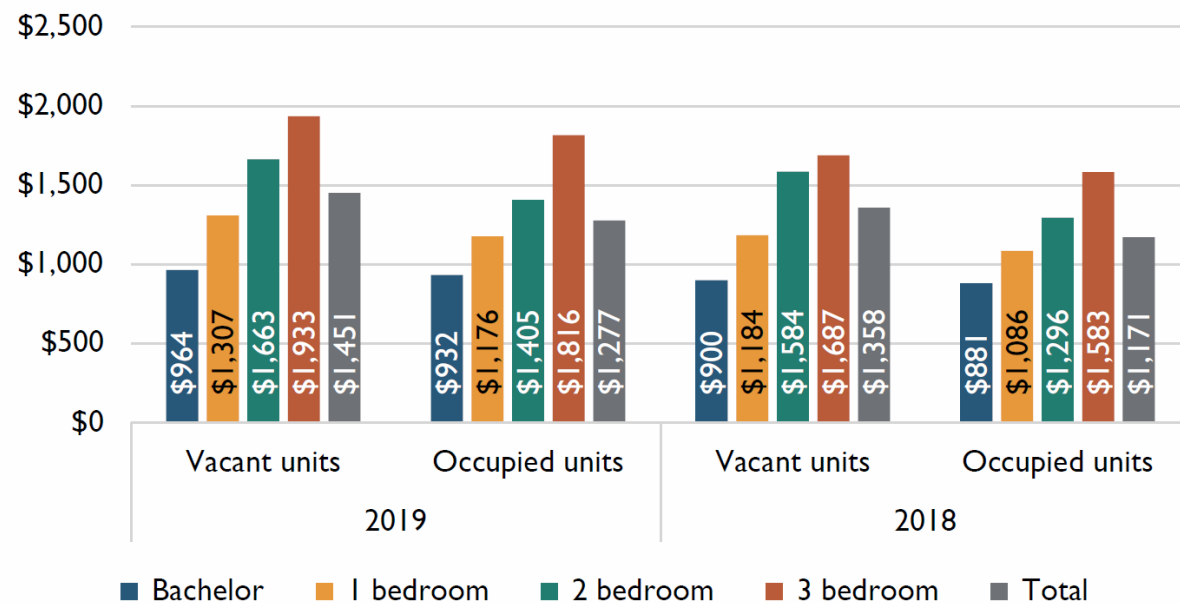
Ottawa's housing market

Rent policies and increases may seem straightforward at first glance but there are many pieces to the puzzle of understanding the rental housing market in Ottawa. For example, from 2018 to 2019, **rent in Ottawa for a 2-bedroom apartment increased by 8%** — that's a lot more than the Ontario guideline of 1.8%.

A large student population, newcomers to Ottawa, and people who can't afford mortgages keep rentals in high demand in Ottawa. Combined with the increase in asking rents versus occupied units, turnover rates for rentals stay low.

Last year, **average rents on vacant two-bedroom apartments in Ottawa were 18.4% higher than rents on occupied units.**

Average Rents on Vacant Units Rose in 2019



This data is sourced from CMHC's Rental Market Reports. Find it at cmhc.ca/rental-market-report-data.

2019 Annual Report

Centretown Citizens Ottawa Corporation
Centretown Citizens Housing Cooperative

Prepared for the 2020 AGM
September 17, 2020

President's Address



As I write this, we are, at best, halfway through the most difficult global health challenge in a century. And we don't yet know what economic and social obstacles we will face in the aftermath.

Here's one thing we do know: the most important message of the pandemic is to stay home if you can. That only works if you have a good safe home. Far too many people in Ottawa don't.

We have too many neighbours who are not safe in their own homes, too many neighbours who are at risk of losing their homes every time the rent is due. Too many who have poor living conditions, unhealthy homes and homes that are inadequate for their families. And far, far too many of our neighbours don't have a home at all. This has never

been acceptable. In an unprecedented global health emergency, it is inexcusable.

It reminds us what CCOC is all about: good homes, with good neighbours and a good landlord you can trust. Those are the things we worked on in 2019.

We proudly created 16 new 2- and 3-bedroom homes on Arlington Avenue in the Fall. It's a beautiful new building designed to achieve amazing energy efficiency. In 2020 we'll start work on 159 Forward Avenue; another 31 new beautiful energy efficient homes.

We also invested a lot in making sure our current homes remain in good condition. We invested over \$3.8 million in capital repair in 2019. We spent a full day in November at a Board retreat where we looked at options for a long term financial plan to make sure we can always keep our homes in good condition. We hope to leverage over \$35 million in refinancing over the next eight years to further invest in CCOC properties.

We value being a good neighbour. In 2019 we re-envisioned our support for that concept by creating a new Tenant and Community Engagement Department. It's our goal to be a landlord people can trust and we recognize that good communication and good engagement are fundamental to achieving that trust.

Looking ahead to the aftermath of the pandemic, we know that housing must be a priority. Not only so that we can all enjoy good safe homes, but also as part of our economic recovery. CCOC is always shovel-ready and eager for opportunities to improve existing properties and to build new ones. We do these things because they are part of our Mission. Looking back now from 2020, we can see even more clearly the importance of that Mission. Having a good home has always been, and will always be important. But during the pandemic it's everything. Nothing is more important than helping people find, and keep, a good home.

- Dallas Alderson, President

Community & Engagement

CCOC had a busy year of renewed commitment to tenant and community engagement. We spent the year talking to tenants about what matters to them, advocating for greener development across Ottawa, sharing expertise, and planning for what's to come.

To celebrate the end of the Arlington redevelopment, we held a block party with new tenants and neighbours. The grand opening was a blend of celebrating, connecting CCOC tenants to their neighbourhood, and advocating for affordable, sustainable housing. Before the big event, the new tenants hung a historic piece of glass from the previous building in the backyard.

The annual property tour fell on a rainy Saturday in September, but keeners still came out smiling on their bikes to learn about CCOC's plans for development and redevelopment. One of the speakers on the tour was Zlatko, an engaging advocate for cycling safety who works for the City of Ottawa.

Zlatko invited our Sustainability Facilitator to provide practical experience to Carleton's Industrial Design students working on waste diversion in high-density buildings. As CCOC is a citywide leader in waste diversion, the expertise was a valued part of the students' growth and understanding of what is possible for waste diversion.

Last year, we spent a lot of time listening. We hosted the first "Listening Party" at 151 Parkdale. The free weekend BBQ was an opportunity for tenants to engage with staff from multiple departments about the issues that matter where they live. Connection like this will remain an important part of the CCOC's future.

Following the 2019 AGM, the Board of Directors embarked on their first Anti-Oppression training. This training creates common ground for all board members, bringing an Anti-Oppression lens to their work. We're working on a broader investment to create more training opportunities like this for all volunteers.

In a colourful, loud cohort, CCOC also joined Ottawa's 2019 pride parade! CCOC provides housing for everyone, regardless of gender or sexual orientation. The cohort included staff, volunteers, board members, and many cheers of "Housing is a human right!"



CCOC staff, tenants, & volunteers showed their Pride at the parade.

CCOC Development

Cahdco

2019 was a busy year for Cahdco, CCOC's sister development corporation. Cahdco completed the development of four new affordable housing projects for various non-profit partners, including CCOC, King's Daughters and Sons (KDS), the Ottawa Mission, and the Youth Services Bureau.

In May 2019, tenants moved into the newly reconstructed CCOC Arlington Passive House. The energy efficient building has 16 homes with eight 2-bedroom and eight 3-bedroom apartments.

Cahdco also helped the Ottawa Mission in acquiring an apartment building in Overbrook, a mixture of 1 and 2-bedroom apartments with support services provided by the Mission. The team worked with KDS to build a 6-storey addition to one of their buildings, providing 58 additional affordable homes to seniors in the Dow's Lake neighbourhood. And, right across from Mooney's Bay, the Youth Services Bureau built a new 4-storey building with a youth services hub on the ground floor and apartments for youth ages 16-24 located above.

New developments

In fall 2019, CCOC won a competition to develop a City of Ottawa piece of land in Mechanicsville into affordable housing. Scheduled to begin construction in spring 2021, the building on Forward Ave is just in the planning stages. We hope to achieve net zero energy consumption. The project will provide approximately 50 homes, for a combination of single households and families.

Cahdco is also working with the Anglican Diocese to build a similar sized project in the Bell's Corner's neighbourhood.



Some of the Cahdco team at the King's Daughters and Sons construction site.

PRAC Wraps Up

CCOC revived the Policy, Research, and Action Committee (PRAC!) in the fall of 2017. PRAC is an ad hoc committee that comes together when housing policy is going through large shifts. Its purpose is to understand what's happening in the world of housing policy and what it means for CCOC and the sector in Ottawa.

Over the last two years, a lot has happened across all levels of government that impacts CCOC's present and future. This included the roll out of new housing programs under the federal government's National Housing Strategy, the adoption of new inclusionary zoning measures under Ontario's Planning Act, a new Ontario long term affordable housing strategy, the review of the City of Ottawa's Official Plan, and an update to the City's 10-Year Housing and Homelessness Plan.

As part of the Official Plan Review, CCOC responded to the City of Ottawa's Five Big Moves discussion paper. We emphasized the need for nuanced definitions of affordability that better reflect the range of local housing and the importance of ensuring affordability in future intensification and transit-oriented development planning.

Given the challenges of producing deeply affordable housing in Ottawa, CCOC proposed a Housing Hackathon event to explore innovative ideas to fund affordable housing development. This could also create a better understanding of the cost complexities of affordable housing. With funding under the NHS's Solution Lab Initiative, the Housing Hackathon will happen under the guidance of CCOC's Tenant and Community Engagement Committee. It will be a co-sponsored event between City of Ottawa, Greater Ottawa Homebuilders Association, and the Ottawa Social Housing Network.

The committee also explored how to apply 'systems thinking' to government and inter-agency relations within the broader housing and homelessness system. And, PRAC kicked off CCOC's efforts to more fully support aging-in-place for tenants – work that is continuing in each of CCOC's committees.

We want to thank PRAC members for the time, energy and commitment they brought to the work of PRAC in 2019. With PRAC wrapped up, work will continue under CCOC's standing committees, until PRAC is needed once more.



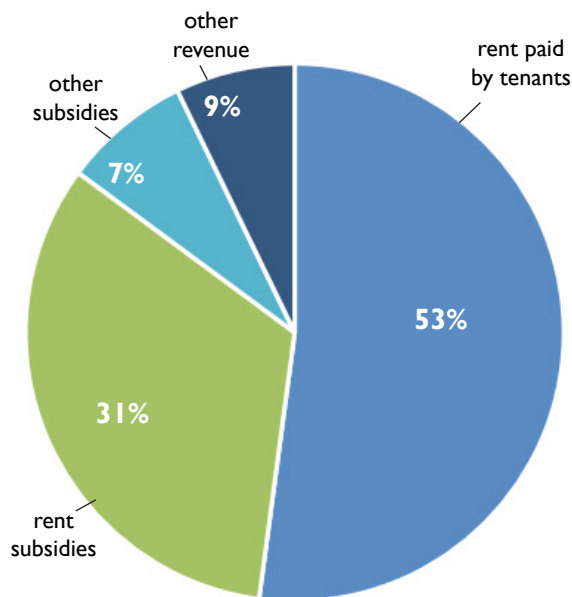
Financial snapshot

CCOC ended 2019 with an operating surplus, which allowed us to contribute an additional **\$600,000** to capital reserves for future building repairs and upgrades. After that special allocation, the final surplus was **\$95,788**. As of December 31 2019, CCOC had 19 properties with fully paid-off mortgages (and two that never had any). CCOC is hoping to take advantage of historically low interest rates to refinance and reinvest in our existing properties with major repair and renewal projects.

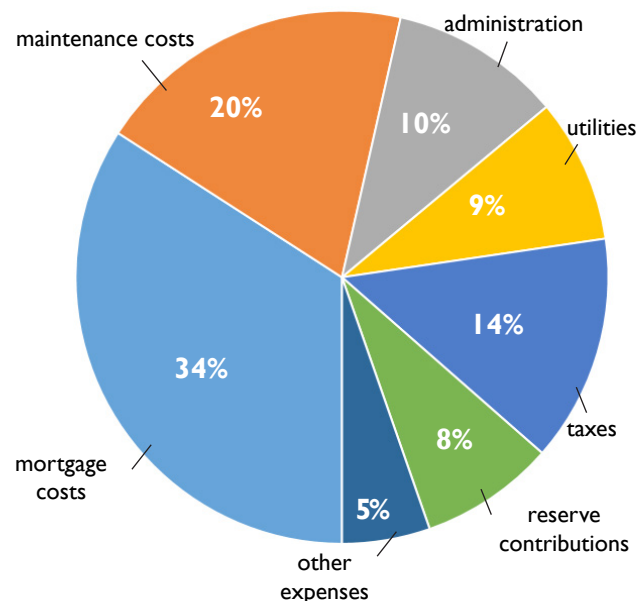
CCHC ended 2019 with a \$14,119 surplus. The board had forecasted a break-even budget but low vacancies resulted in a much better year than we've recently seen for the co-op. The co-op's mortgage at 240 Presland will be fully paid off during 2021.

2019 CCOC/CCHC Operating Revenue and Expenses

REVENUE \$23,087,747



EXPENSES \$22,977,840



Maintenance & Renewal

Operations

Our facilities management staff completed **11,724** work orders in 2019! Nearly 5,000 of those work orders were for urgent or emergency work.

We are proud to say that we fulfilled our service standards for 98% of the work done.

Capital Repairs

CCOC spent just under \$4 million on capital projects in 2019! It's been a busy year with both planned and unplanned capital repairs.

We achieved a lot with this budget. Big projects included repairing the garages at 415 Gilmour and 258 Argyle, de-commissioning the Rochester heating plant and implementing a new heating system, LED lighting retrofits across properties, and putting in a new air make up unit at 54 Primrose.

Although unplanned, the elevator repairs at 258 Argyle and 145 Clarence were critical to stopping mechanical and electrical problems that impacted tenant use of the elevators.

CCOC received \$439,000 from the City of Ottawa through the Housing and Homelessness Investment Plan and the Canada-Ontario Community Housing Initiative to start major overhauls to the heating systems at 151 Parkdale, 258 Lisgar, and an elevator modernization at 345 Waverley.



Staff look down into the parking garage at 415 Gilmour