

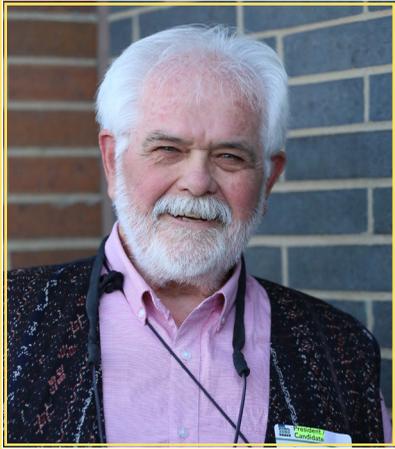
2018 Annual Report

Centretown Citizens Ottawa Corporation
Centretown Citizens Housing Cooperative



Prepared for the 2019 AGM
May 16, 2019

President's Address



For CCOC, it has always been about more than just affordable housing. We got our start, more than 45 years ago, from neighbourhood activists that had a vision for a complete, inclusive residential neighbourhood with a great quality of life. Affordable housing is a key part of that, but so are walkability, public transit and transportation, safety, access to services, a vibrant mainstreet, and all the other things that make up a good downtown neighbourhood. That's why CCOC is always pushing to connect the dots between affordable housing and other elements of a just and inclusive society.

In 2018 we revived our Policy, Research and Action Committee (PRAC!), an ad hoc committee that pops up when needed – and lately there's a lot to look at. PRAC is connecting the dots between the City's transportation plans and housing affordability: working

with allies, they were successful in getting the City to hold 20 parcels of land aside for affordable housing development near light rail transit stations. Together they were also successful in getting the City to add \$15 million to their budget for affordable housing development. Next on the to-do list is to prioritize affordable housing in all City planning and development approvals through an inclusionary zoning bylaw. We are also trying to influence the City to take a more systems-level approach to dealing with housing and homelessness: because if you can't connect the dots, you can't see the full picture.

There was another big change for CCOC in 2018: we created the Tenant and Community Engagement (TCE) committee, supported on a staff level by an aligned department. TCE has a strong mandate to look at inclusion, diversity, and equity. Not all voices are properly heard in all the work we do. We need people from all backgrounds who are already part of CCOC to be welcomed and valued at all our decision-making tables and in all our neighbourhoods. TCE will also take charge of our environmental sustainability mandate, building on the fantastic and innovative work we have done so far. Because the most important dot to connect is the big blue dot we all live on: our one and only planet.

Every drain we unblock, every lease we sign, every window we wash and every bill we pay is an important part of the work staff does, day in and day out. But each one of those actions is connected to a bigger picture, and a bigger effect CCOC has on Ottawa. Because an affordable home isn't enough unless it's in a good neighbourhood. A new apartment isn't enough unless it's in a supportive and inclusive community. It's our job to connect these dots and draw a better Ottawa.

We are seeing the results of our work. Community organizations across Ottawa are leveraging each others' knowledge and seeing the tangible value of working together. From these collective efforts, the picture is forming. Housing is being talked about more than ever and the opportunity is now.

- Bill Rooney, President

Connecting the dots

CCOC is connecting the dots on important issues in our neighbourhood, and we are not alone. So many organizations in Ottawa are doing exciting work to transform our neighbourhoods into engaged, liveable communities. Sometimes it is hard to see the big picture—check out what some of our community partners are doing!

A group of organizations put together the rally that successfully saw the city set aside \$15 million for affordable housing. ACORN, the Coalition of Community Health Centres, the City for All Women Initiative (CAWI), and CCOC were some of the lead organizing partners. While some of these organizations might not have housing at the forefront of their mandate, they understand how fundamental affordable housing is to communities.

The work does not stop there and groups continue organizing to see Ottawa transform. CAWI recently hosted an event called Affordable Housing for a Diversity of Women. This initiative is educating us on the barriers and unique challenges that gender and race place on accessing safe housing. The Healthy Transportation Coalition is rolling along as strong as ever. They are consistently working to make our city accessible for all kinds of transit (not just the gas-powered!).

Our neighbourhood community health centres are always doing amazing work. The Somerset West Community Health Centre has been researching rooming houses to ensure this necessary form of housing continues to exist amidst a gentrifying neighbourhood. They, along with the other Community Health Centres, provide all kinds of programming to the areas they serve.

We could never do all of this work alone. We are so proud of our community-building partners. Operation Come Home, OCISO, The Door, the Parkdale Food Centre, along with some of our local politicians and many others are transforming this city.

Our work is multi-faceted and we need everyone together to connect the dots. When we collaborate with our neighbours, we share their expertise and grow towards a common goal. We are strongest when we work together.



Members of CAWI led a song with everyone at the rally: "We ask for you to make it possible - a place for every one to live."

CCOC Development

Cahdco

2018 marked another exciting year for CCOC's sister corporation, Cahdco. At the end of November, 42 women moved into Cornerstone Housing for Women's new residence, in the renovated Institut Jeanne d'Arc building in Westboro. The project was an adaptive re-use of the former convent into supportive rental housing for women. It was initiated in 2016 with a feasibility report and an Action Ottawa proposal with all project management services provided by Cahdco. The Youth Services Bureau and the King's Daughters and Sons also won Action Ottawa funding, and their projects started construction in the summer of 2018.

Cahdco currently has a number of projects in the feasibility and design-development stage for many non-profit groups, with more clients lined up for 2019.



The Cahdco team celebrates the completion of the Cornerstone Housing for Women project.



A room at the new Cornerstone Institut Jeanne d'Arc building in Westboro, complete with donated handmade quilts.

The Arlington Project

With construction of the Arlington project beginning in the fall of 2017, CCOC and Cahdco are proud to have completed their first building designed to a Passive House Standard. Passive House buildings require very little energy to heat and cool the homes. This design choice adds an environmentally friendly building to CCOC's housing stock and helps future tenants with increased comfort and decreased energy bills. The project has 16 homes with eight 2-bedrooms and eight 3-bedroom apartments. The first tenant moved in during the first week of May 2019!

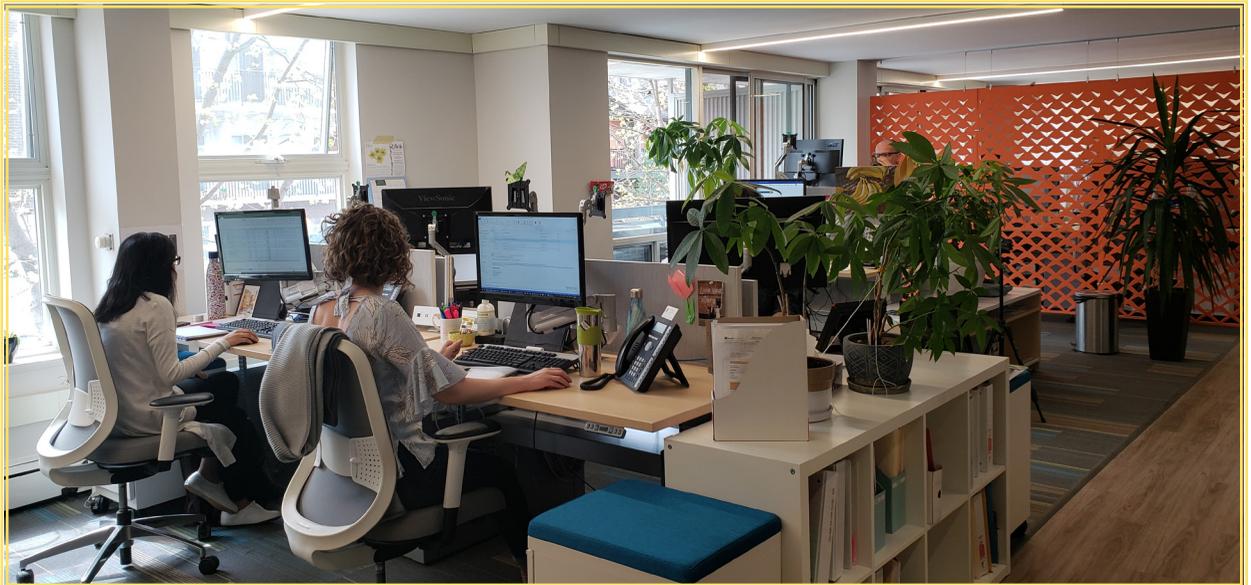
CCOC Ch-ch-changes

Tenant and Community Engagement

CCOC has a new department! The department grew out of Membership & Communications and was created to address a key component in happy and successful housing—community! The Tenant & Community Engagement Department focuses on supporting tenants as they lead initiatives that matter to them. Connecting neighbours with each other, building relationships, and creating communities of care are all fundamental factors to quality of life.

With the federal election in site, the TCE department will work with partners to give CCOC tenants the information they need to get out to vote. The department continues to take care of all things green, including energy conservation, gardening, and green living. TCE will also be working to increase the voices of all CCOC tenants at the decision-making tables, because our communities are strongest when we know our neighbours, understand their stories, and share life together.

Space



After a long period of renovation and construction, CCOC staff moved into a new office space at the end of 2018. It's got bright windows, open spaces and lots of fresh air. We're proud to welcome tenants and guests in to our new modern office. Staff want to thank the Board of Directors for doing this for us.

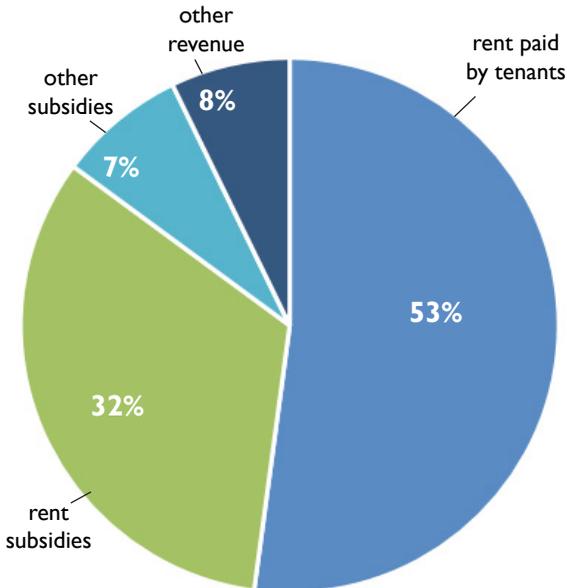
Financial snapshot

CCOC ended 2018 with an operating surplus, which allowed us to contribute an additional **\$701,000** to capital reserves for future building repairs and upgrades. After that special allocation, the final surplus was **\$1,546**. As of December 31 2018, CCOC had 19 properties with fully paid-off mortgages (and two that never had any). This leads to larger surpluses that allow us to reinvest in our existing properties, and, eventually, to buy or build new ones.

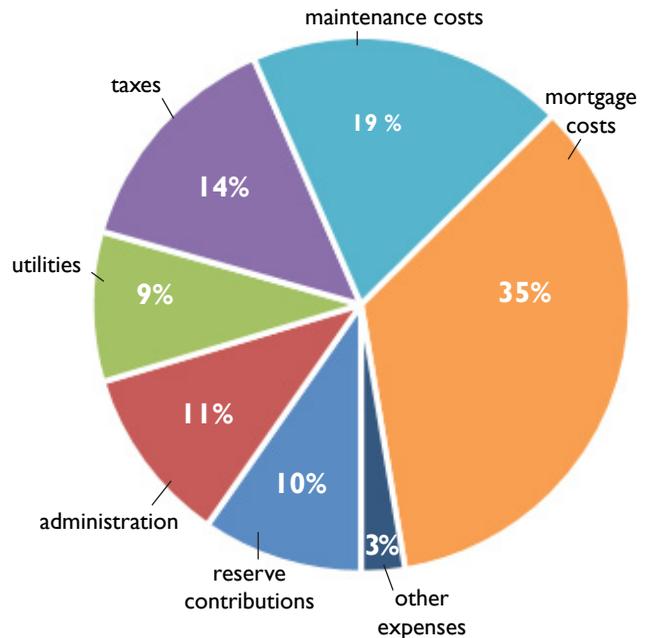
CCHC ended 2018 with a \$4,696 surplus. The board had forecasted a deficit of \$17,595, but low vacancies combined with lower maintenance costs resulted in a much better year than we've recently seen for the co-op. The co-op's mortgage at 240 Presland will be fully paid off during 2021.

2018 CCOC/CCHC Operating Revenue and Expenses

REVENUE \$22,269,933



EXPENSES \$22,263,690



Maintenance & Renewal

Operations

Our facilities management staff completed **12,658** work orders in 2018! Here are some of the wonderful things tenants had to say about work well done:

“I am amazed at how promptly CCOC responded to our request to have our locker door in the basement adjusted. The worker who came was super considerate. He also had to do his work with inadequate light. He is great!”

“The young gentleman who did work in my home was very professional and kind. Thank you!”

Capital Repairs

CCOC spent about **\$3.75 million** on capital projects in 2018—that’s a million more than we spent in 2017! Needless to say, we’ve been busy!

We’ve achieved a lot with this budget. Big projects included applying new sealant to the exterior of 151 Parkdale and giving some of our aging properties new roofs, namely 110 Nelson, 341 Lyon, and 145 Clarence.

CCOC received \$487,000 in funding from the City of Ottawa through the Housing and Homelessness Investing Plan for some badly needed repairs to the garage at 10 Stevens.

The Percy School rehabilitation project continued in 2018 with completion of the building envelope: doors, siding, and windows have been replaced, giving a nice face-lift to each home on the property. The landscape work in 2019 will finish up the project.



Roof replacement at 110 Nelson



Exterior cladding renewal Percy School Phase 2

Affordable housing brief

CCOC creates, maintains, and promotes affordable housing. But what does “affordable housing” mean? CCOC started under a “break-even rent” program. For most of our history we have had “rent-geared-to-income” subsidies. Now there are also “below-market-rent” subsidies. But even our market rents are a form of affordable housing for modest income households, since they tend to be more affordable than the private market, especially for new construction.

With the National Housing Strategy, and the increased attention to housing affordability in general, there are now so many definitions of what affordable means. When working with our advocacy allies, CCOC’s Policy, Research and Advocacy Committee (PRAC!) members noticed we aren’t always talking about the same definition of affordable housing. We did some research and found nine separate definitions of affordable housing in current use, then we created a glossary of them. You can find a copy in “publications” on the CCOC website. By developing a shared vocabulary, it becomes easier to engage in constructive conversations about the state of affordable housing and to realize common aspirations for policy reform.

Measures of Affordable Housing

