

2020 Annual Report

Centretown Citizens Ottawa Corporation
Centretown Citizens Housing Cooperative

Prepared for the 2021 AGM
May 20, 2021



Presidential address

2020 was the year we all had to adapt to a new reality, and a new way of doing everything. It was the year that exposed all of the cracks in our society: if any of us didn't see them before, we can't ignore them anymore.

While we hope to see the end of the pandemic in 2021, we also hope that this new awareness doesn't end. We hope that leaders continue to see the way our racialized and marginalized neighbours struggle disproportionately with health and housing challenges. We hope that we all continue to see the vital role that safe, secure and affordable housing plays in any society.

In 2020, CCOC committed to a broad anti-racist organizational change process. It will last over several years and reshape our volunteer engagement, our relationship with tenants, and the way we understand our roles as a non-profit landlord and as an employer. This won't be easy work, or quick work, but good change never is.

When having a secure home is the most important public health recommendation, our work at CCOC becomes even more essential. CCOC tenants, volunteers and staff have worked through these new challenges and adapted to a new reality. Our priority has been to continue, as much as possible, with good service, creativity and innovation to remain a landlord of choice.

We have forged ahead with our new development on Forward Avenue in Mechanicsville: 49 new energy-efficient homes coming in 2023. We are working on a merger with Taiga Non-Profit Housing, building on discussions that began in early 2020. We've brought pest-control fully in-house to serve tenants quicker and better. Our staff have continued to occupy leadership roles in the Ottawa Social Housing Network, Ontario Non-Profit Housing Association, Housing Services Corporation and the Canadian Housing and Renewal Association.

And through all of these things, our staff have had to adapt to new safety protocols, new housing regulations, and an ever-changing landscape of pandemic responses.

2020 wasn't easy for any of us. We saw many tenants struggling and many staff working hard just to keep up. We all went through worry, fatigue and stress. We're lucky to be part of an organization that makes a positive contribution in difficult times. 2020 taught us what "essential" really means, and CCOC is high on the list.

- Dallas Alderson, President

Changes at CCOC

Tenant and Community Engagement

CCOC tenants and staff continue co-creating opportunities in order to build community around their homes. Projects, such as the Neighbours Network, build personal connections during times in which we feel vulnerable. We are happy to say that the response has been amazing!

Thanks to a Community Housing Transformation Centre grant, CCOC has been able to use new programs and attend trainings to better engage with our community while using more efficient tools.

CCOC has committed to engaging volunteers with diverse lived experiences, representing a true intersectionality of the people who call CCOC home.



Arlington welcome party.

Staying Connected in Isolation

This pandemic has lasted much longer than any of us anticipated. CCOC staff and tenants have handled these trying times with grace. We've learned to be innovative and welcome change; whether it be adding electronic transfers as a method of payment, more electronic communication with tenants, or scheduling in-person appointments for those needing accommodation.

We commend our field staff's dedication to provide the best service without ever compromising safety and would like to thank everyone for their empathy and patience this year. More than ever, we can recognize the importance of community. With the help of tenant-led initiatives, there is still the feeling of togetherness despite distancing, isolating, lockdowns

and stay-at-home orders. We know many people have been engaging and organizing in their communities for a long time. It is this creative energy neighbours are bringing to their communities, to help those around them, that makes this work exciting, and hopefully, transformative.

CCOC Development

Forward Avenue

CCOC began an exciting development in 2020 after winning a City of Ottawa request for proposals in 2019 for the 159 Forward Avenue site. The existing building on Forward Avenue was a family shelter used by the city for over 30 years. Prior to that, it was a school, built in the 1950s.

In summer 2020, CCOC also purchased a duplex next door at 147 Forward Avenue.

With an expanded property we are able to create 49 new homes in a 4-storey building: 14 three-bedroom, 8 two-bedroom, and 27 1-bedroom and bachelor apartments.

We are targeting Passive House performance standards. Passive House is an advanced construction and design standard that produces homes that require very little energy for heating or cooling.

Demolition will take place over spring and summer 2021. Construction will begin at the end of summer.



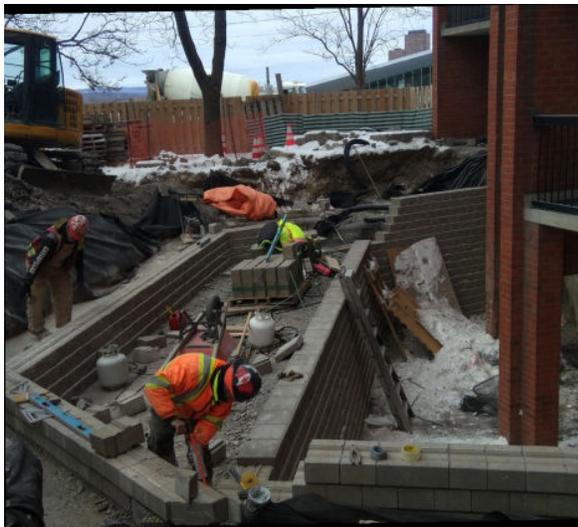
Rendering of property on Forward Ave.

Maintenance and Renewal

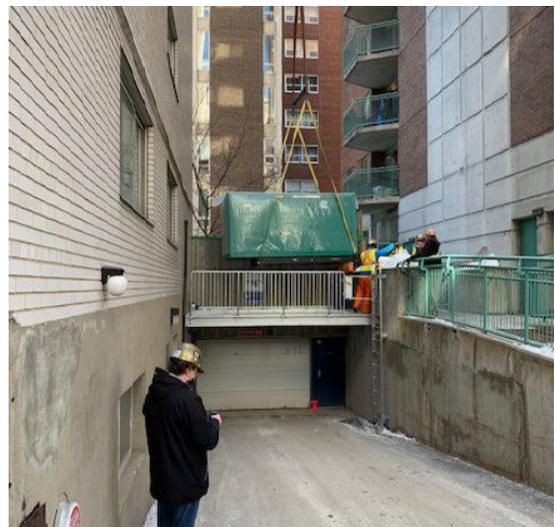
Operations and Capital Projects

CCOC spent about \$1.92 million on capital projects in 2020, less than in normal years after scaling back due to COVID-19. Despite that, we have achieved a lot.

Big projects included underground garage repairs for 151 Parkdale Avenue. 170 Booth Street got a new retaining wall and a ventilation system replacement. Over at 345 Waverley Street, the two elevators were modernized. We attended to emergency repairs at 25 Rochester Street (structural), 520 Bronson Street (mechanical), 240 Presland Road (electrical and mechanical), 258 Lisgar Street (electrical and mechanical) as well as LED upgrades for CCOC properties.



Repairs at 170 Booth St.



Construction at 264 Lisgar St.

CCOC received over \$1 million in funding from the City of Ottawa to fund capital projects in 2020.

Rehabilitation projects at 258 Lisgar Street continued in 2020 with completion of boiler and hot water tank replacements, replacement of fire pumps and a new generator. The decommissioning of the electrical vault will finish in 2021. It's our oldest mid-rise building and we're happy to reinvest and renew it for decades ahead.

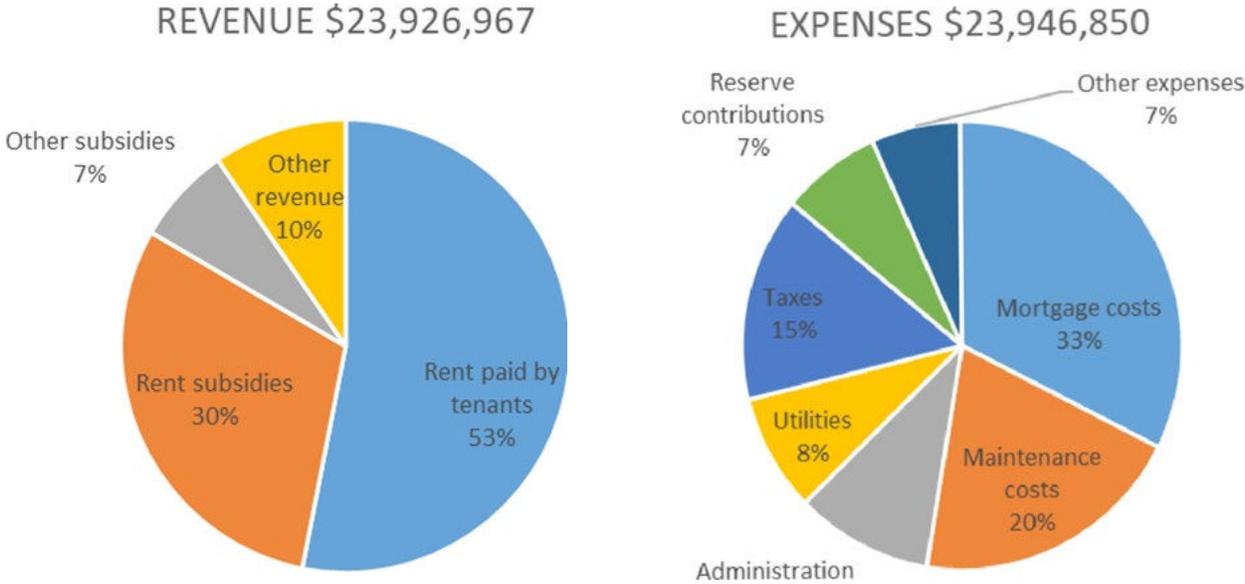
Financial Snapshot

CCOC ended 2020 with an operating surplus, which allowed us to contribute an additional \$480,000 to capital reserves for future building repairs and upgrades. After that special allocation, the final surplus was \$8,579. As of December 31 2020, CCOC had 20 properties with fully paid-off mortgages (and 2 that never had a mortgage). This leads to larger surpluses that allow us to reinvest in our existing properties, and, eventually, to buy or build new ones.

CCHC ended 2020 with a deficit of \$28,462. The board had forecasted a break-even budget, but a supplemental contribution from operations was required to offset the deficit in the capital replacement reserve.

The co-op's mortgage at 240 Presland was fully paid off in February 2021.

2020 CCOC/CCHC Operating Revenue & Expenses



Honouring Good Neighbours

2020 Doug Debrisay Good Neighbour Award Winner: Lana Mauchan



Every year, tenants nominate a neighbour that goes out of their way to help others and make the building a friendlier place. The winner for 2020 is Lana Mauchan. She is playfully known around her building as the original friendship instigator. If ever water or heat services are interrupted, Lana reaches out to neighbours to check in. Although her selfless actions may seem small, they bring joy to many. Whether it be bringing a neighbours' package to their door or brushing the snow off other cars, Lana is available when neighbours need help or just want to chat!

"She wants to help and encourages us with her own actions."

It's nice to know that there's someone who will always let you know if the snow removal truck is on route or will share the ripe avocado they won't have time to eat! Those who nominated her say her cheerful disposition and readiness to help those around her have been appreciated, especially during the pandemic.

New Faces at CCOC 2020-2021



Delena Jean Baptiste
TCE Facilitator



Goldwine Brizard
Tenant Service Representative



Clifford Celestin
Cleaning Staff

Not Pictured

**Andrée-Ann
Cousineau-Lalonde**
Director Human Resources
& Corporate Services



Kamal Dirie
Budget and Cost Analyst



Jignesh Dudhat
Pest Control Coordinator



Mike Gignac
Painter & Decorator



Ricky Keo
Cleaning Staff



Chris King
General Maintenance Staff



Krish Krawlay
Capital Projects Manager



Maryse Martin
Director of Finance



Julie Pelletier
Tenant Service Representative



Laura Penney
TCE Facilitator



Kyla Tanner
Development Project Manager



Danna See-Har
Development Project Manager

Candidates for the 2021-2022 Term on the Board of Directors

Erica Braunovan: Erica's lifelong passion for community building first developed when she was exposed to poverty issues in the 1990s. She quickly determined that Band-Aid solutions couldn't bring about the transformational societal changes our communities needed to thrive. Hailing from Southern Manitoba, Erica has called Ottawa home for the last two decades. Erica's commitment to CCOC has seen her spend seven years as a member of the Board of Directors and Rental Committee (2008-2015), and she currently serves on the Governance Sub-Committee. Erica left the CCOC Board when she was elected the Ottawa Carleton District School Board Trustee for Somerset/Kitchissippi.

Sarah Button: Sarah joined the CCOC Board in 2017, and she currently sits on the Development Committee, the Governance Subcommittee, the Cahdco Board, and the Cahdco Executive Committee. She is seeking another term to continue supporting CCOC's growth through new developments and partnerships, initiatives like the Community Land Trust, and the organization's ongoing anti-oppression work. Sarah was inspired to become an urban planner and pursue a career in affordable housing policy after working for CCOC as a summer student. She currently works in housing innovation at the Canadian Mortgage and Housing Corporation (CMHC). Sarah lives in Centretown near Bayview Station.

Courtney Lockhart: Courtney has been a CCOC tenant for 5 years. She's dedicated to being a part of the solution to the current housing crisis, and shares CCOC's mission of building affordable, accessible housing for the community. Courtney grew up in Lethbridge, Alberta and moved to Ottawa in 2013 to complete her Master's degree in Political Science at Carleton University. Courtney is currently a program manager of policy and government relations at the Co-operative Housing Federation of Canada, where she advocates for the non-profit co-operative housing sector. Most recently, she was instrumental in advocating for a \$118 million federal investment in rental assistance for low-income households living in community housing.

Court Miller: Court has been proud to call Centretown home since 2014. A former CCOC tenant, Court has actively volunteered on CCOC's Finance and Development Committees for the past several years. Court is a Chartered Professional Accountant (CPA) and works as a financial advisor in the federal government. He is also involved part-time in the teaching and mentoring of future CPAs. Passionate about non-profit and public sector governance, Court hopes to bring his enthusiasm and experience to the Board of Directors. When not crunching numbers, Court loves to read fiction, drink coffee, and spend time with his cat, Leroy.

Shelley Robinson: Shelley is a CCOC neighbour committed to help keep Centretown affordable. She has been on the CCOC Board since 2019, doing stints as the Secretary and on the Tenant and Community Engagement, Development, Facilities Management, and Governance committees.

She is Executive Director of National Capital FreeNet, a not-for-profit Internet Service Provider that works towards local digital equity. Shelley is currently finishing up her MBA in Community Economic Development from Cape Breton University. In her spare time, she can usually be found thrift shopping or watching *Murder, She Wrote*.

Erin Sirett: Erin Sirett has called Ottawa home for over seven years. She works as a Negotiator with the Public Service Alliance of Canada (PSAC), a national public sector union. While she advocates for unionized workers in her job, she is also a member of the Fight for \$15 and Fairness, to achieve justice for all workers. She is also a member of Horizon Ottawa. Erin believes strongly in the power of people to make change from below, and she would like to further contribute to local initiatives to create, maintain and promote affordable housing by being a CCOC Board member.

AnaLori Smith: AnaLori is a 34-year-old woman with cerebral palsy. Since 2015, she has been a proud tenant with CCOC on Argyle Avenue. She resides in a fully accessible apartment with a beautiful view. AnaLori has been a Board member since 2017 and is ready to be elected as President. Her demonstrated commitment to leadership roles with increasing responsibilities make her the best-prepared candidate for the role. Her platform is centered on accountable leadership, with a focus on strengthening equity and inclusion in CCOC's governance and amplifying anti-racist, anti-oppressive organizational change. For an overview of her leadership abilities and experience, visit <https://www.linkedin.com/in/analorismith/>. (AnaLori is running exclusively for the role of Board President)