

# 2012 Annual Report

Centretown Citizens Ottawa Corporation

Centretown Citizens Housing Cooperative

*A Landlord of choice*

Prepared for the  
2013 Annual General Meeting  
May 23, 2013



# President's Address

CCOC completed a new strategic plan in 2012. We invited all of our members, board and committee volunteers, and all of our staff to help us express our vision for the kind of landlord we want to be.

We took some important ideas that have been part of CCOC's values for a long time, put them into writing and renewed our commitment.

CCOC will continue being a landlord of choice. We are not in-between housing, somewhere people live until they find something better; not the kind of housing where people live because they don't have other choices. We want to offer the kind of homes people choose to live in, and the kind of homes people would still choose to live in, even when they have more opportunities and higher incomes.

We want to be a landlord of choice, not a landlord of circumstance.

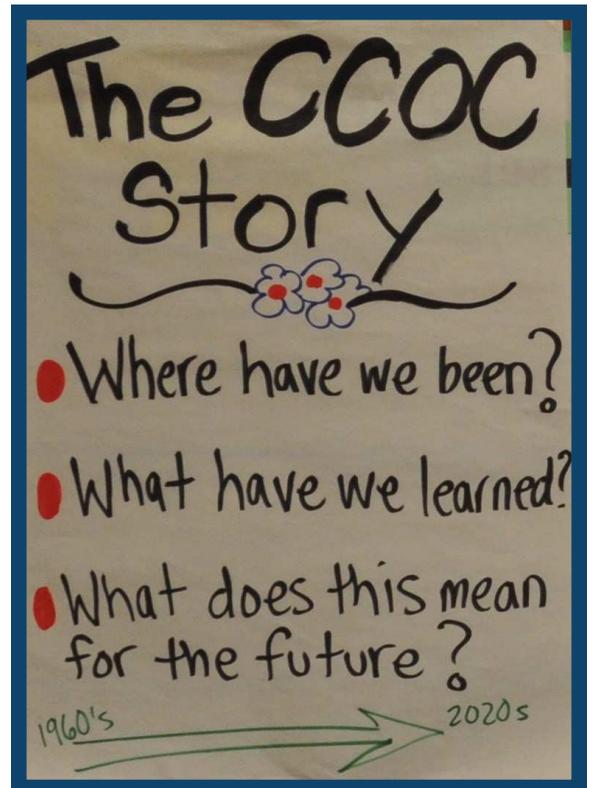
Quality of Life is part of CCOC's vision of being a good landlord. This means good quality buildings and apartments; diversity in housing options and tenant mix; responsive service; affordability; a landlord with good community-based values; a voice in decision making; feeling safe at home; "walkability"; and personal responsibility to space and community.

We felt so strongly about our role as a landlord in improving quality of life, that we added it to CCOC's Mission and Values statement:

"We value housing which is affordable, livable and diverse in type and *contributes to a high quality of life.*"

If the kinds of homes we offer contribute to a better quality of life, then we know we are doing it right.

Calinda Brown, CCOC President



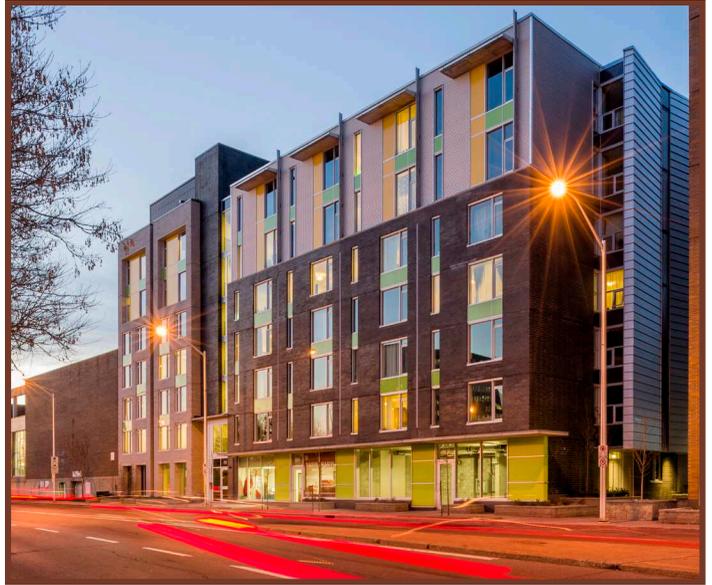
Strategic planning... 2014 to 2022

# Happy People

## BEAVER BARRACKS - FINISHED AND FULLY RENTED

The construction dust has settled, boxes have been unpacked and 94 households are settling in to life at phase two of Beaver Barracks, alongside the 160 households in phase one. For the past five years, everyone at CCOC - volunteers, tenants and staff - has had a role to play in helping to design, build, rent up and manage our largest project ever. It's great to see a community grow!

There are 16 rooftop garden plots on the roof of 464 Metcalfe and 30 plots in the Victory Garden in the centre of the site. Staff are working with disabled tenants to design and create a shared accessible garden, and with all tenants to create a children's play space in the courtyard.



||| Catherine - home to 76 new households.



## WOW WE WON A BROWNIE!

The Brownie is a national award presented by the Canadian Urban Institute to recognize leadership, innovation and environmental sustainability in brownfields redevelopment across Canada. CCOC won the award for re-using a contaminated urban site for the Beaver Barracks project.

Beaver Barracks houses over 100 children!

# Healthy Buildings

## OPERATIONS

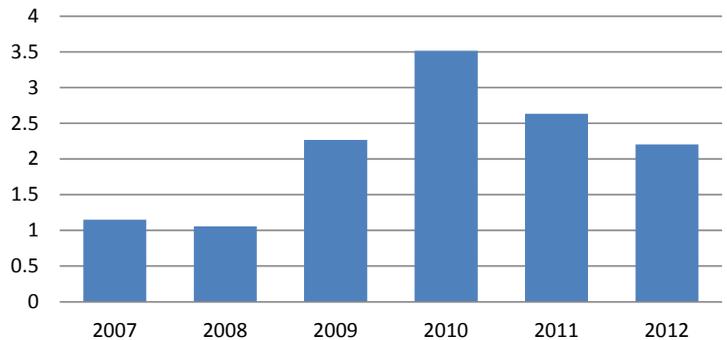
In 2012, CCOC's maintenance staff responded to 6775 regular maintenance requests - about 26 completed work orders each day. We responded to 1071 after hours calls - about 21 emergency calls a week. Both of these numbers are in line with previous years.

## CAPITAL EXPENDITURES

From 2009 to 2011 there was a steady stream of capital repair grant funding as part of the government's economic stimulus spending. Now that those grants are gone, CCOC's capital expenditures are coming back down, but with our aging buildings the volume of work will never return to the previous average of roughly \$1 million per year.

2012's expenditure of just over \$2 million is the new normal.

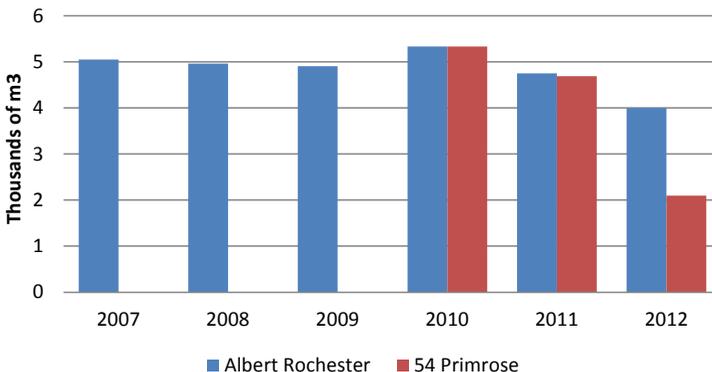
Capital Dollars Spent



## LEVERAGING OPPORTUNITIES

Whenever we can, CCOC is incorporating energy efficiency and sustainability goals into its renewal projects. For example, in 2012 we replaced all of the toilets at two properties with low water models.

Water Consumption - Pilot Buildings



At 54 Primrose, we saw a 60% reduction in water usage. At Albert/ Rochester, a townhouse complex where toilets are a smaller percentage of total water consumption, we still saw a 20% reduction in water use.

All properties will soon benefit from this pilot project - saving money and saving the planet.

# Financially Sustainable

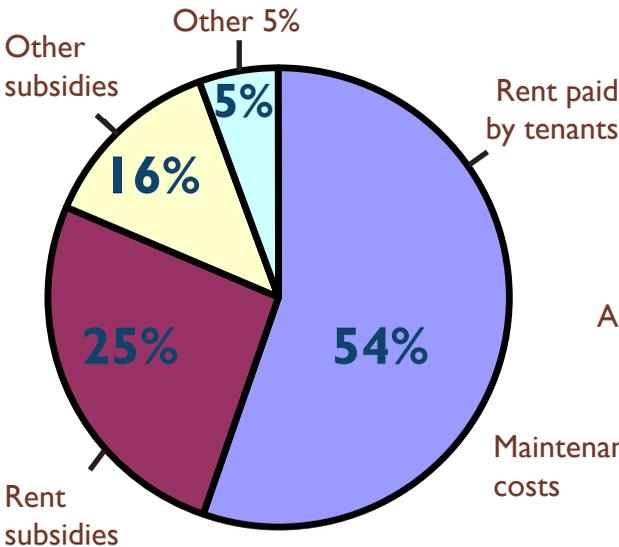
CCHC and CCOC both ended 2012 in a good financial position.

CCOC had a modest surplus of \$20,853 on an \$18.5 million operating budget. By the end of the year, CCOC had paid off mortgages at six properties. We're now putting half of those mortgage savings into a special ReGeneration Fund.

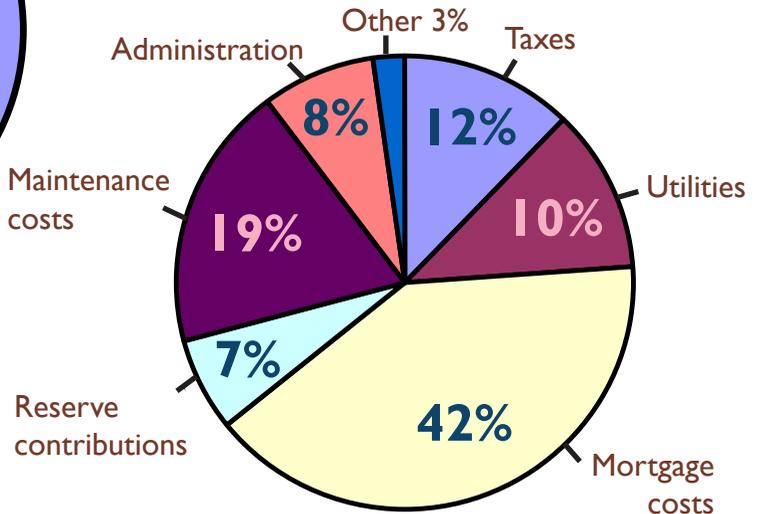
CCHC, the coop at 240 Presland, ended 2012 with a \$14,412 surplus. We were able to use this surplus to pay down part of the loan CCHC took to finance major capital work in 2011.

## 2012 CCOC/ CCHC Revenue & Expenses

### REVENUE \$18,985,000



### EXPENSES \$18,859,000



# A landlord of choice

CCOC's vacancy rate has remained steady at about 1.5% for the past several years, while Ottawa's vacancy rate jumped up to 2.5% in 2012. Last year 254 new households moved into CCOC properties (not including the rent up of new buildings). That's a 17% turnover, which is pretty consistent for us.

CCOC tenants are a big part of life in downtown Ottawa. Ask your favourite barista, artist, political staffer or community activist where they live and chances are... they live with CCOC!

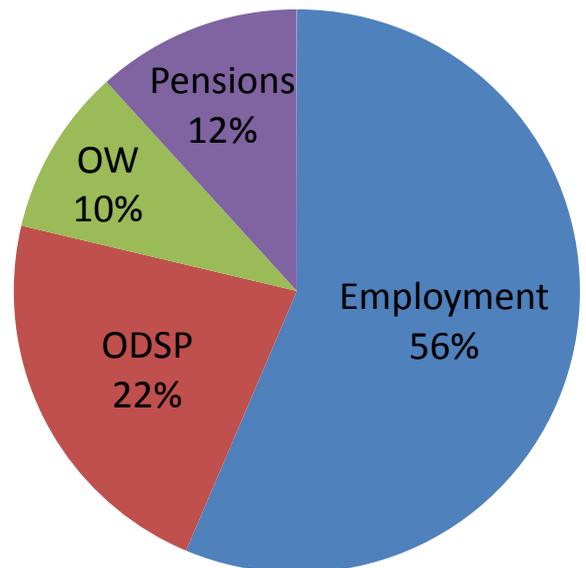
## WHO'S MOVING IN?

Subsidized Tenants	
Chronological waiting list	42%
Tenant Transfers	20%
Homeless priority	13%
Special/ Urgent Safety priority	8%
Community Partner Referrals	7%
Overhoused tenants	4%
Market rent tenants needing subsidy	4%
Urgent Medical priority	1%

Market Rent Tenants	
Referrals from tenants and friends	40%
CCOC website	34%
Tenant Transfers	13%
Former tenants	10%
Other websites	2%
Signage	2%

## SOURCES OF INCOME

We've seen a continuing trend on sources of tenant income: the proportion of tenants whose main income is from employment has held steady, the proportion of tenants that receive Ontario Works continues to drop, and the share of tenants on Ontario Disability Support Pensions grows a bit every year.



# Proud and loud leadership

## SHOWING OFF TO ROOFTOPS

Rooftops Canada provides technical expertise and leadership in low-cost housing and human settlements development around the world. Catherine Boucher is a local board member. In 2012, the National Cooperative Housing Union from Kenya toured Beaver Barracks, learning about CCOC's model of creating, maintaining and promoting housing.



## INSTIGATING

During 2012's strategic planning, CCOC recommitted to "continue as a leader and instigator in pushing for progressive policy and for new development and will continue supporting other affordable housing organizations to drive forward. Staff, tenants and volunteers must share our vision and be motivated to actively participate in bringing that vision to life."

## SHOWING OFF OUR ROOFTOP

In 2012, CCOC took part in Ottawa's Doors Open - with volunteers showing over 400 visitors through 464 Metcalfe. People were excited by our rooftop gardens and sustainability features - and they were amazed to learn that a building they'd thought was an expensive condo is affordable rental housing, with a mix of unit sizes, incomes and accessible units.



**CCOC is** a community based, tenant and member directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate income people.

**CCOC values** a diverse tenant, staff and member population without discrimination with respect to Aboriginal, racial, ethnic, linguistic and religious backgrounds, age, gender, sexual orientation, household composition, and levels of income and ability;

- working together as tenants, members and staff in ways which are responsible and supportive;
- decisions which are open and inclusive in the way they are made, communicated and implemented;
- being innovative, creative, and dynamic in how we do our work;
- housing which is affordable, livable and diverse in type **and contributes to a high quality of life**; and
- communities that are healthy, diverse, energy-efficient and respect the natural environment.

***Quality of Life for CCOC is defined by: good quality buildings and units; diversity in housing options and tenancy mix; responsive service; affordability; shared values with landlord; a voice in decision making; feeling safe at home; “walkability”; personal responsibility to space and community.***

