

# 2011 Annual Report

*People, Properties, Perspective*

Prepared for the  
2012 Annual General Meeting  
May 24, 2012

**Centretown Citizens Ottawa Corporation  
Centretown Citizens Housing Cooperative**



# President's Address

Between this Annual General Meeting and the next, CCOC will spend a lot of time looking forward. There are new opportunities and potential pitfalls up ahead, and over the next twelve months we'll finish our map for how to navigate them.

As of the date of this AGM, we have four properties whose mortgages are fully paid off - four properties that, after 35 years, now operate successfully without any operating subsidy. Ten short years from now we'll have another 17 properties without mortgages or operating agreements.

It's the start of an exciting new chapter in CCOC's future. There are possibilities open to us that may help us serve tenants better than before, renew our existing properties to make them greener, and that may give us resources to continue our commitment to new development.

In a sense we'll be "operating without a net", managing our own affairs with less reliance on government. But isn't this what we've always wanted? The confidence to set our own path and follow our own collective conscience has always guided CCOC's creativity and innovation.

We may be approaching our 40th birthday as an organization, but in many ways CCOC feels more like a young person half that age - full of energy and drive, ready to make her own way.

Some of this work may seem like boring number crunching sometimes; analyzing replacement reserves, making long range financial plans, measuring progress indicators; but our passion is always based on some pragmatic planning.

The best way to predict the future is to create it, and that's what we try to do every year. We're ready, and the future is ours.

Calinda Brown, CCOC President



Calinda, Ray & Catherine  
burn CCOC's first mortgage!

# Financial

Both CCOC and CCHC ended 2011 in a good financial position. For the first time ever, all four CCOC portfolios ended the year with a surplus, and all four have now cleared their books to show a cumulative surplus.

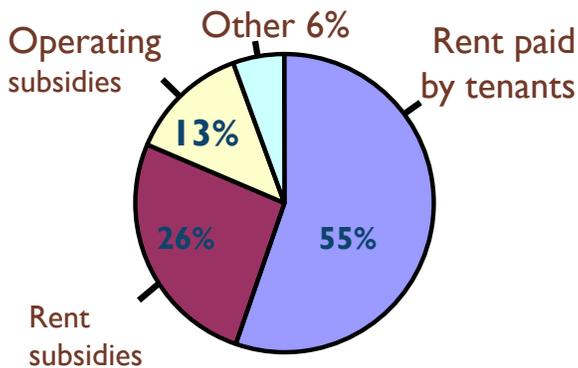
Over the next year, the board will be developing a long term financial plan to make sure we stay in good financial health.



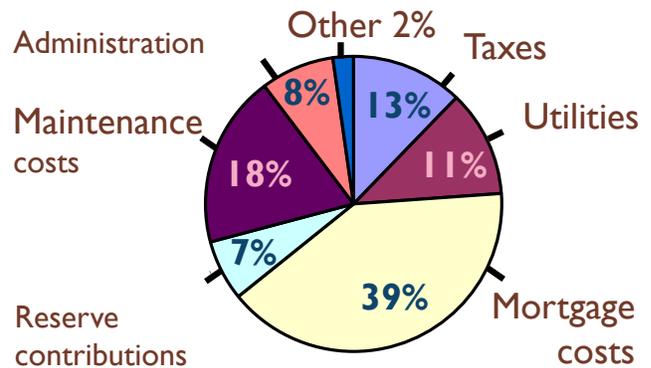
(L) Abe Feinstein, CCOC's first Treasurer, (R) Nathan Benson, CCOC's current Treasurer.

## 2011 CCOC/ CCHC Revenue & Expenses

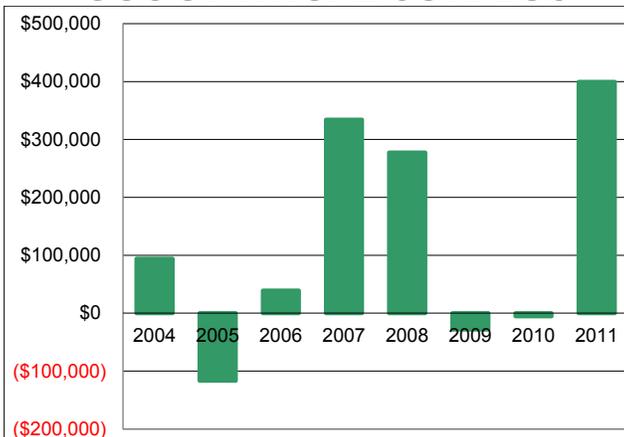
**REVENUE \$17,183,769**



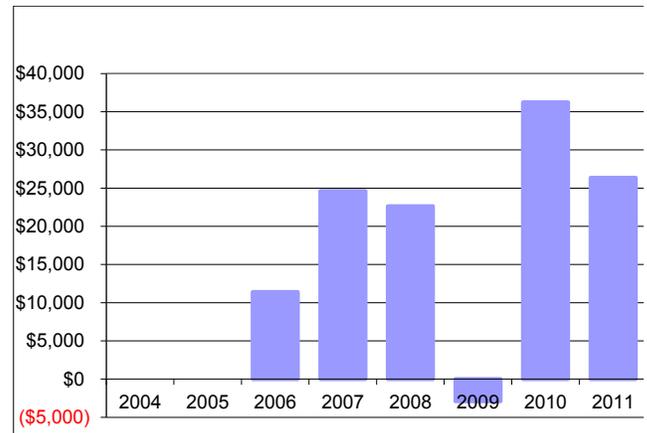
**EXPENSES \$16,722,108**



### CCOC ANNUAL SURPLUS



### CCHC ANNUAL SURPLUS



# Properties

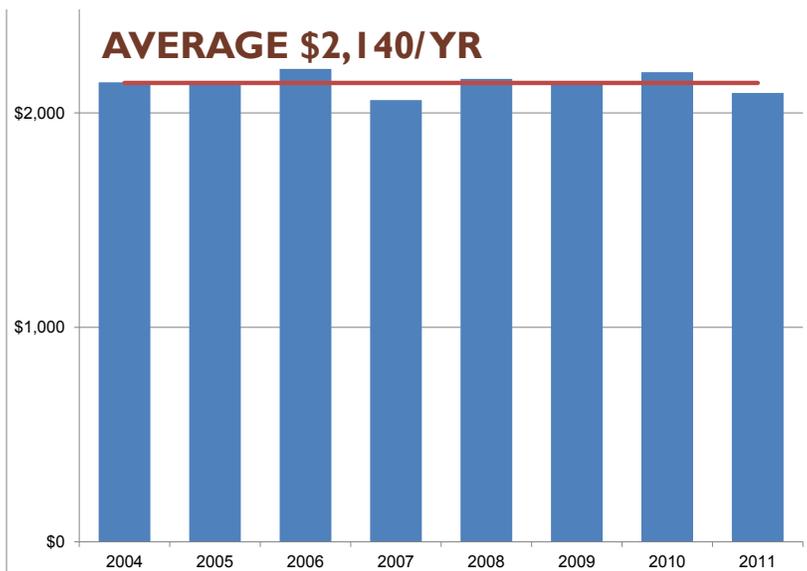
## LEBRETON FLATS REGENERATION

Our buildings on the Lebreton Flats were built or bought just over 30 years ago. Over the last few years, we've taken advantage of grant funding programs to do much more work than we had budgeted for, and have significantly regenerated these properties.

Over the last four years, the units at Albert, Rochester and Primrose have had their balconies, decks and porches rebuilt, and everything has been repainted. We've replaced windows and doors, furnaces, hot water tanks and toilets with new, energy efficient models. For tenants who pay their own utilities, this adds up!

At 170 Booth, we've rebuilt the elevator, repainted the halls and put in new energy efficient laundry equipment. We're still not done - 170 Booth will get more attention in 2012 along with many of our older properties.

## ANNUAL PER UNIT MAINTENANCE COST - HOLDING STEADY!



Bikes and nasturtiums  
at 25 Rochester

## BEAVER BARRACKS - FIRST YEAR OPERATIONS

2011 was the first full year of operations for 464 Metcalfe and 160 Argyle. It has been an interesting year for our new tenants: living beside a construction site, dealing with construction deficiencies and generally helping us break in two new buildings. Despite these challenges, they've told us they are thrilled with their new homes and have already started telling their friends to sign up for phase 2!

We broke new ground on green construction and we've learned a few things about encouraging green behaviour at our properties too. These lessons will help us at all our properties and will benefit all of our tenants.



464 Metcalfe - fully rented.

## PHASE 2 CONSTRUCTION



111 Catherine Street and two blocks of townhouses on Victory Gardens Private will be ready in the fall of 2012. Just imagine one year from now, when the construction dust has settled, the first shoots are coming up in the community garden, and this tranquil little corner of the neighbourhood is home to 254 new households. This is what CCOC is all about.

Through the construction fence on September 29, 2011.

# People



Longtime tenant Henry Ziolo and Ashley Hunter

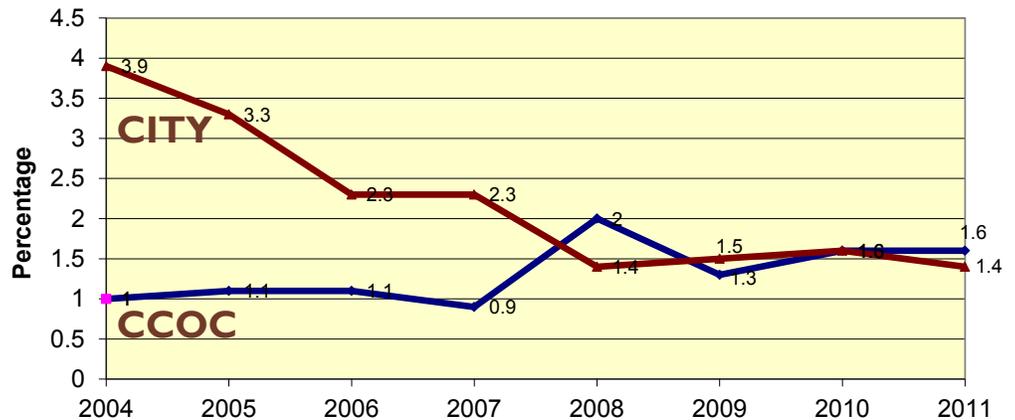
House, Project Upstream, Cornerstone, Personal Choice for Independent Living, Canadian Mental Health Association, The In Community, Options Bytown, Salus, and LiveWorkPlay. These agencies support over 160 tenants, (over 10% of our housing stock) We work collaboratively to support tenants in developing the independent living skills required to manage and maintain their housing, to achieve successful tenancies and better life outcomes.

## COMMUNITY PARTNERSHIPS

CCOC has always worked to meet the housing needs of those who struggle with issues that make their housing more difficult or precarious, like mental health, addiction issues and physical disabilities. Early on, CCOC chose to do this in partnership with support agencies and these community partners have greatly increased our capacity to provide the best housing possible.

We now partner with 9 community agencies: Bruce House, Project Upstream, Cornerstone, Personal Choice for Independent Living, Canadian Mental Health Association, The In Community, Options Bytown, Salus, and LiveWorkPlay.

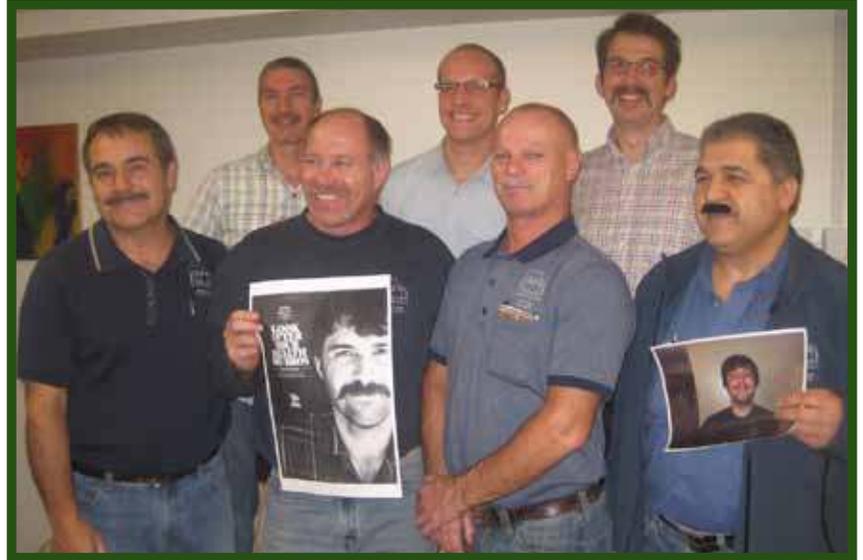
## CCOC VACANCY RATE VS CITY VACANCY RATE



As some of our tenants age in place, the combination of mental and physical health challenges can be overwhelming and just coping can prove difficult. Over the past year, some of the greatest CCOC successes have been in our ability to connect our community partners with tenants who are not doing well. There have been at least 3 long term tenants of CCOC (all close to 20 year tenancies) who were on the verge of being evicted because their behaviour was affecting the safety of other tenants and themselves. With significant collaborative effort, these folks are now housed in supportive housing. These were exciting wins. It's all about the people - and how we strive and do our best to keep people housed. We celebrate our community partners and the shared values of the work we do.

## MOVEMBER

In November, CCOC's Mo Bro's took part in Movember, raising vital funds and awareness for men's health, specifically prostate cancer. The Bro's competed for donations and bragging rights by growing awesome facial hair. CCOC's team raised over \$3,500, showing that their hearts are as big as their moustaches!



## CLARENCE GARDENING BEE

CCOC staff took part in a day-long gardening bee at 145 Clarence. For some, this was a chance to get out of the office and get a close look at one of our properties. For others, it was a chance to connect with staff we wouldn't normally cross paths with. For all, it was a great opportunity to help improve the look of a lovely rooftop garden.

## CORPORATE CHALLENGE

In June, CCOC staff participated in the YM-YWCA Live Right Now corporate challenge - a great day of team building! In the spirit of neighbourliness, the Y has offered CCOC staff and tenants a corporate membership rate!



# CCOC Mission

*Centretown Citizens Ottawa Corporation (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
- communities that are healthy, diverse, energy-efficient and respect the natural environment.



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