

# 2016 ANNUAL REPORT

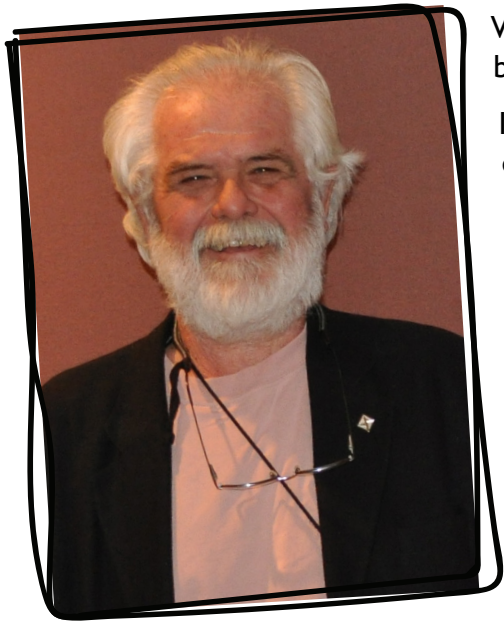
Centretown Citizens Ottawa Corporation  
Centretown Citizens Housing Cooperative



**Centretown Citizens  
Ottawa Corporation**

**Prepared for the 2017 AGM  
May 25, 2017**

# PRESIDENT'S ADDRESS



We house over 2,500 people. With recent partnerships, we've been helping create and maintain housing for hundreds more.

In 2016 we started working on our first property re-development: replacing an old row house on Arlington with new housing in 2018. It will be our most energy-efficient building yet.

Growth is a part of our mission. And as we've accomplished that growth over the decades, we've had to adapt to stay on top of our game.

We were very excited in 2016 when we joined the winning bid to develop the next phase on LeBreton flats: this could mean up to 1,000 new affordable homes.

The federal government is putting new funding and financing opportunities on the table. At the same time, we now have 20 properties that are mortgage-free. We're in

a great position to chart our own future and continue growing.

But we have to get ready. In 2016, we did a lot of listening. We listened to all our staff through surveys, discussions, and working groups. We heard from tenants through our first ever all-tenant survey where tenants gave us a 95% approval rating! But they also pointed to some areas where we can do even better.

We resolved to tackle some projects that will help us improve, and help us adapt to that next stage of our growth.

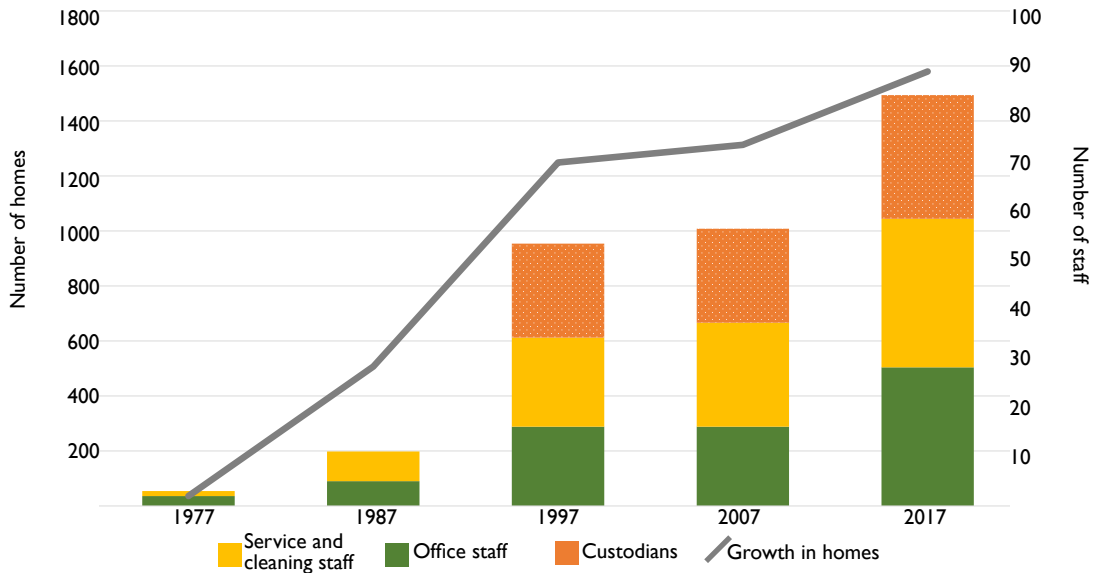
First—we've run out of space in our office. By the end of this year we will start an office renovation project to expand the number of workspaces and improve working conditions for our staff. Second—our outmoded computer system isn't helping us provide the high quality service our tenants deserve. Staff and tenants are frustrated by our ability to follow-up and keep track of complicated service calls. And third—we decided to realign our staff responsibilities to provide even better tenant service.

What we've accomplished over four decades is impressive. We didn't get here by staying stuck in a rut. CCOC has achieved its success by being nimble, adaptive, and willing to change.

- Bill Rooney, CCOC President



# HOW WE'VE GROWN



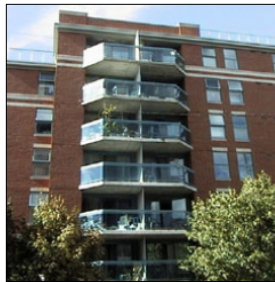
## CCOC OFFICES THROUGH THE YEARS



*258 Lisgar*



*520 Bronson*



*415 Gilmour*



*101 Catherine*

CCOC's first staff member worked from home for two years. In **1978** the first office opened in a basement room at 258 Lisgar that is now used as a storage locker. It expanded into a ground-floor apartment and then again to a second apartment. In **1989** the office moved into a purpose-built space at 520 Bronson. Two years later, the office expanded into a 2 bedroom apartment in the building. A year later in **1992**, the office relocated to a new, larger purpose-built office at 415 Gilmour. The office has expanded twice into abutting 1 bedroom apartments. In **2015** the Development department moved to 101 Catherine Street.

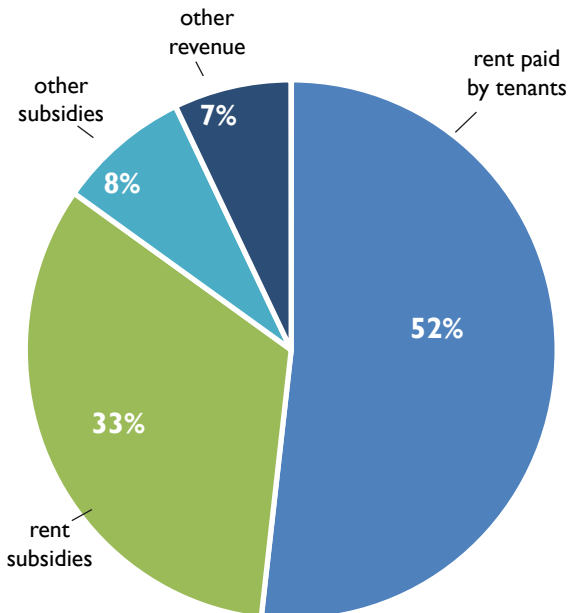
# FINANCIAL SNAPSHOT

CCHC ended 2016 with a \$29,331 deficit. The board had forecasted a deficit of \$10,103, but high vacancy losses and bad debts resulted in a much greater loss. Maintenance costs came in under budget. The Co-op is challenged by debt and by not having any capital reserves.

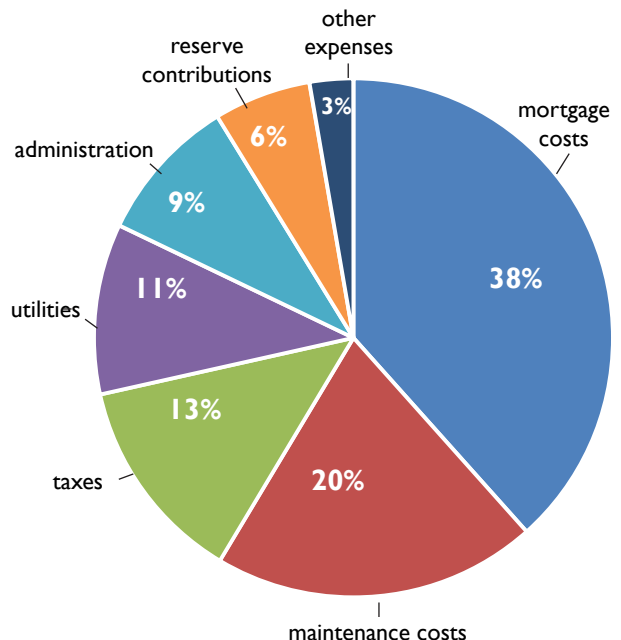
CCOC ended 2016 with a net surplus of **\$800,700**. This allowed the board to make a **\$200,000** contribution to our ReGeneration Fund, an additional **\$280,000** contribution to capital replacement reserves, and allocate **\$227,874** from the sale of 143-145 Eccles to the redevelopment of 143-153 Arlington, which includes replacing the homes lost at Eccles. CCOC is now six years into our plan to invest surpluses from our 17 mortgage-free properties (as of December 31, 2016) into the repair and preservation of CCOC's entire portfolio.

## 2016 CCOC/CCHC OPERATING REVENUE AND EXPENSES

### REVENUE \$21,482,090



### EXPENSES \$21,072,225



# HEALTHY BUILDINGS

CCOC properties had an overall vacancy rate of **2.25%** in 2016, up from 1.64% in 2014. Although our vacancy rate is up, we continue to be below Ottawa's private sector rental vacancy rate of 3.0%.

**239** new households moved into CCOC properties last year. There was a **15%** turnover rate, which is on par with previous years.

## OPERATIONS

Our maintenance staff completed 7,076 workorders in 2016. The average time to complete a workorder was 3.4 days, and **90%** of workorders were completed within our service standard times.

## CAPITAL REPAIRS

CCOC spent close to **\$1.5 million** on capital repairs in 2016. This includes emergency work, like removing of the brick wall at Albert and Rochester and 170 Booth, as well as repairs and reconstruction after fires at 258 Argyle and 163 James. The decorate fascia at 41 Florence was also replaced, restoring the historical detailing.

This also includes planned work like the replacement of the make up air unit at 511 Bronson, balcony repairs at 210 Gloucester, parking garage repairs at 264 Lisgar and the beginning of the Percy school rehabilitation project. There were also small roof replacements, furnace replacements, and common area painting at numerous properties.



# AWARDS

## DEBBIE BARTON WINS HOUSING LEADERSHIP AWARD

Debbie Barton, Manager of CCOC's Rental Department, was recognized with the 2016 **Sybil Frenette Outstanding Leadership Award** by the Ontario Non-Profit Housing Association (ONPHA) in November 2016.

This award is the Oscar of the Ontario housing sector—the pinnacle of recognition given to individuals whose energy and vision have shaped non-profit housing. It recognizes Debbie's long-term and tireless commitment at a local, national, and international level for more than 30 years.



## ABE FEINSTEIN RECEIVES ORDER OF OTTAWA

Abe Feinstein is one of the founders of CCOC, where he leant his experience in law. A long-time lawyer at Soloway-Wright, Abe has given much to Ottawa's community. Abe was inducted into the **Order of Ottawa** in November 2016 for his many contributions to the city.

## GRAEME HUSSEY NAMED IN FORTY UNDER 40

Graeme Hussey was named in the Ottawa Chamber of Commerce's 2016 **Forty Under 40**, recognizing accomplished and rising business leaders. The award takes into consideration Graeme's business accomplishments, professional expertise, and community involvement.



# BUILDING COMMUNITY



## "HEART—GLASS" ART

Tenants, staff, and volunteers gathered with MPP Yasir Naqvi, City Councillor Catherine McKenney, artist cj fleury, and architect Gord Lorimer to celebrate the art installation in the heart of Victory Gardens in May 2016. "Heart-Glass" is the third and final component of a larger art piece by cj fleury entitled "Signals from the Barracks." The piece was designed to "bring attention to Sky, Nature's cycles, and ideas about Humans' mark upon Earth." The artwork was commissioned by CCOC with thanks to Hobin Architecture and Corix.

## BIKE TOUR OF CCOC HISTORY AND PROPERTIES

CCOC held our annual tour in September 2016. Each year we've committed to getting outside to explore our properties and the history of our community either by bus, bike, or on foot. This year, we partnered with Green Energy Doors Open for a bike tour. Approximately 30 tenants, volunteers, staff, and community members took part in the event.

This year's tour centered around CCOC's vision of sustainability as a nonprofit landlord. Attendees visited five different CCOC sites to learn more about how we encourage green living through both infrastructure and tenant engagement.

## CCOC PLANTS A TREE (AGAIN)

CCOC planted a tree in Dundonald Park in 1999 to celebrate our 25-year anniversary. Unfortunately, that tree was a purple ash, and was killed by emerald ash borers. We wanted to keep the CCOC legacy alive! Some CCOCers attended a small dedication for the new maple tree we planted in the park one evening in November 2016.



# GOING GREEN

## GREEN COMMITMENTS

We worked with students at the University of Ottawa through TD's Environmental Leaders Program to develop three outreach campaigns targetting eating greener, using less water, and phantom power to help tenants reach their environmental goals. Since the launch of our Green Commitment program in 2015, tenants and staff have made 6,926 pledges to save water and energy, and to reduce and divert waste. 174 households made a total of 3,892 pledges in 2016.

**If each tenant fulfilled all of their pledges in 2016, we would see ...**

### Energy Saving

2,002,738 kWh



Enough energy to light your home for **3,520 years**

### CO<sub>2</sub> Emission Reduction

325,409 kg



The weight of **120 elephants**

### Water Saving

12.7 million L



One year of drinking water for **16,480 people**

### Waste Reduction

25,232 kg



Enough trash to fill your bathtub **1,484 times**

## HAZARDOUS WASTE AND E-WASTE PROGRAMS

CCOC launched a program to divert both e-waste and household hazardous waste in 2016. These types of waste contain highly harmful materials that need to be recycled or disposed of properly. If released into the environment, they can hurt humans and animals.

### E-waste diverted



7.5 metric tonnes



Enough trash to fill your bathtub **441 times**

### Household hazardous waste diverted



4 metric tonnes



Enough trash to fill your bathtub **235 times**