

ACTION-LOGEMENT ACTION HOUSING

2019 ANNUAL REPORT

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2019 has been a very busy year for Action Housing. While the average price for rental accommodations available on the Ottawa private market rose by 18% and the wait list for subsidized housing with the Social Housing Registry rose by 14.8%, Ontario residents saw no increase to minimum wage, or to ODSP and OW maximum shelter allowances. As the housing crisis continued to rage, cuts to support services and punitive legislation were introduced; in the current climate, Action Housing's housing loss prevention efforts prove to be more important than ever.

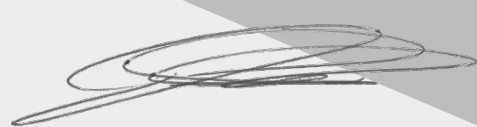
Action Housing continues to be at the forefront of sector-wide affordable housing and homelessness discussions with community partners, the City of Ottawa, decision-makers and the general public. Action Housing co-chairs the Refugee 613 Housing Task Force and sits on its Stakeholders Committee, co-chaired the Ottawa Social Housing Network Steering Committee, and sits on the Ottawa Crime Prevention Home Takeover Steering Committee. We have been directly involved with the City of Ottawa 10-Year Housing and Homelessness Plan Refresh by sitting on the Housing Modernization Committee, the Homelessness Community Advisory Board, and by co-chairing the Housing Loss Prevention Committee. Action Housing remains involved with the Ottawa chapter of the Alliance to End Homelessness, and prepared numerous presentations for local community associations.

Over the past year, we have also been invited to speak with the media regarding many important matters. We have been involved in multiple community consultations covering topics such as property standards, affordable housing, rooming houses, student housing, short-term rentals, and the City of Ottawa 20-year Urban Plan. We took the time to meet with the majority of municipal councillors and are pleased with initiatives and financial investments made by the municipal council to address the housing crisis. We became a member of the Canadian Housing Renewal Association in order to become involved with the affordable housing and homelessness conversations at the federal level. We also started working with doctors Marguerite Soulière and Karoline Truchon on a community-based research project studying the impact of bedbugs on the rental housing sector and vulnerable populations. Finally, Action Housing promoted the new RentSmart Ontario program by becoming a certified instructor and giving workshops in French and English.

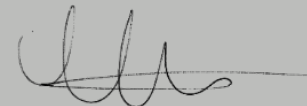
Behind the scenes stood the Board of Directors who met regularly to ensure the well-being of the organization and support the team's work. Many thanks!

As always, we extend our appreciation to the team at Action Housing. Without their passion, their dedication, hard work and commitment to teamwork, Action Housing would not be what it is today. It is a privilege to work with you all!

2020 will be another busy year as we continue to help our clients with housing loss prevention and further develop tools to help with housing searches, despite low vacancy rates, overt human right violations in terms of access to housing, and the lack of viable options. We look forward to continuing our collaborations with community partners by being involved in broader discussions related to housing and homelessness, and continuing to work with the City of Ottawa and with local decision-makers. 2020 will also be the year when we become directly involved in the affordable housing and homelessness discussions with the other levels of government.



Jean-Michel Rousseau,
Président



Marie-Josée Houle,
Directrice générale

ABOUT ACTION HOUSING

Since 1989, Action Housing has been offering bilingual services pertaining to affordable housing and homelessness prevention in Ottawa, in partnership with Community Health and Resource Centres and many other organizations serving the community.

OUR MISSION

Action Housing is a charitable organization devoted to helping and providing the necessary tools to low- and moderate-income individuals and families to access and maintain safe, adequate and affordable housing.

SERVICES

- ✓ Housing loss prevention services;
- ✓ Tools and coaching to assist with housing search;
- ✓ Subsidized housing applications;
- ✓ Assistance in dealing with housing problems (e.g. eviction, maintenance, illegal rent increase, discrimination);
- ✓ Information about tenants' rights and responsibilities;
- ✓ Information on emergency shelters;
- ✓ Housing search drop-in centre available during open hours, no appointment necessary;
- ✓ Free advertisement of vacant units through our Housing Locator Program.

KEY FUNCTIONS

Intervention and Prevention:

- Advocate for tenants by focusing on safety, health and sustainability to prevent housing instability and housing loss; acting as intermediary to resolve landlord-tenant issues.

Counselling and Support:

- Providing tools and coaching for housing search on the private market.

Affordable Housing Applications:

- Assistance with the application process, including support with priority requests.

Facilitating Access:

- To emergency shelters, safe houses for the homeless or individuals fleeing domestic violence.

Paralegal Services:

- For tenants appearing before the Landlord and Tenant Board, the Internal Review Panel and other adjudicative bodies.

Partnerships:

- With key organizations for a multi-faceted approach to homelessness intervention.

Advocacy:

- By sitting on a variety of committees addressing current issues related to affordable housing and homelessness prevention.

BY THE NUMBERS

\$932	Average market rent for a bachelor apartment in Ottawa
\$1,176	Average market rent for a 1-bedroom apartment in Ottawa
\$1,405	Average market rent for a 2-bedroom apartment in Ottawa
\$1,816	Average market rent for a 3-bedroom apartment in Ottawa
\$964	Average market rent for a vacant bachelor apartment in Ottawa
\$1,307	Average market rent for a vacant 1-bedroom apartment in Ottawa
\$1,663	Average market rent for a vacant 2-bedroom apartment in Ottawa
\$1,933	Average market rent for a vacant 3-bedroom apartment in Ottawa

Average monthly market rent prices, according to the CMHC 2019 Average Market Rent Report

Average monthly market rent prices for vacant units, according to the CMHC 2019 Average Market Rent Report

\$390	Single individual
\$642	Family with one child
\$697	Family with two children
\$756	Family with three children

Ontario Works: Monthly housing allowance paid to cover rent, utilities and insurance (2019)

\$497	Single individual
\$781	Family with one child
\$846	Family with two children
\$918	Family with three children

ODSP: Monthly housing allowance paid to cover rent, utilities and insurance (2019)

BY THE NUMBERS (cont.)

\$14	Minimum wage hourly rate
8.4	Percentage of cost increase for overall private market rent
18	Percentage of cost increase for rental housing available for rent in Ottawa in 2019 (according to Padmapper, December 2019) This number specifically references the cost attached to new lease agreements; a tenant signing a new lease is not protected by the yearly legal rent increase guideline. In 2018, for example, the average cost for a new lease agreement for a 1-bedroom unit was \$1,250 compared to \$1,088 for a 1-bedroom unit for the entirety of the private market.
1.8	Vacancy rate <i>3% is considered to be a healthy vacancy rate for a municipality.</i>
12,577	Number of people on the Social Housing Registry waiting list (last available data: December 31 st , 2019) <i>The Social Housing Registry manages the centralized waiting list for the majority of the approximate 22,500 social housing units in Ottawa and surrounding areas. Wait times for social housing can be up to five years or more.</i>
14	Number of Action Housing employees Housing Caseworkers: <ul style="list-style-type: none"> Eddy Francillon Alida Kaneza Maombi-Lisa Mwambutsa Chantal Pitre Nadège Kamariyagwe Yarlie Telfort (also paralegal) Supervisor, Housing Caseworker and Paralegal: <ul style="list-style-type: none"> Anne Smith Frontline Workers: <ul style="list-style-type: none"> Santiana Mahwane Amanda Van der Kooij Support Personnel: <ul style="list-style-type: none"> Maya Larch (Receptionist) Émilie Courchesne-Minduik (Administrative Assistant) Debbie LeBlanc (Bookkeeper) Serge Maheu (IT Technician) Marie-Josée Houle (Executive Director)
7	Number of languages spoken by our employees <ul style="list-style-type: none"> English French Kinyarwanda Swahili Kirundi Lingala Creole

BY THE NUMBERS (cont.)

7	Number of our service locations in Ottawa <ul style="list-style-type: none"> Vanier – Main office Lowertown Community Resource Centre Orleans-Cumberland Community Resource Centre Rideau-Rockcliffe Community Resource Centre Eastern Ottawa Resource Centre Carlington Community Health Centre Pinecrest-Queensway Community Health Centre
1,139	Number of case files in 2019
91	Overall success rate (percentage of our clients reporting no housing issue six months after our intervention) We evaluate the efficiency of our services by contacting our clients six months after the end of our intervention process to inquire if a housing problem persists.
35	Number of legal cases handled
46	Number of legal cases on which we sat as members of the Internal Review Panel
3,913	Number of non-clients who received our services (referrals, drop-in centre)
46	Percentage of our clients defined as « family » (counted as one client in our statistics)
42	Percentage of our clients who require services in French
61	Percentage of our clients who are women
31	Percentage of our clients who are Ontario Works recipients
33	Percentage of our clients who are ODSP recipients
21	Percentage of our clients who are low-income workers
7	Maximum number of directors who can serve on our Board The Board of Directors currently includes: <ul style="list-style-type: none"> Jean-Michel Rousseau - President <i>Jean-Michel has been working in community development for almost 12 years. His ties with the community and with community organisations are invaluable to the Board of Directors and Action Housing.</i>

BY THE NUMBERS (cont.)

3	Number of regular funders Many thanks to our main funders, who make it possible for Action Housing to offer its programs and services. <ul style="list-style-type: none"> <i>The City of Ottawa</i> <i>The Ministry of Municipal Affairs and Housing's Community Homelessness Prevention Initiative (CHPI)</i> <i>The Department of Employment and Social Development Canada's Homelessness Partnering Strategy Program (HPS)</i>
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FINANCIAL REPORT

SOURCES OF FUNDING

Grants: \$879,496

Self-generated: \$13,865

TOTAL: \$893,361

EXPENDITURES

Salaries and benefits: \$724,925

Miscellaneous: \$32,200

Office supplies and fees: \$12,335

Insurance: \$11,833

Professional fees: \$24,932

Training: \$5,067

Telecommunications: \$9,530

Rent: \$62,117

Customer service: \$6,339

TOTAL: \$889,278 (excess of revenues over expenditures: \$4,083)

Thank you for your ongoing support!



**Appreciate our work? Please consider donating.
Every amount counts.**

**[https://www.canadahelps.org/en/charities/
action-logement-action-housing/](https://www.canadahelps.org/en/charities/action-logement-action-housing/)**