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2021 proved to be yet another challenging year for Action Housing as the pandemic continued to rage on. We did get more adept at using virtual meeting platforms and supporting our clients over the phone. However, it is clear that the negative effects of this international health crisis have disproportionately affected the people that we serve as rental prices continued to soar, the uncontrolled financialization of housing incited private landlords to use abusive tactics to force people from their homes, and access to justice became even more difficult.

Working through virtual tools has permitted us to better connect with community partners. Aside from working with our clients, Action Housing has been heavily focused on education with audiences ranging from the general public, front-line workers, the non-profit housing sector, and beyond. Partnerships with Connecting Ottawa, Reach Canada, Crime Prevention Ottawa and the Ottawa Social Housing Network allowed us to reach much wider audiences.

Action Housing has also been involved with a few research projects including a Lab focusing on homeless families in Vanier and Overbrook. The Lab had a multipronged approach, and Action Housing's input and contributions were central to this pilot project.

Action Housing has also been very busy with advocacy, working with many community organizations to prepare for the upcoming provincial and municipal elections in 2022, and to promote housing as a human right beyond the federal level.

We continue to liaise with community resource centres and community health centres to ensure their clients can still access our services during the pandemic.

Many thanks go out to Housing Services for their continued openness to discuss housing issues, find solutions and better resources to support our work in housing loss prevention. We would like to thank our Board of Directors who continue to support us as we pivot and try new ways to better serve our clients. We look forward to the end of the pandemic so we can get back to strategic planning.

Finally, many thanks to our colleagues – a wonderful team of experienced, savvy, passionate and dedicated people. Everything Action Housing has been part of, all projects, all research and initiatives continues to be a group effort. It is the observations, analysis, feedback and work of the entire team that allow us to continue to be in the forefront of the larger housing and homelessness issues while we continue fight for our clients.

2022 announces many changes on the horizon, and with every change comes opportunity. Together, we will continue to leverage those opportunities to ensure everyone has a stable, safe, affordable and appropriate place to call home.



Jean-Michel Rousseau,  
President



Marie-Josée Houle,  
Executive Director

## 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 registered charity 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 (*this service has not been available since the beginning of the pandemic*);
- ✓ 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

\$1,588	Average market rent for a 1-bedroom apartment in Ottawa	2021 Average monthly market rent prices, according to the <a href="#">Rentals.ca March 2022 Rent Report</a>
\$1,999	Average market rent for a 2-bedroom apartment in Ottawa	
\$2,300	Average market rent for a 3-bedroom apartment in Ottawa	
\$390	Single individual	Ontario Works: Monthly housing allowance paid to cover rent, utilities and insurance - No increase since September 2018
\$642	Family with one child	
\$697	Family with two children	
\$756	Family with three children	
\$497	Single individual	ODSP: Monthly housing allowance paid to cover rent, utilities and insurance - No increase since September 2018
\$781	Family with one child	
\$846	Family with two children	
\$918	Family with three children	
\$14.35	Minimum wage hourly rate <i>Increase of \$0.10 per hour (less than 1%) since October 1<sup>st</sup>, 2021</i>	
5.1%	Cost increase for overall private market rent	
3.8%	Vacancy rate <i>Most of these vacancies are in the Sandy Hill area, and are the result of student exodus during the pandemic.</i>	

## BY THE NUMBERS (cont.)

12,571	Number of people on the Social Housing Registry waiting list (Last available data: December 31 <sup>st</sup> 2020) <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"> <li>Eddy Francillon</li> <li>Alida Kaneza</li> <li>Chantal Pitre</li> <li>Nadège Kamariyagwe</li> <li>Yarlie Telfort (also paralegal)</li> <li>Amanda Van der Kooij (<i>left the team in April 2022</i>)</li> </ul> Supervisor, Housing Caseworker and Paralegal: <ul style="list-style-type: none"> <li>Anne Smith (<i>also Interim Executive Director in 2022</i>)</li> </ul> Frontline Workers: <ul style="list-style-type: none"> <li>Josianne Bourdeau (<i>joined the team in January 2022</i>)</li> <li>Santiana Mahwane (<i>left the team in November 2021</i>)</li> </ul> Support Personnel: <ul style="list-style-type: none"> <li>Maya Larch, Receptionist</li> <li>Émilie Courchesne-Minduik, Administrative Assistant</li> <li>Debbie LeBlanc, Bookkeeper</li> <li>Serge Maheu, IT Technician</li> <li>Marie-Josée Houle, Executive Director (<i>left the team in February 2022</i>)</li> </ul>
6	Number of languages spoken by our employees <ul style="list-style-type: none"> <li>English</li> <li>French</li> <li>Kinyarwanda</li> <li>Swahili</li> <li>Kirundi</li> <li>Creole</li> </ul>
7	Number of our service locations in Ottawa <ul style="list-style-type: none"> <li>Vanier – Main office</li> <li>Lowertown Community Resource Centre</li> <li>Orleans-Cumberland Community Resource Centre</li> <li>Rideau-Rockcliffe Community Resource Centre</li> <li>Eastern Ottawa Resource Centre</li> <li>Carlington Community Health Centre</li> <li>Pinecrest-Queensway Community Health Centre</li> </ul> <i>Since the onset of the pandemic, we have only provided services over the phone and internet, and we continue to serve clients who access help through our satellite offices.</i>

## BY THE NUMBERS (cont.)

701	Number of case files in 2021
17	Number of legal cases handled
66	Number of legal cases on which we sat as members of the Internal Review Panel ( <i>increase of 248% from 2020</i> )
2,919	Number of non-clients who received our services (referrals, information, etc.)
50%	Percentage of our clients defined as « family » (counted as one client in our statistics)
42%	Percentage of our clients who require services in French
67%	Percentage of our clients who are women
24%	Percentage of our clients who are Ontario Works recipients
38%	Percentage of our clients who are ODSP recipients
22%	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"> <li>Jean-Michel Rousseau - President <i>Jean-Michel has been working in community development for almost 14 years. His ties with the community and with community organisations are invaluable to the Board of Directors and Action Housing.</i></li> <li>Jean-Michel Bédard – Vice President <i>Jean-Michel works in administration for parliamentary committees at the House of Commons. His past work experience with a social housing provider has shown him the importance of housing-related matters.</i></li> <li>Geoffroy Lambrecht - Treasurer <i>Geoffroy began his career in the field of international development and humanitarian aid in Africa and in Asia. He is currently working in federal administration and he looks forward to using his experience to support Action Housing's work.</i></li> <li>Gladys Kaneza – Secretary <i>Gladys currently works as Registry Officer for the FPSLRB. Other than her contribution to Action Housing's Board of Directors, she is involved in a number of community activities with other community organizations.</i></li> </ul>

## BY THE NUMBERS (cont.)

2	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"> <li>✓ <i>The City of Ottawa</i></li> <li>✓ <i>The Ministry of Municipal Affairs and Housing's Community Homelessness Prevention Initiative (CHPI)</i></li> </ul>
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## FINANCIAL REPORT

### SOURCES OF FUNDING

Grants: \$1,245,490	Self-generated: \$10,720
TOTAL: \$1,256,210	

### EXPENDITURES

Salaries and benefits: \$750,943	Miscellaneous: \$8,270
Office supplies and fees: \$11,827	Insurance: \$8,169
Professional fees: \$23,722	Training: \$817
Telecommunications: \$14,712	Rent: \$55,149
Reaching Home Project: \$333,311	Customer service: \$1,824
TOTAL: \$1,208,744 ( <i>excess of revenues over expenditures: \$47,466</i> )	

Appreciate our work?  
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Every amount counts.

