

ACTION-LOGEMENT ACTION HOUSING

2022 ANNUAL REPORT

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As for the years preceding it, the year 2022 was very eventful for Action Housing, and it is with great effort and a strong resolution that the team was able to overcome the obstacles brought on by the end of the pandemic and a return to a new version of normalcy. The organization also went through a change of director, with the departure of its Executive Director, Marie-Josée Houle, who had been at the helm of Action Housing since March 2017. During her mandate, the organization continued to operate at full capacity, to better its services and to advocate for better housing policies in Ottawa, and this despite the pandemic.

Marie-Josée's departure was deeply felt by many members of the community, as well as by the Action Housing team members, who rallied under the leadership of one of their own. Anne Smith, Supervisor, Paralegal and employee of the organization since its very beginnings, took over the role of Interim Director for the first half of the year. This allowed for continuity in essential service delivery and clients' access to resources. Supported by the Board of Administrators, the team was able to continue its mission of offering affordable housing supports to low and moderate income individuals in Ottawa.

August saw the arrival of Nathalie Maione, the newly appointed Executive Director, and under the guidance of Anne as well as the entire team, her learning and training continued on for the months following her arrival. We will forever be grateful for the warm welcome and the exceptional support shown to Nathalie by the team during her formative months.

In the realm of community services, it is often said that challenges only make you stronger; it goes without saying that the astronomical rise in rental housing and living costs, the precarity of the employment market and the general lack of financial resources to adequately address the many needs of our clients have all been difficult trials for Action Housing during this past year. But, motivated by its passion and its mission, the Action Housing team persists, and is currently working on a post-pandemic operational approach, all while continuing to collaborate with community partners on innovative projects that will better meet clients' needs.

2023 is already a very busy year, and we continue to hold out hope that the systemic changes needed will materialize, so that every member of our community can access a stable, safe, affordable home that suits their needs.

In closing, we wish all the success and happiness to Marie-Josée in her new position, and we sincerely thank Action Housing's team and Board of Administrators for their tireless work. It is absolutely thanks to them that Action Housing can continue its efforts with the most vulnerable members of our community.



Jean-Michel Rousseau,
President



Nathalie Maione,
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 advertisement database.

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

\$1,956 Average market rent for a 1-bedroom apartment in Ottawa

\$2,325 Average market rent for a 2-bedroom apartment in Ottawa

\$2,376 Average market rent for a 3-bedroom apartment in Ottawa

2022 Average monthly market rent prices, according to the Rentals.ca 2022 Rent Report

\$390 Single individual

\$642 Single parent with one child

\$697 Family with one child

\$756 Family with two children

Ontario Works: Monthly housing allowance paid to cover rent, utilities and insurance - No increase since September 2018

\$522 Single individual

\$821 Single parent with one child

\$889 Family with one child

\$964 Family with two children

ODSP: Monthly housing allowance paid to cover rent, utilities and insurance - Last increase in July / September 2022

\$15.50 Minimum wage hourly rate
Increase of \$0.50 per hour since October 1st, 2022

14% Cost increase for overall private market rent

2.1% Vacancy rate
The return of students to campuses after the pandemic has lowered vacancies in 2022.

BY THE NUMBERS (cont.)

12,571	Number of people on the Social Housing Registry waiting list (Last available data: December 31 st 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>
12	Number of Action Housing employees Housing Caseworkers: <ul style="list-style-type: none"> Eddy Francillon Alida Kaneza Chantal Pitre Nadège Kamariyagwe Yarlie Telfort (<i>also paralegal</i>) Supervisor, Housing Caseworker and Paralegal: <ul style="list-style-type: none"> Anne Smith Frontline Workers: <ul style="list-style-type: none"> Nancy Paret (<i>joined the team in October 2022</i>) Support Personnel: <ul style="list-style-type: none"> Maya Larch, Receptionist Émilie Courchesne-Minduik, Administrative Assistant Debbie LeBlanc, Bookkeeper Serge Maheu, IT Technician Nathalie Maione, Executive Director (<i>joined the team in July 2022</i>)
7	Number of languages spoken by our employees <ul style="list-style-type: none"> English French Kinyarwanda Swahili Kirundi Creole Spanish
6	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 <i>As of 2022, face-to-face services are by appointment only, and we continue to serve clients who access help through our satellite offices.</i>
17	Number of legal cases handled

BY THE NUMBERS (cont.)

633	Number of case files handled in 2022
39	Number of legal cases on which we sat as members of the Internal Review Panel
1,856	Number of non-clients who received our services (referrals, information, etc.)
47%	Percentage of our clients defined as « family » (counted as one client in our statistics)
48%	Percentage of our clients who require services in French
68%	Percentage of our clients who are women
27%	Percentage of our clients who are Ontario Works recipients
38%	Percentage of our clients who are ODSP recipients
19%	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 15 years. His ties with the community and with community organisations are invaluable to the Board of Directors and Action Housing.</i> 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> Philippe Croisetière - Treasurer <i>Philippe works as a Technical Tax Advisor for the Canada Revenue Agency. His academic background in accounting and in taxation, as well as his yearning to get involved in community work have led him to sit on Action Housing's Board of Directors as Treasurer.</i> Gladys Kaneza – Secretary <i>Gladys currently works as Case Management 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>

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

SOURCES OF FUNDING

Grants: \$1,340,880

Self-generated: \$10,329

TOTAL: \$1,351,209

EXPENDITURES

Salaries and benefits: \$721,114

Miscellaneous: \$7,964

Office supplies and fees: \$11,700

Insurance: \$11,672

Professional fees: \$21,194

Training: \$1,150

Telecommunications: \$10,801

Customer service: \$3,907

Reaching Home Project: \$401,797

Rent: \$54,601

TOTAL: \$1,245,900 (*excess of revenues over expenditures: \$105,309*)

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

