

2018 ANNUAL REPORT

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2018 was a big year for Action Housing, during which we focused on visibility and contributions to the greater housing and homelessness sector in Ottawa. As we enter our thirtieth year of serving our community and its most vulnerable members, we'd like to express our heartfelt gratitude to our partners and collaborators over the years; without their support and involvement, Action Housing wouldn't be the same.

Armed with a new website and brochures, we spent a lot of time giving presentations to community partners and interest groups on our services to ensure more appropriate referrals to our offices, allowing us to provide the best possible care for our clients, given the increasing needs and diminishing options available to the people of Ottawa due to the current housing crisis.

One of our paralegals was involved in a case that resulted in a groundbreaking decision from the Landlord and Tenant Board. She used this case as an education tool for affordable housing providers and housing co-ops facing similar issues.

In addition to our day-to-day client services, we continue to be recognized as community leaders by sitting on many sector and City of Ottawa Housing Branch committees including co-chairing the Ottawa Social Housing Network, the Refugee 613 Housing Task Force, and the City of Ottawa Housing Branch's Housing Loss Prevention Committee. We had the honour of moderating a panel on discrimination with regards to access to housing at the Alliance to End Homelessness Congress, and were invited to speak about the current housing crisis at the Ottawa Legal Clinic's AGM. Finally, we participated in round table discussions on housing and homelessness with MPPs, and spent the last few months of 2018 meeting with Ottawa City Councillors to make them aware of the current housing crisis and to discuss possible solutions.

These achievements are a testament to the great dedication, passion and experience of the entire team at Action Housing. As Executive Director and President of this organization, we count ourselves fortunate to work alongside such a competent and committed group. We look forward to achieving even more goals together.

Finally, many thanks to the Board of Directors for their support and hard work. We have had many great discussions over the past year, and we're both certain we'll have many more in 2019.



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 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

\$881	Average market rent for a bachelor apartment in Ottawa	<i>Average monthly market rent prices, according to the CMHC 2018 Average Market Rent Report</i>
\$1088	Average market rent for a 1-bedroom apartment in Ottawa	
\$1,301	Average market rent for a 2-bedroom apartment in Ottawa	
\$1,584	Average market rent for a 3-bedroom apartment in Ottawa	
\$390	Single individual	<i>Ontario Works: Monthly housing allowances paid to cover rent, utilities and insurance (2018)</i>
\$642	Family with one child	
\$697	Family with two children	
\$756	Family with three children	
\$497	Single individual	<i>ODSP: Monthly housing allowances paid to cover rent, utilities and insurance (2018)</i>
\$781	Family with one child	
\$846	Family with two children	
\$918	Family with three children	
\$10	Increase to ODSP monthly housing allowance	
\$14	Minimum wage hourly rate	
4.6	Percentage of cost increase for overall private market rent	
15	Percentage of cost increase for rental housing available for rent in Ottawa in 2018 (according to Padmapper, December 2018) 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.	
1.6	Vacancy rate (down 1.4% compared to 2016)	
15	Percentage of people who accessed Ottawa's homeless shelters in 2018 who, at the time, were employed (Ottawa Point-In-Time 2018 Report)	
10,597	Number of people on the Social Housing Registry waiting list (last available data: 2017) <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>	

BY THE NUMBERS (cont.)

14	<p>Number of Action Housing employees</p> <p>Housing Caseworkers:</p> <ul style="list-style-type: none"> • Patrick Cadet • Eddy Francillon • Alida Kaneza • Maombi-Lisa Mwambutsa • Chantal Pitre • Yarlie Telfort (also paralegal) <p>Supervisor, Housing Caseworker and Paralegal:</p> <ul style="list-style-type: none"> • Anne Smith <p>Intake Worker:</p> <ul style="list-style-type: none"> • Ginette Marcoux <p>Special Projects / Housing Locator:</p> <ul style="list-style-type: none"> • Audrey Horimbere <p>Support Personnel:</p> <ul style="list-style-type: none"> • Maya Larch (Receptionist) • Émilie Courchesne-Minduik (Administrative Assistant) • Catherine Dougherty (Bookkeeper) • Serge Maheu (IT Technician) • Marie-Josée Houle (Executive Director)
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7	<p>Number of languages spoken by our employees</p> <ul style="list-style-type: none"> • English • French • Kinyarwanda • Swahili • Kirundi • Lingala • Creole
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7	<p>Number of our service locations in Ottawa</p> <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
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2,454	Number of case files in 2018
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BY THE NUMBERS (cont.)

91	<p>Overall success rate (percentage of our clients reporting no housing issue six months after our intervention)</p> <p>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.</p>
96	Number of legal cases handled
29	Number of legal cases on which we sat as members of the Internal Review Panel
3,784	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)
43	Percentage of our clients who require services in French
57	Percentage of our clients who are women
35	Percentage of our clients who are Ontario Works recipients
33	Percentage of our clients who are ODSP recipients
19	Percentage of our clients who are low-income workers
7	<p>Maximum number of directors who can serve on our Board</p> <p>The Board of Directors currently includes:</p> <ul style="list-style-type: none"> • Jean-Michel Rousseau - President <i>Jean-Michel has been working in community development for almost 11 years. His ties with the community and with community organisations are invaluable to the Board of Directors and Action Housing.</i> • Magalie-France Houle – Vice President <i>Magalie works as an instructor at la Cité collégiale; she is also a youth worker for the Youth Services Bureau in emergency shelters and at the Drop-In.</i> • Sophie Lelarge – Treasurer <i>Sophie has worked as a Travel Auditor for Global Affairs Canada since 2007. She is also the coordinator for the social and events committee for the Coopérative d'appartements Des Jardins. Issues pertaining to the quality of life of women, the elderly and children are important to her.</i>

BY THE NUMBERS (cont.)

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

• SOURCES OF FUNDING	
Grants: \$869,998	Self-generated: \$11,468
TOTAL: \$881,466	
• EXPENDITURES	
Salaries and benefits: \$729,621	Rent: \$57,263
Office supplies and fees: \$10,632	Miscellaneous: \$21,131
Professional fees: \$29,483	Training: \$2,967
Télécommunications: \$9,408	Insurance: \$10,320
Customer service: \$2,243	
TOTAL : \$873,068 (excess of revenues over expenditures: \$8,393)	

Appreciate our work? Please consider donating.
Every amount counts.
<https://www.canadahelps.org/en/charities/action-logement-action-housing/>

Thank you for your ongoing support!