

WINNIPEG HOUSING REHABILITATION CORPORATION

A Non-Profit Charitable Corporation



2012 - 2013 ANNUAL REPORT

Providing quality affordable housing

Message from the Chairman and Executive Director



Councillor Mike Pagtakhan



Menno Peters

2012-2013 Board Members:

Councillor Jeff Browaty
Sandra Gessler
Guy Hobman
Councillor Mike Pagtakhan
Braden Smith
Peter Squire
Dr. Gina Sylvestre
Councillor Russ Wyatt

It is remarkable that in January of this year, WHRC celebrated its 35th anniversary of providing affordable housing units to the residents of Winnipeg. There have been many visionaries over the years who have been instrumental in making WHRC the success it is today. From the humble beginnings of 24 units on Sherbrook Street, the corporation is proud to acknowledge that it now provides 1,050 housing units for more than 1,700 people in Winnipeg.

Several of the projects were the result of repurposing properties such as factories and other commercial endeavours to provide affordable housing. This could only have happened with direction from many great Boards of Directors and management teams during this time period as well as the generous assistance from all levels of government.

There were a number of new initiatives during the last fiscal year. The Building Communities pilot project in the Chalmers neighbourhood was well received with many residents having an opportunity to upgrade their homes with the financial assistance provided.

WHRC expanded its property management staff with the addition of a new position, Director – Housing Services. This allowed WHRC to focus on its core services of providing property management and continue to explore new opportunities.

The Condo project on Ross Ave got underway which provided another option of affordable home ownership to the Centennial Community. This project also provides us with the challenge of providing condominium management as another service available at WHRC.

Once again, Project Glow was active in delivering support services to our residents. Virtually all of our tenants have been provided with a bedbug resistant mattress cover which has given them some comfort and assisted us with managing the bedbug invasion. The expansion of community gardens had great community building results. One of the really interesting developments was the excitement that the children took from having their own gardens. Food security became a reality to them. Project Glow has coordinated free income tax returns. It seems such a small support but, amazingly, people who have never filed a tax return may now be eligible for numerous government programs – something that they were never aware of before.

The Development department was busy as always and has added another staff person. The Condo project was already mentioned but we have also developed 50 new affordable single family homes in the last 4 years. This not only revitalizes the neighbourhoods but also stabilizes communities. There are a number of major projects in the planning stage including Transcona and Merchants Corner. In addition we signed an agreement with Manitoba Housing to complete a refurbishment of 97 Keewatin.

All in all it has been an exciting and challenging year. It could not have happened without the dedication of our staff and the support of all levels of government. Thank you to all of our funders and to the leadership, guidance and advice given by our Board of Directors. We look forward to next year being another productive year.

Property Management

Positive changes occurred during the year. With the expanded portfolio of properties and in anticipation of adding more rental properties, WHRC found an opportunity to reorganize the property management area by introducing a Director – Housing Services to oversee the department. In addition another Property Manager was added to the team allowing each manager to focus on leasing, tenant retention, and collections.

It would appear that the 300 applicants on the waiting list would make for quick and efficient leasing, but it often creates challenges as we try to locate applicants and have them enter into lease agreements. The Property Management Department has been working diligently to improve the efficiency of this process.

The Bell Hotel shows positive results in that the tenant turnover rate is significantly lower than anticipated and we continue to hear more success stories on a regular basis.

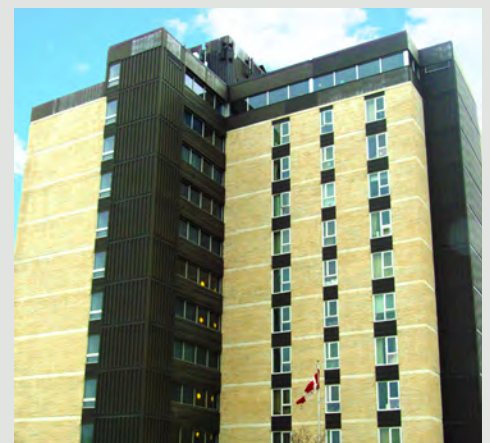
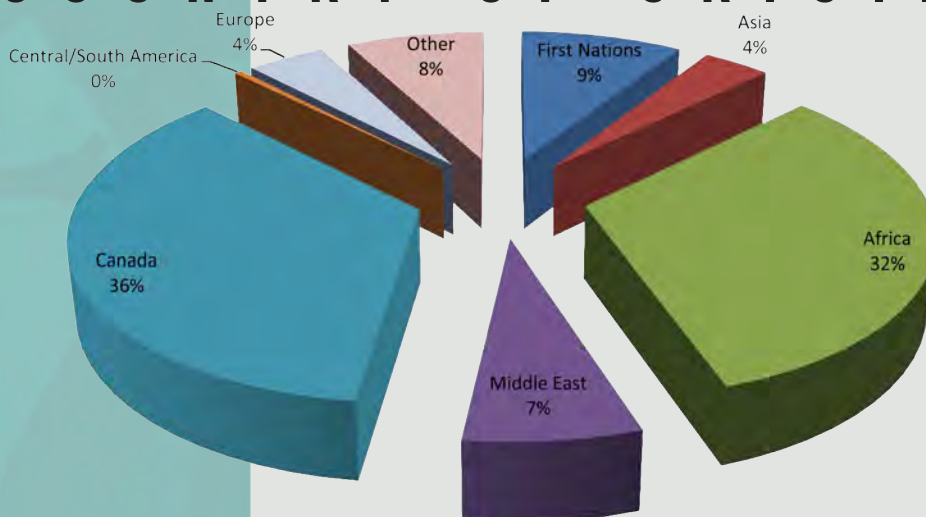
The tenant mix at WHRC is evolving and this report includes a number of graphs showing the current status of our tenancy. It is interesting to note that new Canadians, especially from continental Africa, make up a good portion of our tenants.

There is a plan to refurbish 97 Keewatin and in anticipation we have maintained a fairly high vacancy rate to accommodate construction. It will take a great deal of logistics to move tenants around during construction and the department is working closely with tenants and the Tenants Association to accomplish this.

WHRC Caretakers:

Ali Al-Ashwal
Blain Stokes
Bruce Switzer
David Lavallee
Donna Adams
Hosea Mohamme
Janet Switzer
Jeremiah Gibbons
Joanne Hyslop
John Korolyk
Kadrije Morina
Michael Koshowski
Murray Ankrom
Nasir Ali-Muse
Patti Bucholz
Siva Navarathnam
Steve Parmanan

COUNTRY OF ORIGIN



Property Development

WHRC is committed to working with communities and through development we aim to bring about positive change, provide quality affordable housing and help accomplish community goals.

Through development WHRC has leveraged approximately \$8.5 million of funding creating over \$17 million of investment in the inner city since 2000.

DEVELOPMENT CONSULTING SERVICES

With over 30 years of experience in delivering housing, WHRC has positioned itself to provide its technical and financial expertise to deliver housing that meets the needs and priorities of the community and neighbourhoods in which we work. 2012 was an exciting year for WHRC's Development Department as they expanded their scope of work by providing Development Services to other non-profit organizations working towards developing affordable housing. In 2012, WHRC was hired as the Development Consultant for Kinew Housing, Housing Opportunity Partnership, North End Community Renewal Corporation, and Manitoba Housing and Renewal Corporation to provide Project Management and Development Consulting for current construction projects.

CONSULTING UNDERWAY:

Infill Housing (Single Family Dwellings):

WHRC is managing the development of Infill Housing for non-profit groups' current government funding agreements.

Merchants Corner (Multi Family, Mixed Use Site):

WHRC has joined the project team at the request of the project Steering Committee and North End Community Renewal Corporation (NECRC) as the North Phase Development Consultant. Through collaboration with the community and an integrated design approach, the intention for the North Phase of the site is to develop four adjoining vacant lots behind the former Merchants Hotel into new multi-unit affordable housing intended primarily for student families.

Blue Bird Lodge Refresh (92 unit, 11 storey apartment renovation):

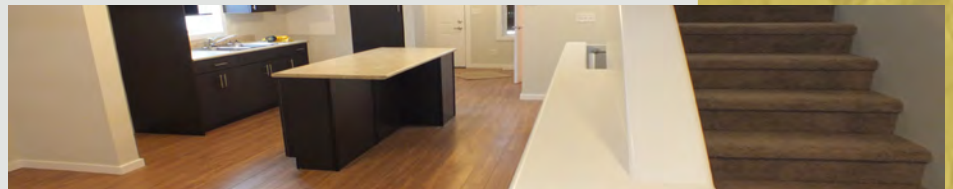
WHRC has entered into an agreement with Manitoba Housing to provide project management services to carry out the renovations of a 92 unit, 11 storey seniors building located at 97 Keewatin Street that was originally built in 1976.

INFILL DEVELOPMENT

In 2008, WHRC began working with inner city community groups to help revitalize neighbourhoods and provide affordable homeownership opportunities through the development of infill housing. Since 2008, WHRC has completed the construction of 51 infill homes with 12 constructed in the 2012-2013 fiscal year. The 12 homes are located in the communities of William Whyte and North Point Douglas. The infills constructed since 2010, were designed by WHRC in consultation with the community groups and are registered as R2000 homes. WHRC continues to receive support from inner city neighbourhoods to continue infill development.

'The average annual gross income of families purchasing infill homes through WHRC is \$34,000.'

Funders: Winnipeg Housing and Homelessness Initiative: Province of Manitoba, City of Winnipeg



Property Development

ROSS AVENUE CONDO'S

WHRC has received funding to build a 10 unit condo complex at 422 Ross Avenue in the Centennial Neighbourhood as a means of providing a clustered approach to affordable homeownership and providing a greater number of homeownership



opportunities on a smaller land footprint. This project will create another affordable homeownership model within the Centennial Community and aid in their efforts to increase homeownership and revitalize the neighbourhood.

The project was designed by architecture firm 5468796 Architecture Inc. in collaboration with the Centennial Community Improvement Association. Construction began August 2012 by Kelsey Construction Ltd. and completion is anticipated for the end of summer 2013.

Funders: Winnipeg Housing and Homelessness Initiative: Province of Manitoba, City of Winnipeg

TRANSCONA

In 2011, WHRC began working on proposals to develop a mixed-income, mixed-tenure (family and senior) residential development on a 2 acre site located at the Northwest corner of Chrislind Street and Ravelston Avenue West in Transcona that will be purchased from the City of Winnipeg for \$1.00.

WHRC is currently working with Manitoba Housing and an Integrated Design Project Team to move the project forward. It is anticipated that construction will start spring of 2014.

With Transcona's evident lack of affordable rental housing and a vacancy rate of 0%, WHRC is looking forward to fulfilling a pertinent need within this community.

The proposed concept design includes 92 affordable housing units, and includes a wing for seniors housing and a wing for family housing, each connected by common amenity areas and circulation space. Although the proposal includes physical separation between the seniors and family housing units, the project becomes a model where supportive housing can take place, a model where families can live close to an aging parent or relative in need of care, a model where people can 'age in place' without having to plan to relocate when faced with the lifestyle changes of aging. It provides opportunities for generations to intermingle, learn from, and help each other.



Residential Neighbourhood Beautification Grant

The goals of BCI are to improve local community infrastructure and contribute to the vitality, safety and health of communities throughout Winnipeg.

One part of BCI focuses on strategic projects in specific areas that are experiencing symptoms of decline. This includes the Residential Neighbourhood Beautification Program, a provincial pilot program specifically in the Chalmers neighbourhood in Elmwood. The Province provided a matching grant supporting small exterior fix-ups to homes in targeted areas.

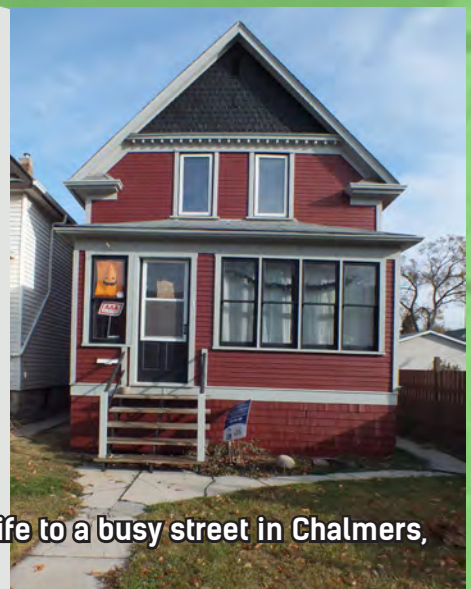
The Residential Neighbourhood Beautification Grant pilot project concluded in the fall of 2012. The program may have been short but the community of Chalmers continues to benefit from the long-term results of the renovations. A variety of projects were completed. Many homeowners replaced windows and doors, reducing energy costs for their home. Others made dramatic changes by repainting their homes or replacing the siding. The Residential Neighbourhood Beautification Grant was very well received in the community and all recipients of the grant felt it made a positive change to their home and community.

Funders: The Building Communities Initiative (BCI) is a multi-year, 50/50 cost-shared capital initiative between the Province of Manitoba and the City of Winnipeg.



Renovations have brought new life to a busy street in Chalmers, and pride to the home owner

BEFORE



AFTER



Home owners repaired crumbling porch. Estimated contractor cost would have been \$15,000

BEFORE



AFTER



Recipient and father established quality time together while renewing the front house facade

BEFORE



AFTER

Project Glow

Project Glow is a tenant-focused program designed to inform tenants and provide assistance whenever possible. Along with the day-to-day tenant concerns, the Tenant Resource Coordinator works to build community through the development of specific initiatives such as Project Grow, Project Glow Monthly Newsletter, Tenant Welcome Package, lunches, and various other initiatives.

Project Glow had an exciting year supporting tenants with resources and community activities. One of the most exciting resources over the past year was receiving grants from Manitoba Healthy Living, Seniors and Consumer Affairs, to address bed bug prevention. The grants provided funds to cover costs of treatment of bedbugs and preventative mattress covers. The materials were very well received and have given tenants the peace of mind that they may not have to lose their mattresses if they have bed bugs.

Project Glow was also able to work with Spence Neighbourhood Association (SNA) to provide children the opportunity to play in the Summer Futsal Academy and League. Winnipeg Housing tenants joined SNA's team to play soccer against other youth agencies in downtown Winnipeg. The University of Winnipeg provided training space and coaches. The Summer Futsal Academy and League provides an opportunity for inner city youth to learn the game and develop skills free of charge. They also provide equipment and uniforms. This has been an exciting development for soccer at Winnipeg Housing.



For several years, Project Glow has been able to support tenants by being a drop off location for the Community Volunteer Income Tax Program (CVITP). The Canada Revenue Agency provides volunteers who complete simple tax returns. This program has been most effective for those living at the Bell Hotel. Over the past two years, many of the Bell tenants had the opportunity to do their taxes for the first time in many years. Several of them have done more than just one year of tax returns, one completed seven year of returns. The CVITP has provided an opportunity to feel a part of society again by filing a tax return.

Community gardening has changed greatly. In 2010, Winnipeg Housing had one community garden located at 970 Sherbrook St. Today, 970 Sherbrook St. has grown to 18 boxes thanks to The Home Depot Foundation Canada and Community Places. In the spring of 2012, with the help of the Winnipeg Evangelical Free Church, 351 Victor Street received 5 garden boxes. The gardens have been named Project Grow and currently have 28 boxes. The future goal is to see close to 50 boxes between 6 buildings.



The Project Glow program provides tenants with the information and resources they require to make positive changes within their lives. Some of the changes are small, for example, reducing salt in their diet because of an information session on sodium. Others are larger changes, such as connecting a tenant with Homecare, allowing the tenant to age in place. Project Glow works to be an agent of change for all Winnipeg Housing tenants.



Funders: Government of Manitoba – Department of Family Services and Housing



Project Glow and Winnipeg Housing staff combine efforts each year to create Christmas food hampers to ensure that 3 families have a happy holiday season.



In 2012-2013 Project Glow received \$58,000 in additional grants to support tenants,

Meet WHRC

Office Staff:

Menno Peters
Executive Director

Stephanie Haight
Director, Development & Construction

Blayne Todd
Controller

Michelle Meeches
Director, Housing Services

Nelson Graham
Manager, Building Services

Gerry Parr
Administration Coordinator

Denise Hilderman
Property Manager

Donna Breen
Property Manager

Candace Stokes
Property Manager

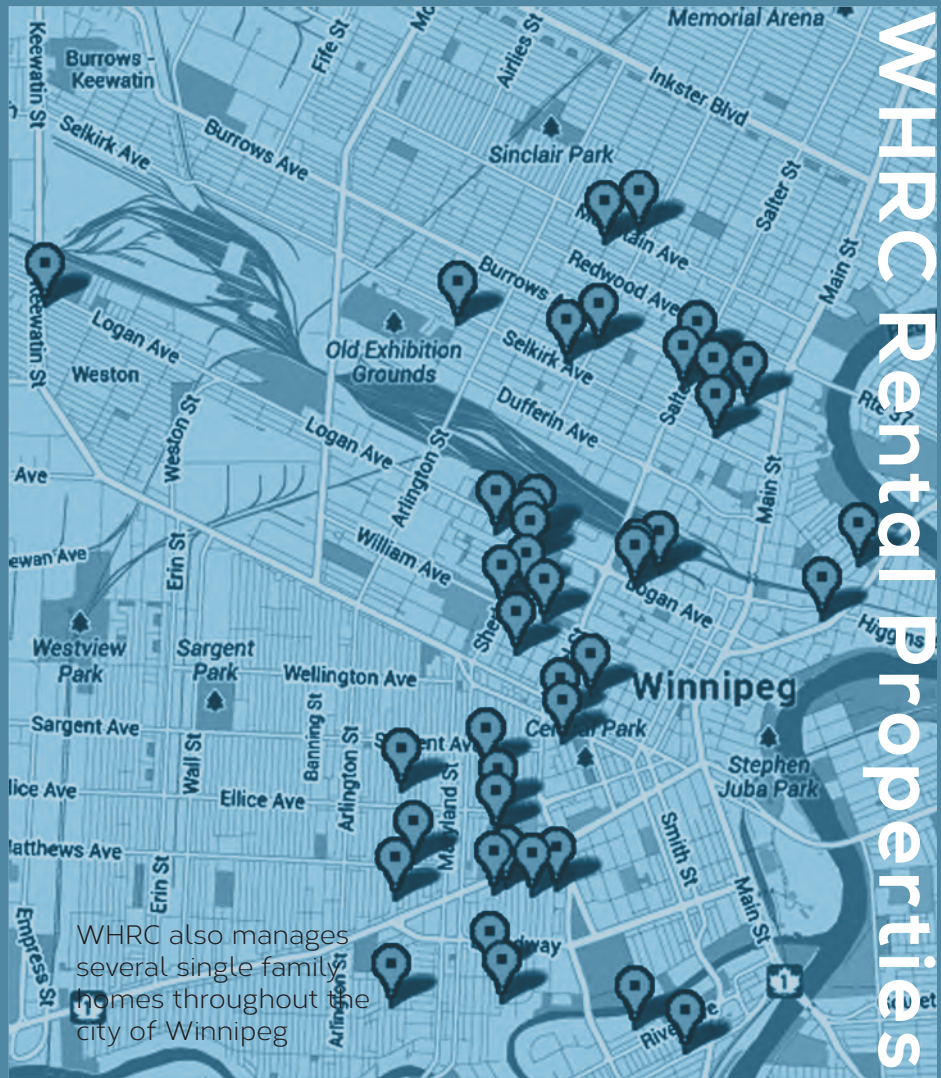
Virginia San Mateo
Assistant Property Manager

Linda Pfeifer
Accounts Payable Clerk

Kim Stevens
Reception

Jason Oomah
Assistant Project Manager

Charlene Thiessen
Project GLOW Coordinator



WHRC also manages several single family homes throughout the city of Winnipeg



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