

CCOC Folk in 2010

It just wouldn't be CCOC without the people! In 2010, 115 people volunteered with CCOC - delivering our monthly NewsNotes, helping with plant distribution and helping make the decisions that guide the work of creating, maintaining and promoting affordable housing.

Our volunteers and tenants are also involved in the broader community - attending public meetings on issues like transit, transportation, planning, child care, healthy aging, the environment and social justice; and participating at all-candidates debates to promote the need for affordable housing and liveable, caring communities.

In 2010, CCOC was involved in The Housing Answer campaign to increase funding for affordable housing in the municipal budget; in the Rescue Bronson campaign to put the street on a "road diet"; and in the Mid-Centretown Community Design Plan consultations, looking at future land use and zoning for the central area.

Together, we make a difference!



2010 Annual Report

Investing in our homes

Prepared for the
2011 Annual General Meeting
May 19, 2011

**Centretown Citizens Ottawa Corporation
Centretown Citizens Housing Cooperative**

CCOC Mission

Centretown Citizens Ottawa Corporation (CCOC) is a community-based, tenant and member directed, non-profit housing organization whose mission is to create, maintain and promote housing for low and moderate income people.

CCOC Values

- a diverse tenant, staff and member population without discrimination with respect to Aboriginal, racial, ethnic, linguistic and religious backgrounds, age, gender, sexual orientation, household composition, and levels of income and ability;
- working together as tenants, members and staff in ways which are responsible and supportive;
- decisions which are open and inclusive in the way they are made, communicated and implemented;
- being innovative, creative, and dynamic in how we do our work;
- housing which is affordable, livable and diverse in type; and
- communities that are healthy, diverse, energy-efficient and respect the natural environment.



**P.O. Box 2787, Stn. D
Ottawa, ON K1P 5W8**

Development and Construction

BEAVER BARRACKS PHASE 1 COMPLETED, PHASE 2 UNDERWAY

The doors have opened to 160 new affordable homes at 464 Metcalfe and 160 Argyle! With a construction budget of over \$50 million (for both phases), this is the largest single project CCOC has ever undertaken, and the largest purpose-built rental project in Ottawa in the last decade. It features the largest residential geothermal heating/ cooling system in Canada, among its many green features. This project has taken great efforts from all departments and committees to come to fruition - great work team!

Also in 2010, preliminary work started on the construction of Phase 2. We're looking forward to an additional 112 units in 2012: 18 stacked townhouses and 94 apartments in a 7 storey building on Catherine St.

At 54 Primrose, CCOC replaced the boiler, roof and windows, reducing the carbon footprint of the building in two ways: a more efficient boiler burns less natural gas, and improved air tightness means less heat escaping and less cold drafts coming in.

54 PRIMROSE PURCHASE AND RETROFIT

In March 2010 CCOC purchased 54 Primrose Avenue, a 3 ½ storey walk up on the escarpment west of Bronson. This is CCOC's first acquisition in 10 years.

The funding for this purchase came from the Canada-Ontario Affordable Housing Program on recommendation from City Council. In total, \$1.68 million was provided to purchase and renovate the property - 73% of the total cost of \$2.3 million.

More than half of the 29 bachelor apartments are offered at Below Market Rent for tenants with modest incomes.



Rentals

BEAVER BARRACKS RENT UP

Renting up a new property is a lot of work! The first tenants moved in to Beaver Barracks on October 29, 2010 but the process of marketing, reviewing and approving applications and hosting information sessions started months earlier.

This is our first experience with the “Below market rent” program, where tenants within a set income range pay rents fixed at 70% of the market rent for their unit.

CCOC members decided to make Beaver Barracks a non-smoking property! All tenants sign a clause indicating that no one in their household (guests included) will smoke or hold lit tobacco products inside the building, including inside private residential units, on balconies and patios or anywhere else on the property.

NEW LEASE

In 2010 we unveiled our new tenant lease. It’s easy to read, has icons to highlight each section for quick reference, contains critical procedures and lists key policies for those tenants whose rent is subsidized. One big change: all new tenants must have tenant insurance before becoming a CCOC tenant, for their own protection and ours.

LENGTH OF STAY REPORT

The overall average length of tenancy for all CCOC properties is 8 years. Compared to the private rental market, CCOC tenants stay on average 4 times longer! Renters in private rental housing tend to move every 2 years.

- 31% of all tenants have lived with CCOC for more than 10 years
- 13% of CCOC tenants are the original occupants of their unit
- 32% of tenants at 145 Clarence have lived in the building since it opened in 1993.

You can't have a green building without green tenants!
By signing a green commitments form tenants pledge to do their part to live green at Beaver Barracks.



Instead of a ribbon cutting, we celebrated the arrival of the first tenants with a “carbon cutting”!



President's Address

CCOC's Mission is to create, maintain and promote affordable housing. 2010 was a huge year for all three.

We've often made a point of not setting any ranking between those three parts of our Mission. It's a recognition that we need to do all three.

There's no question we need to maintain our current buildings – keep them working well and make sure they offer good homes and help tenants enjoy a high

quality of life. This is what it means to be a good landlord.

When it comes to investing in our properties, 2010 was a record breaking year. We spent over \$3 Million on capital projects big and small: things like new roofs, balconies, porches, fresh paint, new windows and all sorts of repairs.

But at the same time, we can't ever be satisfied with what we've got. Not when the demand for new affordable housing is so high. We have to meet our responsibility to create new affordable housing. And once again we broke some records in 2010. Early in the year we bought and renovated 54 Primrose, and at the end of the year we opened the first two buildings at Beaver Barracks; welcoming more than 200 people to CCOC's family of tenants. It was huge work for everyone, but more than worth it when the first tenants finally moved in.

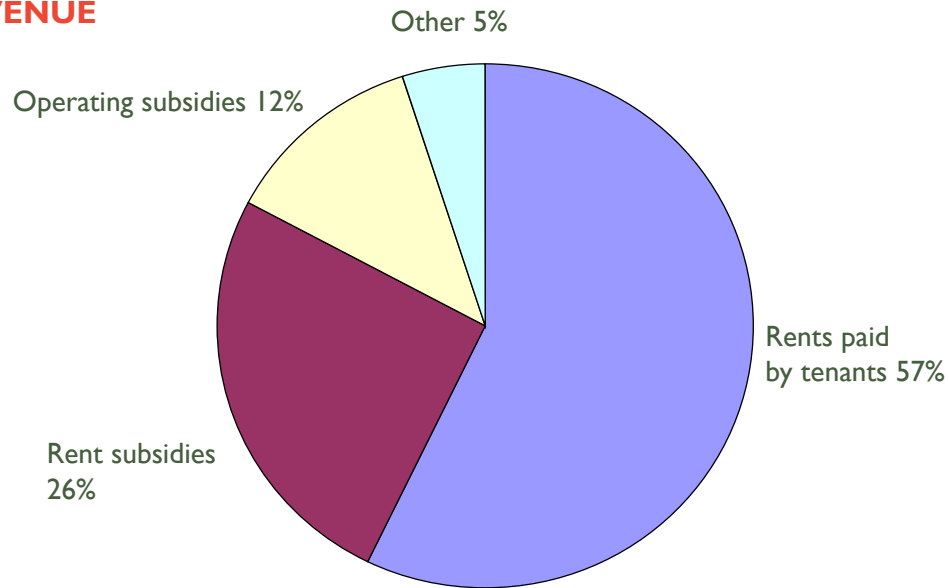
These are such important parts of our mission, but we know we can't do it alone. To meet the need for more affordable housing, and to meet the demands of maintaining our current buildings, we need to engage governments, community members and our sector partners to strengthen the whole system. That's why we also spend a lot of time promoting affordable housing. In 2010, our staff and volunteers helped lead the “Housing Answer” campaign – an incredibly successful campaign that led to the City increasing its annual investment in housing and poverty reduction by \$14 million each year.

This is just some of the work that stands out, in addition to the good work we do day to day and month to month, helping people find new homes, helping to build stability and opportunity. When it comes to creating, maintaining and promoting housing in 2010; we can proudly say we made a difference and we met our Mission.

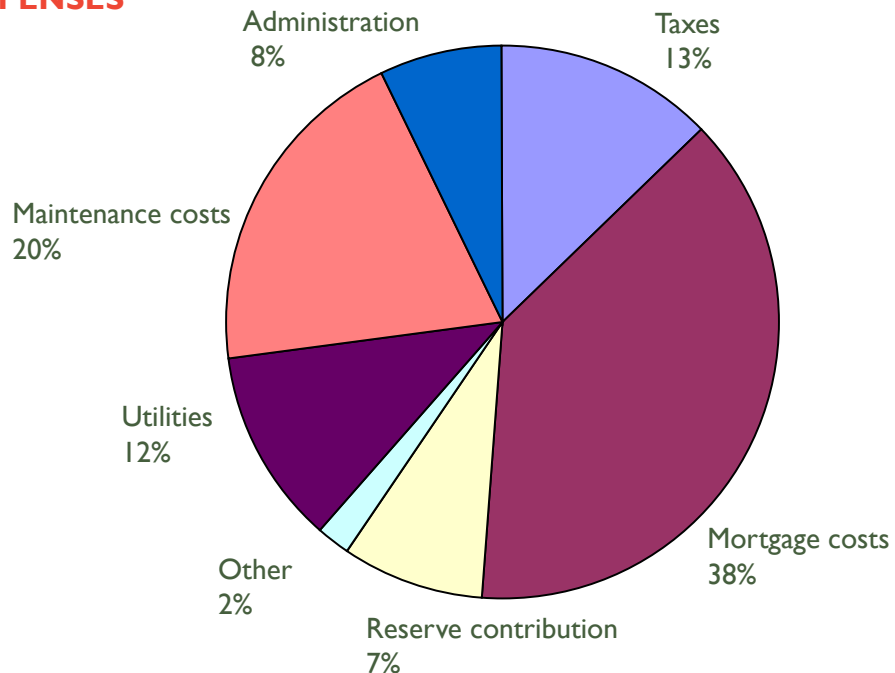
Calinda Brown, CCOC President

2010 Revenue & Expenses

REVENUE



EXPENSES



Property Management

- In 2010, CCOC's maintenance staff responded to 6,883 regular maintenance requests, about 26 ½ completed work orders each day.
- We received 737 after hours calls, resulting in a total of 1,227 hours of on-call emergency response (about 24 hours each week).

MAINTENANCE OPERATIONS EXPENSES

Contracts	Pest control, snow removal, landscaping, etc.	\$529,590
General repairs	Locks, plumbing, windows, floors, counters, etc.	\$646,239
Turnover costs	Cleaning, painting, repairs, etc.	\$402,585
Building cleaning	Interior and exterior common areas	\$452,581

New Energy Star washers and dryers in all CCOC buildings are bringing significant savings in electricity and water consumption. But the envelope replacements at 20 Robinson and 240 Presland - new windows, doors, roof and siding - are the biggest energy efficiency improvements this year, increasing the insulation and dramatically reducing electric heating bills for residents.

MAJOR CAPITAL EXPENSES

There's no escaping the fact that our buildings are aging and need increasing investment in repairs and retrofits. For the second year in a row, CCOC hit a new peak in capital spending. In 2010, CCOC undertook major projects at several properties.

240 Presland envelope	\$575,000	151 Parkdale garage	\$130,000
20 Robinson envelope	\$465,365	10 Stevens balconies	\$108,250
50 James balconies	\$250,000	Porch replacements	\$75,922
Fencing, decks, retaining walls	\$198,900	Common area painting	\$62,000