



Capital Region

Housing Corporation

Capital Region Housing Corporation

2010 Annual Report

Letter from the Board Chair

It is my pleasure to introduce the 2010 annual report. With the intent of achieving our stated mission, the Board set a number of performance measures for management to achieve, which they accomplished. These performance measures included:

- ✓ Service to clients;
- ✓ Financial performance;
- ✓ Unit vacancy rates;
- ✓ Site maintenance standards;
- ✓ Site safety standards;
- ✓ Expansion of units; and
- ✓ Treatment of staff.

I wish to extend my thanks to the skilled and experienced Board members who set themselves a high standard for governance, for a nonprofit government management body, and delivered on that commitment. It was our pleasure to have supported and worked with the Management staff, funder partners, and community partners in achieving our goals in 2010.

Robert David

Letter from the Executive Director

I am pleased to report that in 2010, CRHC operated within a set of guidelines to ensure that our more than 15,000 clients and over 5,000 residential units were an asset to the community. Our staff, partners and contractors were instrumental individually and collectively in making 2010 a successful year. Evidence to support this assertion is as follows:

- ✓ Made our services better known with the launch of a comprehensive web site in May, which has been very well received based on the thousands of hits recorded;
- ✓ Undertook and delivered many presentations to community groups to explain our services and how clients are screened and prioritized;
- ✓ Responded to all queries addressing concerns about our processes;
- ✓ Ensured safety for our tenants and also safety within the neighborhoods; and
- ✓ Operated a preventative maintenance program that ensures all sites are maintained to a safe standard, and industry property standards.

We were fortunate this year with additional funding to undertake some significant facility infrastructure improvements. For more detailed information, I invite you to peruse our annual report, including our 2010 highlights.

Gregory Bounds

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Board of Directors

Robert David, Board Chair

Retired Engineer

Appointed to the Board in 2001

Douglas Topping, Vice-Chair

Retired Engineer

Appointed to the Board in 2008

Neil Gower, City Appointed

Lawyer, MacPherson Leslie & Tyerman LLP - Lawyers

Appointed to the Board in 2006

Dianne Unger, City Appointed

Teacher, Edmonton Public School Board

Appointed to the Board in 2005

Gerry Devine

Engineer, Senior Principal, Stantec

Appointed to the Board in 2010

Gerry Kinsella

President and CEO, Peace Hills Trust

Appointed to the Board in 2004

Shane Laptiste

Architect, Arndt Tkalcic Bengert Architecture

Appointed to the Board in 2008

Chris Simonson

COO, Catholic Social Services

Appointed to the Board in 2010

Donna Stevenson

Senior Business Development Manager, Bank of Montreal

Appointed to the Board in 2010

Percy Woods

Corporate Executive Director, Building Owners and Managers Association

Appointed to the Board in 2001

Christine Zwozdesky

Real Estate and Development, University of Alberta

Appointed to the Board in 2010

Reginald Appleyard, Honourary

Executive Director, Meadowcroft Housing Group

Appointed to the Board in 1999

Ministerial Order, Mission and Vision

Capital Region Housing Corporation was originally established in 1970 as the Edmonton Housing Authority. With the introduction of the *Alberta Housing Act* in 1994, the organization was re-named Capital Region Housing Corporation (CRHC), in 1995. Most recently, the Ministerial Order, under which CRHC operates, was revised. CRHC is governed under Ministerial Order H:001/2010, under the *Alberta Housing Act*.

Mission

Capital Region Housing Corporation's mission is, through a continuum of housing options, to empower families of modest means to become more independent and improve their quality of life.

Vision

- Create, through a continuum of housing options, opportunities for families to reduce or eliminate their dependence on government for housing and income support subsidies;
- Ensure that families, who are not able to reach full independence, receive the necessary supports and best quality of life possible for their individual situation;
- Be the provider of supportive housing with the best balance between efficiency and effectiveness in Alberta; and
- Be the leader in Alberta's capital region, in the formation of partnerships with all sectors to develop strategies focused on overcoming the barriers preventing the independence of families, using existing community resources and services wherever possible.

The Mission and Vision were set by the Board of Directors in 2001. CRHC accomplishes the mission and vision through its core business strategies. Please see the Business Plan for more information.

Affordable Housing

Affordable Housing provides rental units with rents 10-20% below markets in the area. The Affordable Housing Portfolio consists of 470 rentable housing units and includes single family houses, row housing and apartment building types. Applicants are accepted on a priority based system.

For more detailed information on Affordable Housing, please visit our web site at:

<http://www.crhc.ab.ca/programs-and-services/affordable-housing-program.aspx>



Greystone Place



Sherbrooke



Inglewood Manor

Community Housing

Community Housing provides government-owned (Province of Alberta, City of Edmonton, Government of Canada) rental units with rents based on 30 percent (30%) of the tenant's household income. The Community Housing Portfolio consists of 4581 housing units and includes single family houses, row housing and apartment building types. Applicants are accepted on a priority based system as set out by Provincial regulation.

For more detailed information on Community Housing, please visit our web site at:

<http://www.crhc.ab.ca/programs-and-services/community-housing-program.aspx>



Dickinsfield I



Rundle Heights 1



Ashton Apartments

Rent Supplement Programs

CRHC provides more than 5,000 rent supplements to clients in Edmonton and some of the surrounding communities.

City Rent Supplements

City Direct

- Tenants rent from a private landlord and are given a rent supplement from CRHC to assist with their housing costs. The amount of assistance is \$360 per month.
- Serve approximately 400 clients

City Fixed Rate Subsidy

- Tenants rent from a private landlord. CRHC pays a set amount of \$360 to the landlord each month for rent. Tenants then pay the remainder of the rent.
- Serve approximately 350 clients

Provincial Rent Supplements

Direct Rent Supplement

- Tenants rent from a private landlord and are given a rent subsidy from CRHC to help with their housing costs. The amount of assistance may vary, but does not exceed \$550 per month.
- Serve approximately 3500 clients

Provincial Fixed Rate Subsidy

- CRHC pays a set subsidy to a maximum of \$550 to the landlord each month to help cover a portion of the rent. The tenant then pays the remainder of the rent that is charged by their landlord.
- Serve approximately 240 clients

Private Landlord Rent Supplement

- Clients rent from a private landlord and they pay rent based on 30% of their gross income to their landlord. CRHC pays the landlord the difference between the agreed market rent and the subsidized rent paid by the tenant.
- Serve approximately 825 clients

For more information on these supplements and subsidies, please visit

<http://www.crhc.ab.ca/programs-and-services.aspx>

Rent Supplements Provided to Communities Outside of the Edmonton Municipal Area

- Alberta Beach, Devon, Spruce Grove, Stony Plain
- Ardrossan, Sherwood Park
- Barrhead, Bon Accord, Morinville, St. Albert, Vimy, Westlock
- Fort Saskatchewan, Redwater, Tofield, Mannville

Partnerships

CRHC has a number of partnerships, including:

Housing Partnerships

Boys & Girls Club of Edmonton, BearPaw Site

“The great part about being involved with Capital Region Housing for the BearPaw project was the ability to have some input into the design of the building in terms of the type of living space the young adults would have and in this case less square footage is more valuable. We have been in the BearPaw project for just over one full year now and have settled in to its natural flow from the customizable classroom space to the programming advantages with the older building we continue to occupy. Thanks for giving us this opportunity.” – Ross Tyson, Executive Director



For more information on the Boys & Girls Club of Edmonton, please visit the following web site at

<http://boysandgirls.ab.ca/c5/about/>



Edmonton Inner City Housing Society, Eastwood Heights Site

“It’s wonderful that we have had the opportunity to partner with the Capital Region Housing Corporation in the operations and management of Eastwood Heights. We discovered early on in our conversations with senior management at CRHC that by combining our strengths and resources, we would best be able to meet the housing needs of families and individuals in the inner city, especially those who are experiencing poverty and other related challenges.” – Cameron McDonald, Executive Director



For more information on the Edmonton Inner City Housing Society, please visit the following web site at

<http://www.eichs.org/>



Partnerships

Development Partnerships

We are participating in affordable housing development with the following agencies:

- YMCA
- St. Albert Housing Society
- Pembina Housing Authority
- Greater Edmonton Foundation



Tenant Support Partnerships

Skills Society, Jewel Manor Site

“Our relationship with CRHC, its visionary leaders, and its tremendous capacity for action has enabled us to quite literally open doors to amazing new lives for the people with disabilities that we support. The joy, the pride, the sense of belonging and the importance of having a home of one’s own just cannot be overstated.” – Bev Hills, Senior Manager



For more information on the Skills Society, please visit the following web site at

<http://www.skillsedm.com/aboutus.htm>



Other key partners include Meadowcroft Housing Society, E4C, The Mennonite Centre for Newcomers, Edmonton Police Service Neighbourhood Empowerment Team, Beretta Security, and Persons with Developmental Disabilities

Waitlist

Who is Capital Region Housing Corporation serving today?

Information as of December 31st, 2010.

	Single Parent	couples with children	Single	Couples w/o children	Total
AISH	274	59	1653	67	2053
Income Support	1695	287	1128	85	3195
Seniors Pension	14	5	331	17	367
Employed	745	610	233	34	1622
Other	655	391	383	36	1465
Total	3383	1352	3728	239	8702

Who is currently on the Capital Region Housing Corporation waitlist?

Information as of December 31st, 2010.

	Single Parent with children	Couples with children	Single	Couples without children	Total
AISH	30	8	439	29	506
Income Support	548	99	429	34	1110
Seniors Pension	4	1	114	34	153
Employed	195	195	178	51	619
Other	178	108	199	33	518
Total	955	411	1,359	181	2906

Client Services



The Crime Free Multi-Housing Program was implemented throughout CRHC in 2006 to ensure the safety of our tenants and the neighbourhoods where our sites are located. Information on this program is available on our web site at www.crhc.ab.ca.



Beretta Protective
Services International

Enhanced on-site security measures have been implemented to help provide a safe environment for our tenants. Beretta Protection Services International Inc. provides regular patrols and emergency security response services on evenings and weekends. More information on Beretta can be located on their web site at <http://www.berettoprotective.com/>.

Coinamatic

Coinamatic provides washers and dryers on 33 sites for over 1,000 tenants. We are pleased with their smart card system, which provides ease of access and security for all tenants. More information on Coinamatic can be located on their web site at <http://www.coinamatic.com/>.

Hackers Fore Housing / The Home Program

Through the Capital Region Housing Foundation, we run an annual Hackers Fore Housing Golf Tournament in June each year. The net proceeds of the tournament go to support The Home Program. Thank you to our past and future golfers and sponsors. You can learn more about our golf tournament at www.catchthedream.ca.

The Home Program offers five key services: education, counseling and advocacy, financial assistance, sustainable home ownership and community partnerships.

The education workshop is delivered in two sessions and covers topics to help participants understand and evaluate the requirements and responsibilities of home ownership. After completing both education sessions, the counseling and advocacy service can provide a one-on-one meeting to address specific needs and to help in the mortgage qualification process. Financial assistance is available based on the income level of the participant and the purchase price of the property.

The Home Program continues to provide information and support once participants have achieved their goal of home ownership.

The Program has been able to establish strong working relationships with local non-profits and service providers; with provincial organizations such as the Alberta Real Estate Association and the Alberta Real Estate Foundation; with national organizations such as Canada Mortgage and Housing Corporation, and with international groups such as Habitat for Humanity.

This program is offered to anyone free of charge regardless of their circumstances. Since its inception, the program has assisted 594 households become homeowners. To date we have had 594 successes. Information on this program is available on the program's web site at www.thehomeprogram.ca.

In September 2009 The HOME Program met with representatives of Strathcona County to develop an Education & Down Payment Assistance Program for their community as one of their Affordable Housing options. As of December 2010 we have had 74 participants who have taken the classes. From those 21 have become successful home owners. Strathcona County is looking at additional funding for future programming.



Community Centres

A number of CRHC's residential sites have free-standing buildings that are used as community centres. Non-profit organizations use these facilities, which are provided rent-free, to offer various programs and activities to area residents. CRHC also provides townhouse facilities to some organizations. If you would like to see a list of our Community Centres, please visit our web site at www.crhc.ab.ca.



Dickinsfield Amity House

"Dickinsfield Amity House owes its very existence to the CRHC. From our roots 39 years ago, when community volunteers had great ideas and intentions-but no money, until today, the support of the CRHC allows us to provide support services to the community we serve. This in turn makes a positive impact on countless lives".

– Tracy Patience, Executive Director, Dickinsfield Amity House



Duggan

CRHC is pleased to lease 8 tenant centres to the City of Edmonton, who coordinate use of those sites with community agencies, for the benefit of CRHC tenants, clients and the neighbourhood.



For more information on City Neighbourhood Programs and Resources, please visit:

http://www.edmonton.ca/for_residents/neighbourhoods/neighbourhood-programs-resources.aspx

2010 Highlights

Dashboard - December 2010 Stats

Community Housing Statistics

	Actual	Target	Goal
Vacancy Rate	5.0%	✓	3.5% - 5.5%
Monthly Turnover Rate	1.1%	✓	1.0% - 2.0%
Average Length of Tenancy	5.1	✓	< 5.0 years
Units on Maintenance Hold	39	✓	< 45
Waitlist Over 32 Points	20	✓	< 20

Affordable Housing Statistics

	Actual	Target	Goal
Vacancy Rate	6.9%		2.0%-5.0%
Monthly Turnover Rate	1.4%	✓	1.0% - 4.0%
Average Length of Tenancy	2.4	✓	< 5 years
Units on Hold – Development/Special	1	✓	4

Canada Economic Action Plan and Federal Infrastructure Dollars

As announced in Canada's Economic Action Plan, the Federal Government will invest \$1 billion to renovate and energy retrofit social housing to help vulnerable Canadians with needed improvements to their homes while creating spin off jobs in construction and other industries. This will improve the quality of life for residents of these communities by keeping their homes safe and affordable and it will ensure these homes will continue to be available to meet the needs of future generations. The funding that CRHC received from the Federal Government in 2010, in partnership with the Province of Alberta, will be used for renovation purposes for our properties. Some of the renovations will include:

- Paving
- Roofing
- Sidewalks
- Deep Utilities
- Exterior Lighting
- Flooring
- Furnaces
- Windows
- Elevator Upgrades
- Kitchen Cabinets



Tipaskin - Windows



Belvedere - Roofing

New Sites in 2010

The following new sites were opened in 2010.



Inglewood Manor

The building is a wood frame structure which includes enhanced wall and roof insulation, as well as a low maintenance stucco exterior finish. Energy saving features included a heat recovery system, energy efficient lighting, new Energy Star appliances and make-up air ducted individually to the suites. The building is fully sprinklered. Efforts have been made to employ a colourful palette of maintainable interior materials in the common areas of the building, while suite interiors have a bright ambiance provided by the large exterior windows.” – **Bennett Architecture**

“4 storey building, which includes 7 studio apartments, 28 one-bedroom units and 9 two bedroom units

Barrier free units are provided to meet the Alberta Building Code requirements, and the building amenities include a multi-purpose room on the ground floor. Vehicular parking is provided both at grade behind the building, and in a single level underground parking garage which accommodates 42 vehicles. Both the grade level and underground parking are accessed from the lane west of the building, which was upgraded to current City standards as part of the project.



River Heights Addition

The new addition included a well-insulated exterior envelope, with new Energy Star rated appliances and dual flush toilets in all suites. Energy saving provisions also included a high efficiency boiler and a heat recovery unit. Two of the twelve new suites have been designed to meet full barrier-free criteria. The River Heights building is located in close proximity to the North Saskatchewan River Valley, and Rundle Park, which will afford excellent recreational opportunity to residents.”

“12-suite, 3-storey addition at the west end of the existing CRHC building

The exterior of the new addition was designed to harmonize with the existing building, without exactly replicating the existing exterior treatments. As in the existing facility, balconies were provided to all units, which helped the new construction to relate in scale to the existing facility, and to nearby single family residences. Also like the existing building, stucco has been utilized as the exterior finish material, in multiple tones with a subdued colour palette.

– **Bennett Architecture**

New Sites in 2010

The following new sites were opened in 2010.



BearPaw

“14-suite, 3-storey apartment building

Suites are studio units – 2 of which are barrier-free – designed to accommodate youths in the Boys & Girls Club program. Programmatic elements in the design include a lounge on each floor, 2-bedroom manager’s suite on the main floor, laundry, multi-purpose classroom and offices for program staff located in the basement floor.

The project responds to the needs of the Boys & girls Club training/rehabilitation mandate, providing safe accommodations for growth and training toward responsible and independent living. Suites are efficiently laid out with defined living/sleeping areas, and fully functioning kitchen; lounges located the end of each corridor provide shared space for group interaction. Interior finishes including carpets and resilient flooring, were chosen for low maintenance while providing a residential character. Exterior materials including vinyl siding, metal roof and split-face concrete block on the main floor, provide long-term durability along with a modern, youthful expression appropriate for its function.” – **Croy Yee, Croy Yee Architect Ltd.**



Lendrum Villa/Manor

“The site location, within close walking distance to the Saville Centre station of the new south LRT avails residents of excellent access to public transportation; and site is on the north boundary of the desirable Lendrum residential neighbourhood, near the University Farm.

Both the Lendrum Villa and Lendrum Manor received building code up-grades including a new fire alarm system. New finishes to lobby, corridor and stairwell areas, and new roofing were provided to both buildings. In addition the Lendrum Villa received replacement of all exterior windows, a new boiler, new exterior wall cladding with up-graded insulation, new balcony floor finish and selective suite interior improvements. These improvements to Lendrum Villa will result in noticeably reduced energy consumption. The exterior of the Lendrum Manor was also partially renovated with window replacement to several suites, and selective replacement of stucco finishes.” - **Bennett Architecture**

New Projects for 2011 and Onward

The following new affordable housing projects were approved in 2010:



Stony Plain

“The design of this building integrates main floor retail with 24 apartments accommodated on 3 floors,

The building elevations have angled surfaces. The exterior is finished in a variety of materials (metal, stucco and hardi-panel) and colours. The inspiration for this aesthetic comes from the surrounding variety of building forms and materials.

The main floor provides a visual, horizontal base. The housing units, in the 3 storey portion, have been designed with a vertical expression. These combined elements, provide for a rich visual experience. The project incorporates a number of sustainable strategies including xeriscape landscaping, energy efficient mechanical and electrical systems, "green" low maintenance interior and exterior finishes, triple glazed windows and an enhanced building envelope. The building is LEED-inspired to lessen the foot print on the environment.” – **Doug Sollows Architecture**



Parkdale

“The Parkdale project is a 6 storey apartment building in the mature neighborhood of Parkdale.

It contains 66 residential units with a mix of 46 one bedrooms (including 6 ADA), 14 two bedroom units and 6 three bedroom units, providing a gross area of 53,000 sq. ft. All units feature a private balcony or patio, storage room, well equipped kitchen and nine feet high ceilings.

The suite layouts are arranged to direct the views away from the LRT track and back land to afford privacy for both Parkdale Apartments residents and the adjacent neighborhood development. The building will be equipped with a keyless entry system that will also be linked to the onsite fenced children's play area that will be visible from east facing suites. The building interior, main entrance, parking and play area will be monitored by CCTV, to enhance tenant security. Secure main floor bike storage is provided and laundry facilities will be located on every floor. Echoing its highly visual exposure to the public, Parkdale Apartments will be a proud messenger for the rejuvenating image of the neighborhood. Without the use of redundant decoration, its exterior has been designed with careful and functional arrangement of volume, geometry, color and texture. The building expresses a fresh image of efficient, yet rich, urban living, offering an affordable and quality living opportunity to moderate income families and couples”. – **Brinsmead Kennedy Architecture**

New Projects for 2011 and Onward

The following new affordable housing projects were approved in 2010:



Intera One

“A three-storey, ten-unit apartment complex in the Boyle Street neighbourhood. Geared towards employed persons who face challenges in finding suitable housing within their means, this project provides safe, secure, and accessible one bedroom units. Intera One's proximity to river trails, transit, and downtown civic, cultural and commercial amenities allows residents to engage in their community.

Within walking distance of Downtown Edmonton, Chinatown, and Little Italy, residents will have access to all of the arts and culture activities that these communities offer. Sustainability is an integral component of the design for Intera One. Compact fluorescent lighting will be used throughout the building and placed on timers where feasible. Dual flush toilets, low flow shower heads, heat recovery on the makeup system, as well as EnergyStar rated windows and appliances will be used to reduce the utility costs. The exterior facade will be a combination of Stucco and cementitious fibreboard siding ("Hardieplank"), in keeping with the existing street scope.” – **Rockliff Pierzchajlo Architects and Planners Ltd.**



90th Street

“The proposed design attempts to meet the requirements, with a modern four storey building, complete with 23 one bedroom apartments, ground floor commercial space, and parking for 24 vehicles at the rear of the building.

The form of the building is articulated to reduce an otherwise imposing scale relative to nearby residential structures. Stucco and horizontal cladding are found on the existing commercial/residential buildings west of the subject site, as well as brick. The brick colour will be similar to the new fire station currently being constructed directly across the street from this proposed building. The rectilinear massing use of similar materials, and the inclusion of the brick will produce a homogenous context with the other buildings on the avenue.” - **Bennett Architecture**

Financial Summary

Community Housing & Rent Supplements

The following is a list of key revenue and expenses, as of December 31st, 2010, of CRHC's Government Owned Program, also known as Community Housing and Rent Supplements.

	Per Unit <u>Per Month</u>
Revenue	\$350
Taxes	\$ 98
Utilities	\$197
Operating Expenses	\$ 72
Maintenance Expenses	\$ 93
Security / Pest Management Expenses	\$ 21
Major Project Expenses	\$ 98
Administration	\$114
Total Project Expenses	\$693
Surplus / (Deficit)	(-\$343)
Value of Properties	\$700 Million

Affordable Housing

The following is a list of key numbers for revenue and expenses, as of December 31st, 2010, of CRHC's Corporation Owned Properties, also known as Affordable Housing.

	Per Unit <u>Per Month</u>
Revenue	\$516
Taxes	\$ 53
Utilities	\$ 91
Interest	\$111
Operating Expenses	\$ 87
Maintenance Expenses	\$ 41
Security / Pest Management Expenses	\$ 15
Major Project Expenses	\$ 28
Administration	\$ 37
Total Project Expenses	\$463
Surplus / (Deficit)	\$53
Value of Properties	\$62 Million
Total Mortgage Amount	\$10 Million

Rent Supplement Program

The following is information on the Rent Supplement Program activity for the year 2010.

Program	Amount	Number of Households Assisted	Average Monthly Subsidy
<i>City of Edmonton</i>			
Direct to Tenant	\$1, 772, 101	410	\$360
Private Landlord	\$1, 529, 220	353	\$360
<i>Government of Alberta</i>			
Direct to Tenant	\$19, 720, 960	3, 834	\$428
Private Landlord	\$5, 468, 061	1, 072	\$425
TOTAL	\$28, 490, 342	5, 656	\$420



Capital Region

Housing Corporation

For more information about Capital Region Housing Corporation, please contact

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