



# Winnipeg Housing Rehabilitation Corporation

## 2010-2011 Annual Report



## WHRC's Vision

That all citizens of Winnipeg have access to safe, decent and affordable places to live.

## WHRC's Mission

WHRC's mission is to provide quality, affordable, safe and secure, housing in Winnipeg

## WHRC Board Members

Coun. Jeff Browaty

Darlene Hall

Guy Hobman

Major Karen Hoeft

Deepak Joshie

Coun. Mike Pagtakhan

Patti Regan

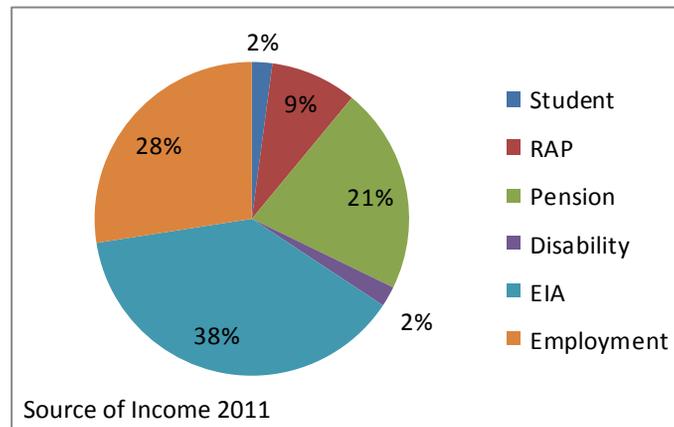
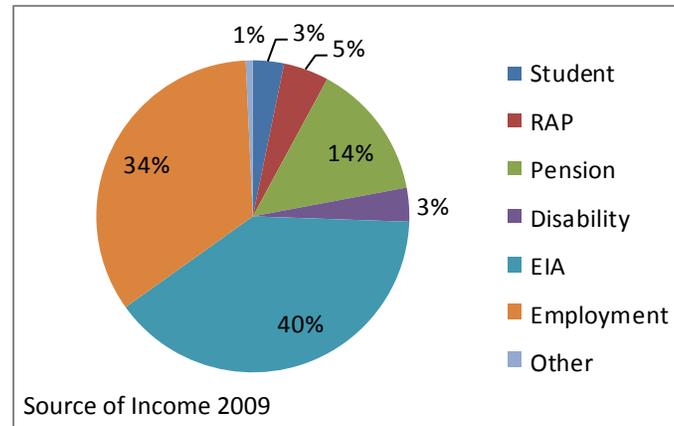
Peter Squire

Gina Sylvestre

Coun. Russ Wyatt

## WHRC's PORTFOLIO, 2011

WHRC's portfolio has changed over the past few years as the Corporation has included 3 new sponsored buildings. WHRC has seen changes in family size as there are more 1 person households and a change in the source of income as a higher number of tenants are receiving their income from a pension. WHRC continues to support many newcomers with housing. Newcomers reflect the trend occurring in Canadian immigration as fewer immigrants are coming from European countries and there has been an increase in refugees and immigrants from Africa, the Middle East and Asia.



## WHRC TENANT STATISTICS

971 Suites Surveyed

1572 Total Number of Tenants

\$13,419 Average Income of Tenants

Somalia Countries most highly represented in

Ethiopia WHRC's immigrant population

Afghanistan

Iraq



# Tenant Portfolio

After celebrating WHRC's 30th anniversary in 2007, the Corporation continues to focus on providing affordable housing to the residents of Winnipeg. During the year, management and the Board reviewed and adopted WHRC's Vision and Mission statements which are provided in this report.

Property management is one of the core activities and the staff have done a great job particularly in the areas of reducing turnovers, increasing occupancy, and controlling expenses. They are commended for their valuable contributions to the organization.

Last summer WHRC hired a student to assist our Property Development department with the infill housing program. Chelsea was a great benefit to our organization. In the fall WHRC hosted a university student allowing her to complete a practicum in Human Ecology. Charlene completed an analysis of our tenants, which provided some very interesting results some of which are presented in this report. Both these experiences were very positive for the Corporation and for the students.

WHRC was pleased to be selected by CMHC for an award in Best Practices in Affordable Housing for Flora Place. On November 3, 2008, Mike Pagtakhan (Chair of the Board), Menno Peters (Executive Director), and Stephanie Haight (Project Manager) attended the ceremony in Ottawa to accept the award. It was a proud day for WHRC.

WHRC continues to be active in the inner city. Staff regularly attend stakeholders meetings in Spence, Centennial, William Whyte, and North Point Douglas. Funding was provided to develop new single family infill homes in Centennial Neighbourhood and in the North End. Fifteen of the homes are now occupied by new homeowners while the other 5 will be completed by the Fall of 2009. More infill developments are planned for 2009-2010.

Our development department along with a team of professional consultants continues to work on our award winning project, Urban Ecology, part of CMHC's National EQUilibrium™ Housing Initiative. With a revised simplified design and the assistance of many funders, construction is set to begin in the Fall of 2009. This is a major accomplishment for WHRC and reflects positively on our City and Province.

Our Project Glow program continues to provide our tenants with support and resource assistance. These services are particularly important for our new Canadian tenants. A new Project Glow coordinator joined our team this year and we look forward to reporting on many new initiatives in the future.

WHRC is privileged to have a great Board of Directors with diverse backgrounds and strengths who help guide the organization. Thank you to the Board and all of the staff for making 2009 another successful year. Also, thank you to all of our funders and their staff who so generously support WHRC in providing affordable housing in Winnipeg.



A handwritten signature in black ink, appearing to read "Mike Pagtakhan".



A handwritten signature in black ink, appearing to read "Menno Peters".

## Message from Chairman and Executive Director



WHRC'S portfolio consists of 1,000 rental units. Approximately 89% of the units owned and managed by WHRC are fully-subsidized by the Province through MHRC. The majority of the units are rent-geared-to-income where rents are calculated based on 27% of the tenant's income. WHRC has 7 properties that are leased at average and below-average market rents. These market-rent units comply with the "Provincial Housing Limits" whereby lower-income families qualify to apply. WHRC manages 4 Seniors' projects. The addition of these properties to our portfolio has increased the number of 55+ applicants on the waiting lists. The corporation faces many challenges and opportunities with the growing number of new Canadians needing housing. We continue to work with other agencies in making the transition to new housing comfortable and encouraging. Working with translators helps in communicating with our new tenants. Our Project Glow Coordinator visits each new tenant to ensure all their needs are looked after, and to present them with a "Welcome Package".

WHRC has recently received funding approval to build an affordable Condominium Project which is estimated to begin within the next year. Provisions will be made to ensure WHRC's property management team will have the opportunity to manage the project and be on the Board of Directors for approximately 2-3 years. This time would be used to successfully transition the property from construction to occupancy, work with the new first-time homebuyers to assist them in forming their own Board of Directors, provide necessary resources, and educate them on their rights and responsibilities as condo owners.

We continue to have waiting periods for our subsidized units from 6-18 months indicating the high demand for affordable housing.

186 Salter

# Property Management

## WHRC BUILDINGS OWNED AND SPONSORED

650 Alexander Avenue	444 Logan Avenue
730 Alexander Avenue	347 Manitoba Avenue
401 Burrows Avenue	588 Manitoba Avenue
405 Burrows Avenue	576 McDermot Avenue
260 Balmoral Street	360 Mckenzie Street
200 Charles Street	595 Mountain Avenue
134 Chestnut Street	635 Pacific Avenue
275 Colony Street	50 Roslyn Road
461 Cumberland Avenue	186 Salter Street
109/111 Disraeli Street	661 Sara Avenue
622/624 Elgin Avenue	435 Sargent Avenue
1 Flora Place	300 Selkirk Avenue
60 Frances Street	640 Selkirk Avenue
531 Furby Street	853 Sherbrook Street
425 Henry Avenue	970 Sherbrook Street
97 Keewatin Street	324 Stradbrook Avenue
290 Langside Street	260 Toronto Street
407 Langside Street	484 Toronto Street
449 Langside Street	351 Victor Street
266/268/270/272 Laura Street	567 William Avenue
	86 Young Street





*Infill photos above*

### **INFILL DEVELOPMENT**

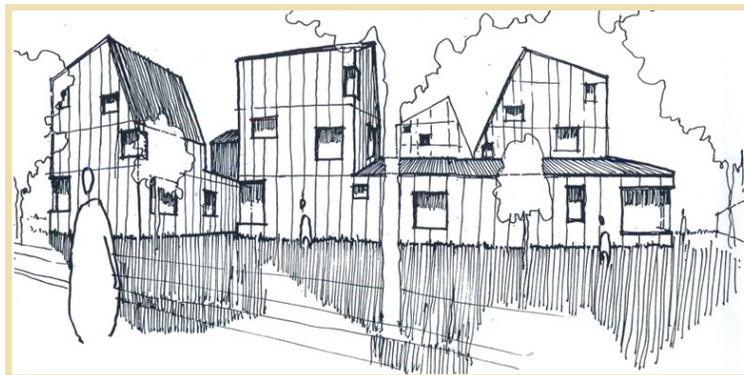
In 2008, WHRC began working with inner city community groups to help revitalize neighbourhoods and provide afford-able homeownership opportunities through the development of infill housing. In 2009, WHRC completed 20 infill builds and is currently completing another 22 homes located in the communities of William Whyte, North Point Douglas, West Alexander and Centennial. The 22 infills being constructed in 2010-11 were designed by WHRC in consultation with the community groups and will be registered as R2000 homes. Each home will be sold to modest income families.

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

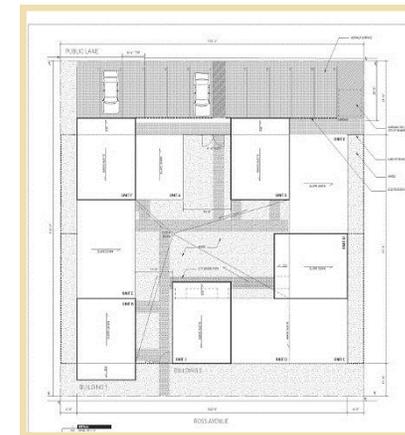
### **ROSS AVENUE CONDO'S**

WHRC has received funding approval to build a 10 unit condo complex at 422/426 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. WHRC is currently in the process of pre-development work and construction drawings with the architecture firm 5468796. Project design was done in collaboration with the Centennial Community Improvement Association.

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



*Condo Rendering by 5468796 Architecture Inc.*



*Condo preliminary site plan by 5468796 Architecture Inc.*

# **Development**

## URBAN ECOLOGY: EQUILIBRIUM™

WHRC is one of 15 project teams across Canada that won CMHC's National Equilibrium™ Initiative. Equilibrium™ is a national housing initiative led by CMHC that offers Healthy Housing and sustainable community solutions that deliver on the promise of improved occupant health and comfort, increased energy efficiency and reduced environmental impact.

Our project incorporated simple renewable energy systems with a focus on passive energy efficiency techniques, improving indoor air quality and reducing our environmental impact. Utility payments will be significantly reduced making the home affordable into the future as the cost of electricity rises.

Construction of the project was completed in October 2010. After completion, we participated in a 6 month demonstration phase in which over 350 people toured the project. CMHC will be monitoring the home's energy efficiency for a period of 1 year and publishing the data. The new homeowner moved in at the end of March, 2011. Urban Ecology has received national recognition in articles and presentations.

- Energy Efficient Building Envelope: Double stud - R65 exterior walls, R80 attic, R40 foundation, R20 under basement floor slab
- EnerGuide for Houses Rating (EGH) = **96.1** (estimated), an EGH of 100 means that you produce as much energy as you consume on an annual basis.
- Passive solar heating and 4 flat plate solar collectors contribute to space and domestic hot water heat
- Grid connected 0.5kW photovoltaic solar panels.
- Drainwater heat recovery system to reduce domestic hot water energy requirements
- 2 heat recovery ventilators (HRV's)
- Low VOC materials used throughout
- Hardwood flooring made from Winnipeg's diseased Elm trees

For more information on the CMHC Equilibrium™ Sustainable Housing Demonstration Initiative, please visit [www.cmhc.ca](http://www.cmhc.ca)



Urban Ecology Homeowner at front of house

My name is Robert Baxter and I am the owner of the WHRC built Equilibrium House at 545 William Avenue. I want to go on record to say my new home is amazing. I came to know about the house through my Realtor, Frank Zappia of Zappia Realty, and was directed to apply to a program for low to moderate income earners for first time inner city buyers.

I was accepted to the program and became a new home owner shortly afterward. My home is modern, energy efficient, and well designed and built. There are solar panels on the roof to offset my electrical consumption, heat recovery ventilators to recirculate potential lost heat back into the house and thick insulated walls and ceiling that lets me keep my heat in where it belongs.

The technology behind the house, its design and placement in the community and the program that brought to my new home all contribute to my peace of mind, a sense of home-coming and affordability.

A special thanks to our project team, funders and those who have provided material donations.  
Architects: PSA Studio & Prairie Architects, Energy Consultant & Mechanical Design: JL Hockman Consulting  
Funders: CMHC, WHHI – Province, WHHI – City, SDIF, STEM, Manitoba Hydro, The Winnipeg Foundation



Above photos courtesy of CMHC

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.



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 the Community Garden, Project Glow Monthly Newsletter, Tenant Welcome Package, lunches, and other various initiatives. An ongoing program, Project Glow is funded by the Manitoba Government's Department of Family Services and Housing.

### **VIDEO PROJECT**

2010 saw the completion of a Tenant Resource Video, "Your New Home". The video was a collaboration between IRCOM Place, New Journey Housing and Welcome Place (Manitoba Interfaith Immigration Council Inc.) and was funded by The Winnipeg Foundation. The video was created to assist and educate newcomers and other tenants without prior rental experience. The video offers a visual and oral orientation of their apartment, helping them to understand the basic function of appliances, housekeeping and their rights and responsibilities. WHRC hopes to have the video translated into additional languages in order to benefit all tenants.



### **SOCCER PROGRAM**

WHRC partnered with the SPIN (the City of Winnipeg's Sport Program for inner city neighbourhoods) to provide a free soccer program for children 6-14 years, residing in any inner-city neighbourhood. This program encouraged participants to learn basic skill development, sportsmanship, teamwork, leadership and fair play in a non-competitive environment. In all, 30 children from various ethnic backgrounds registered and participated over the seven-week program. Parents and children forged new friendships and broke through cultural barriers as they participated in sport.



### **WELCOME PACKAGE**

WHRC works hard to ensure that tenants feel welcome in their home. To help welcome tenants, the Tenant Resource Coordinator visits new tenants shortly after they've moved into their suites to discuss tenant's rights and responsibilities, neighbourhood resources, organizations, service providers and other local amenities. Tenants are given a "welcome package" which consists of practical household items, WHRC's Tenant Resource Manual, and contact information for various local resources. The initiative not only educates tenants, but builds trust and communication between WHRC staff and tenants.



# **Project Glow & Community Initiatives**

## GARDEN & GREENHOUSE

In 2010, the community garden from 60 Frances moved to 970 Sherbrook. Volunteers from South Park MB Church in Altona worked with WHRC staff to take down the garden boxes and move them to the new location. The benefits of gardening are endless. Tenants who grow their own food have access to a variety of fresh produce, and the opportunity to get physical activity which helps to improve their physical fitness. As well, it gives community members the opportunity to work side-by-side, regardless of cultural background or native tongue.

In the winter of 2011, WHRC repaired the greenhouse at the sponsored property, The Polish Manor. The repairs led to a community development project as Point Douglas Seniors Program has led different community groups in using the greenhouse.

*March 2011 Winnipeg Housing Rehabilitation Corporation and The Point Douglas Seniors Program (Andrews Street Family Centre) repaired and re-opened a greenhouse located on the property of 300 Selkirk older adult apartments Block. An invitation to participate in the greenhouse "project" was extended to several community organizations and community members. To date we have over 700 seedlings residing in the greenhouse, belonging to residents of the 300 Selkirk Building, participants of the North End Wellness Program, William Whyte residents Association, Urban Eating and North End Community Renewal Corporation.*

*Since its opening in April 2011, the greenhouse has transformed into a casual and relaxing gathering place for many community members. Our soil and seed purchase was generously supported by North End Food Security (NERC), all other supplies donated by participants, which include; radio , water cooler, rain barrel, watering cans, and coat hooks fan and a lot of seeds soil, planter's trays and extra shelving.*

*Participants state it is refreshing to meet other community members with similar interests, particularly in the welcoming environment of the greenhouse. To date the relationships between community organizations, community members and tenants has been positive and harmonious.*



## HOUSING TRAINING INITIATIVE (HTI)

WHRC is the administrative sponsor of the HTI program that serves all inner city communities. The program works to empower residents to plan for homeownership, and provides training and resources to resolve home repair problems. By increasing the capacity of low-income homeowners to maintain their homes, the HTI program improves the quality of housing, family life and communities in central Winnipeg.

*"All of these kind of classes are very useful for everyone who are willing to know how to fix their homes"*

*"I got a lot of great info tonight, thank you to all of the speakers!"*

**HTI participants**



# Project Glow & Community Initiatives

This is a big opportunity for me to write this letter about W.H.R.C because it has change my life.

Last year I was living in shelter over 9 month me and my 3 children 2 boys and a baby girl who is 17 months now. As I write this letter tears of joy and thankful (or) appreciation fall on this paper. As the world has abonden me things fall apart. As I still struggling with my children to looking for a safe heavens in Canada.

Every time my kids come from school they used to hide themselves through back door used to hide them selves through back door with was an emergency EXIT. See them crying Mommy when are moving? Everybody come in the shelter lives in 2 week to a month why are we staying too long? Why us

Last May I received a notice that I have to find my own place. I applied several places but I was in the waiting list. So I went back to the office where the notice came from and told them that . You guys know that I am a single mother with the most brilliant kids. Due the circumstances of my Issue with Immigration process took for more than I can imagine. So after I talk to the mail office about the notice issues. They said we cant do any thing SORRY! You have to move.

I have no hope except you. So please help us god. I was praying sincerely. Believe me or not with a blink of an eye I heard a loud phone ring. I jumped from the bed to answer a phone call. Hallo! We found a place for you It 3 bedroom please bring your welfare budget and let started to do some paperwork.

So as finish talking on the phone. I went to make a thankfull prayer. I was very Happy.

So when I went to the office I asked so where is the House at. They Told me IT IS A WINNIPEG HOUSING I was very thankful to the Winnipeg staff members. They didn't judge me but god give them a very good Heart for them to help people who are in need.

I always very thankful. To all people who sponsor or work together with W.H.R.C may god bless the and also give them long life so that they can help other people who are in need. They didn't judge me neighter underestimate me. They understood my situation and I love all staff member of W.H.R.C for their support and kindness.

Letter submitted by WHRC tenant



Photo courtesy of CMHC