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2013-2014  
Annual Report



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WINNIPEG HOUSING REHABILITATION CORPORATION

## Message from the Chairman and Executive Director

### Providing quality affordable housing, bringing positive change into people's lives.

WHRC has always considered the need to provide community support and develop a culture of collaboration in order to achieve its mission of providing quality, affordable and attainable housing in Winnipeg that is safe and secure.

In 2013 WHRC collaborated with Manitoba Housing, Manitoba Hydro and a local labour organization, BUILD, to introduce a water saving initiative to our properties. BUILD provides energy savings programs and skills training. This initiative will retrofit all of WHRC's housing units with new shower heads, aerators and low flow toilets thereby reducing the energy consumption and operating costs for WHRC but, more importantly, providing an opportunity for on the job training to BUILD.

The Development and Construction Department has been very active in developing projects in Winnipeg. One of the more interesting projects is

the Merchants Corner development. This project is a continuation of our collaborative culture as it includes the input of many community and Aboriginal groups and develops capacity in the neighbourhood. Although construction may not start until next year, there is much work going on in the meantime.

More rental units were added to the Property Management Department in 2013. WHRC now manages close to 1,200 housing units. One of the projects added, provided WHRC the opportunity to include Assisted Living services to our residents and another allowed us to provide Condo Management.

The Tenant Resource program is always focused on assisting our residents to have a successful tenancy. Often the tenants need that "ombudsman" person to help with the various challenges that could affect their family and their tenancy. Project Glow spends many hours listening to and assisting our tenants. Project Glow collaborates with various community groups and government agencies to provide support to our tenants.

The year was a success, thanks to our dedicated staff and strong leadership from the board of Directors. Thank you to Manitoba Housing and the City of Winnipeg for their trust and support. Thank you to all of the other funders and supporters of WHRC. We look forward to an exciting 2014.



Councillor  
Mike Pagtakhon  
Chairperson



Menno Peters  
Executive Director

## Project Glow

**Project Glow continues to affect positive change within the lives of tenants in all of the WHRC buildings.**

Through the years, Project Glow has remained true to its original goal and evictions have been reduced through many initiatives, including:

The provision of tenancy information to new tenants during a Welcome Visit.

The provision of extras typically unattainable on a low income budget. Project Glow has received grants, or sought out existing programming to provide these extras.

The reduction of social isolation through the creation of new programming, or connection to existing programming, that provides tenants the opportunity to get to know their neighbours, WHRC staff and community resources. Even though meetings may be brief, tenants have the chance to build connections.

### Connecting tenants to their community.

Tenants are connected to community resources in several different ways. They might be personally referred by the Project Glow Coordinator. Or, more commonly, information about a community resource is distributed, posted or presented in the buildings.

During 2013-2014 Project Glow distributed information facilitating connections to the following community resources through:

Their monthly newsletter: SEED, Immigrant Women's Association of Manitoba and Meals on Wheels, etc.

Presentations held within their buildings: Osteoporosis Canada, North End Food Security Network and Safety Aid, etc.

Project Glow connected tenants with the following extras:

**Santa to a Senior**  
Allows seniors without family to receive a Christmas gift.

**Community Zone**  
Winnipeg Goldeyes and sponsors provide free baseball tickets.

**First Book Canada**  
Brand new books are given to non-profit organizations working with low-income children.

**Inner City Soccer League**  
The University of Winnipeg, Youth Agencies Alliance and Spence Neighbourhood Association created a free soccer league for children living in the downtown.

**Love Winnipeg**  
The last two summers, Love Winnipeg events built community gardens for 351 Victor Ave. and 588 Manitoba Ave.

## Project Glow has applied for and received

**±\$50k cash and ±\$10k in materials grants since 2013.**

### +1,100 Tenants

#### Utilizing Programing Welcome Visit

Welcome Visits provide tenants the opportunity to meet with the Project Glow Coordinator to review items that could affect their tenancies. These visits are conducted one month after a tenant moves in to allow them to settle in and then see what they may require. The Project Glow Coordinator reviews several topics with the tenant including the most common concerns so the tenant has the information they need at the beginning of their tenancy.

**Movies**

**Bingo**

**Birthday Party (Monthly)**

**BBQ**

**Seasonal Celebrations**

**NEW! Cupcakes (Valentines)**

One of the newer ways Project Glow is connecting with tenants and increasing relationship is through a cupcake handout. Tenants receive a notice to come out for a treat the following day.

**Singing**

**Christmas Hampers**

**Income Tax Assistance**

**Exercise Class**

**Art Day**

**Good Neighbour**

## 40 Tenants received garden boxes.

## 13 Tenants volunteer to take care of flowers at their building.

## +150 Tenants Personally Assisted

### ±1,700 Tenants

**Country of Origin**      **Duration of Stay (Months)**

13% 120+

14% 61-120

35% Canadian

12% Aboriginal

10% Somalia

30% 37-60

7% Ethiopia

4% Sudan

4% Iraq

13% 25-36

3% Bhutan/Nepal

3% Poland

2% Afghanistan      9% 13-24

2% Eritrea

1% Asia

1% Sierra Leone

1% Middle East

1% European

1% DOC

1% Congo

Caribbean

Columbian

El Salvador

Guatemala

Haiti

Kenya

Liberia

Myanmar

Nigeria

Philippines

South America

Togo

Vietnam

Other

14% 0-6

## 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 ±\$9.6m of funding creating ±\$20.4m of investment in the inner city since 2000.

With over 30 years of experience, 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.

### Development Consulting Services

Beginning in 2012, WHRC's Development Department expanded their scope of work by providing Development Services to other non-profit organizations working towards developing affordable housing. WHRC is currently working as the Development Consultant for:

Housing Opportunity Partnership [HOP] Infill Housing

North End Community Renewal Corporation [NECRC] Merchants Corner

Manitoba Housing and Renewal Corporation [MHRC] Blue Bird Lodge

92 Units

Construction starts 2014.

47 Units - Seniors

45 Units - Family

### Paul E. Martin Estates Inter-Generational Housing [Transcona]

Stopping Generational & Social Isolation – Fostering Supportive Relationships – Creating a Balanced & Diversified Community

Owner-WHRC

Funding-MHRC

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. The lot was purchased from the City of Winnipeg for \$1.00. Funding for the project was formally announced in December 2013 by all levels of government.

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

Providing 92 affordable housing units, the building is comprised of a seniors wing and a families wing connected by common amenity areas and circulation space. The project becomes a model where: supportive housing can take place, families can live close to an aging parent or relative in need of care, people can 'age in place' without having to plan on relocating when faced with the lifestyle changes of aging. It provides opportunities for generations to intermingle, learn from, and help each other.

The development will be named Paul E. Martin Estates, in honor of local Transcona community activist, Mr. Paul Martin.

WHRC is currently working with MHRC and an integrated design project team to move the project forward. It is anticipated that construction will start late summer 2014.

91 Units

Renovation starts 2014.

Currently operated by WHRC Property Management.

17 Units

### Merchants Corner [North End]

Owner-NECRC

Funding-MHRC

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.

Established 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 [Weston]

Owner-MHRC

Funding-MHRC

WHRC is providing Project Management services to carry out the renovation of a 92 unit, 11 storey, seniors apartment building located at 97 Keewatin Street.

The building was originally built in 1976 on behalf of the building owner, Manitoba Housing and Renewal Corporation. WHRC has been operating the building and will continue throughout the phased renovation.

Renovation is anticipated to start late 2014.

TBD

### NEW [Centennial]

Owner-WHRC

Funding-Being pursued.

In 2012, WHRC began working on proposals to develop a mixed-income, mixed-tenure residential development on a 2 acre site located in the Centennial Neighbourhood at the corner of Ross Avenue and Paulins Street. Current land owner, The City of Winnipeg, has approved the sale of the land to WHRC for \$1.00. Project funding is currently being pursued.

**\$34,000 Average annual gross income of families purchasing WHRC infill homes.**

**3+1 Homes**

**Infill Development [William Whyte]**

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

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 54 infill homes, 3 of which were constructed in the 2013-2014 fiscal year. These 3 homes are located in the community of William Whyte.

The infills constructed since 2010 were designed by WHRC in consultation with the inner city community groups and are built to R2000 energy efficiency standards.

**3 Homes**

**HOP Infill Development [West End]**

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

WHRC is managing the development of Infill Housing (single family dwellings) for HOP, a local non-profit group, to meet current government funding agreements.

**10 Condos**

**Condo corporation managed by WHRC Property Management.**

**Ross Condos Multi-Family Housing [Centennial]**

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

WHRC 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. The project created another affordable homeownership model within the Centennial Community to aid in their efforts to increase homeownership and revitalize the neighbourhood.

Construction began August 2012 and was substantially completed at the end of November 2013, with landscaping scheduled for spring 2014. WHRC has signed a management contract with the condo corporation and is currently providing the new homeowners with guidance and property management services.

## 124 Units Added to Management Portfolio 2013-2014

WHRC has committed to investing +\$200,000 towards a massive water savings initiative that will see low flow shower heads, low flush toilets and faucet aerators installed in the bathrooms and kitchens of its properties. Through water savings alone the capital costs of this initiative will be recovered in ±2.5 years.

### Property Management

The past year was another exciting and challenging year for the Property Management Department. Under the leadership of Michelle Meeches, WHRC has added another 124 units to our portfolio.

The condo project that was completed during the year is now under condo management. WHRC also assumed management of an Aboriginal Seniors complex in Lord Selkirk Park. This project provides an Assisted Living program along with much needed senior's housing in the North End. In keeping with the ongoing cultural diversity of our tenants, WHRC now provides property management to a Vietnamese non-profit housing project.

The overall vacancy rate in Winnipeg has increased significantly and has affected the WHRC portfolio. Some buildings have higher vacancies due to the reduced demand for studio suites. 97 Keewatin continues to have a high vacancy in anticipation of the renovations.

The department is fully staffed and focusing on leasing, tenant relations and rent collections.

The cultural diversity of the portfolio provides opportunities to respect and understand various cultures. In the spirit of collaboration, WHRC works closely with all agencies to ensure that housing is available to those who need it most. We look forward to another productive year in 2014 and are prepared for future expansion.

### Caretakers

- Ali Al-Ashawi
- Blain Stokes
- Blake Perswain
- Bruce Switzer
- David Lavallee
- Donna Adams
- Janet Switzer
- Jeremiah Gibbons
- Joanne Hyslop
- John Korolyk
- Joseph Campbell
- Kadrije Morina
- Michael Koshowski
- Murray Ankrom
- Nasir Ali-Muse
- Patti Bucholz
- Ricardo Halili
- Siva Navaratnam
- Steve Parmanan

# WHRC

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## 2013-2014 Board Members

Councillor Mike Pagtakhan  
Chairperson

Guy Hobman  
Vice-Chairperson

Councillor Jeff Browaty  
Secretary-Treasurer

Brad German

Sandra Gessler

Braden Smith

Peter Squire

Dr. Gina Sylvestre

Councillor Russ Wyatt

## Staff

Menno Peters  
Executive Director

Blayne Todd  
Controller

Gerry Parr  
Administration Coordinator

Linda Pfeifer  
Accounts Payable Clerk

Kim Chaske  
Receptionist

## Project Glow

Charlene Krause  
Project GLOW Coordinator

## Property Development

Stephanie Haight  
Director Development & Construction

Mandy Aldcorn  
Project Manager

Jason Oomah  
Assistant Project Manager

## Property Management

Michelle Meeches  
Director, Housing Services

Nelson Graham  
Manager, Building Services

Candace Stokes  
Property Manager

Denise Hilderman  
Property Manager

Donna Breen  
Property Manager

Kim Stevens  
Property Manager

Virginia San Mateo  
Assistant Property Manager

