



# WHRC

WINNIPEG HOUSING REHABILITATION CORPORATION



RENDERING BY RAYMOND S. CHAN ARCHITECT

## WINNIPEG HOUSING REHABILITATION CORPORATION 2016 ANNUAL REPORT



RENDERING BY MISTECTURE ARCHITECTURE AND INTERIORS





WINNIPEG HOUSING REHABILITATION CORPORATION

## DIRECTOR'S MESSAGE

A MESSAGE FROM THE CHAIRMAN AND  
EXECUTIVE DIRECTOR

### MENNO PETERS

Executive Director



Winnipeg Housing had another successful and challenging year! One of the four Pillars in our strategic plan is "Strategic Expansion". During the last 10 years Winnipeg Housing has doubled the size of its Portfolio. This has also increased the size of our staff to the point where the office must expand. The staff is working in very close quarters but the plans have been virtually completed for the office expansion later this year.

Property Management has been very busy with their leasing program. Although the vacancies in the Winnipeg rental market have increased, every effort is made to keep our buildings and suites repaired and occupied by persons in need of affordable housing. Relocating tenants and especially relocating seniors is a stressful undertaking and the department has done a great job in transferring the Bluebird residents to other Winnipeg Housing buildings in preparation for the refresh of their building.

With the addition of the Aboriginal Seniors building to our portfolio, Winnipeg Housing has the opportunity to operate the Assisted Living program. This will provide the ground work for the introduction of the Assisted Living program at Bluebird once it is completely renovated.

The Project Glow initiative continues to welcome new residents and provide an opportunity to access resources that will help them be successful tenants and citizens of our City. Also several planned BBQs help make the summer a good one for many of our buildings.

The development work is always exciting. Sir Paul Martin Estates is coming along amazingly well and was about 75% completed at the end of the fiscal year. The project is on budget and on time which reflects Winnipeg Housing's commitment and capacity to deliver affordable housing. The building will be available for occupancy in the fall of 2016. Construction of Merchants Corner North is scheduled for June, and Winnipeg Housing has agreed to undertake the management of the whole complex upon completion. Bluebird renovation plans are now complete with a construction start scheduled for July. In addition, Winnipeg Housing continues to look for other development projects and has submitted proposals to develop housing for Youth at risk of being homeless. Other proposals have also been produced in order for our development program to continue well into the future.

The success at Winnipeg Housing cannot happen without the tremendous support from all levels of Government and we extend our thanks to them. The dedicated staff makes things work. The Board of Directors provides their expertise and wisdom in guiding the Corporation. All these things are required to have a successful organization and thanks to everyone for that support. The new year is already starting on a positive note and we look towards another successful year ahead.

### BOARD MEMBERS

2015 - 2016

Peter Squire **SECRETARY/ TREASURER**

Victor Giesbrecht **VICE CHAIR**

Braden Smith

Dr. Gina Sylvestre

Coun. Russ Wyatt

Coun. John Orlikow

Karl Gowenlock

Coun. Cindy Gilroy



# PROPERTY MANAGEMENT

FOCUSED ON LEASING AND MAINTAINING BUILDINGS  
TO PROVIDE QUALITY AFFORDABLE HOUSING

# WHRC

WINNIPEG HOUSING REHABILITATION CORPORATION

## WINNIPEG HOUSING WORKS CLOSELY WITH MANY AGENCIES TO ENSURE THAT THOSE LOOKING FOR HOUSING ARE AWARE OF OUR PORTFOLIO AND OUR SERVICES.

Property Management staff are experienced persons who work hard to ensure those in need of affordable housing are accommodated as best possible. The focus is on leasing and maintaining our buildings to provide quality affordable housing. The waiting list has not decreased indicating that the demand for affordable housing is as strong as ever.

One of the properties that has been in the plans for a much anticipated renovation is Bluebird Lodge. In preparation for the renovations the building was vacated during the year. The tenants were relocated primarily to two other Winnipeg Housing buildings.

There were concerns for the tenants, who were seniors and had grown accustomed to their living environment and neighborhoods, that it may be difficult to adapt and cope with the changes of a new environment. To mitigate the stress and anxiety WHRC staff established a plan and took measures to provide support in their new homes.

The plan included team-building activities such as bingo, arts and crafts, weekly visits to the local grocery store, weekly exercise program and occasional out-door field trips. A main attraction is the free shuttle bus service to the local grocery store courtesy of North End Food Security Network.

## THE FEEDBACK FROM FORMER KEEWATIN TENANTS HAS BEEN POSITIVE!

All relocated tenants will have the first refusal right to return to their original suites. This could not have been successful without the help of the Tenant Resource Coordinators and all the volunteers who dedicated their time and effort!

## LOOKING FORWARD... EXPANDING THE PORTFOLIO

As a result of our involvement in the development of Merchant's Corner, Winnipeg Housing has entered into an MOU to manage the complex once it is completed and ready for occupancy. We look forward to adding this project to our portfolio. Preparation is also underway in anticipation of the addition of Sir Paul Martin Estates to our portfolio in 2016.



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## 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.

92  
UNITS

### 75% COMPLETE

#### SIR PAUL MARTIN ESTATES

Encouraged by the calls-of-interest being received on a daily basis from community members, WHRC is certain that we 'hit the nail on the head' with Sir Paul Martin Estates.

Now nearing completion of the construction phase, this mixed tenure (family and senior) residential complex located at the corner of Chisling Street and Ravelston Avenue West in Transcona has proven that demand for quality affordable housing extends beyond the core areas of our city. With the structural shell of the building complete, finishing work is now underway, with sections having already had cabinetry installed and walls painted. WHRC is anticipating a completion date in August 2016.

With such a generous sized foot-print to work with, this project is a triumph not only in addressing the housing needs of many seniors and families, but also in providing an environment that supports high quality of living through thoughtful design and programming both inside and outside the walls Sir Paul Martin Estates.



ABOVE: Boasting a total of 92 units, the layout of Sir Paul Martin Estates is comprised of two wings, one for seniors (47 units) and one for families (45 units), joined by common spaces supporting the ideals of multi-generational interaction and community development. The City of Winnipeg contributed the land for the project.

### COMPLETED IN 2015/2016

#### INFILL HOUSING

As of this fiscal year, WHRC has completed 21 infill housing units. Due to the original project being completed under budget, additional units were able to be added.

The Capital Cost Audit is currently underway.



21  
UNITS

**WHRC'S DEVELOPMENT DEPARTMENT IS EXCITED ABOUT THE PROGRESS BEING MADE ON A NUMBER OF ON-GOING PROJECTS THROUGHOUT WINNIPEG, AND IT IS CLEAR THE COMMUNITY IS EXCITED TOO!**





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**STARTING SOON**

**MERCHANT'S CORNER NORTH**

WHRC has been working hard on behalf of the North End Community Renewal Corporation (NERC) in preparing the Merchant's Corner North project to be ready for construction, currently the project is being tendered for sub-trades with construction to commence this spring.

When asked by NERC to join the project team and provide development services, WHRC was happy to do so, recognizing that the mandate to develop and provide affordable housing for all those in need cannot be accomplished alone. Establishing these connections and working in tandem with other non-profit organizations has proven rewarding for the Development Department, furthering our insight into the varying needs of communities' and addressing unique problems related to housing.

Through the redevelopment of the former Merchant's Hotel and surrounding vacant lots, educational facilities are being constructed where the Community Education Development Association (CEDA) and University of Winnipeg will host classes. When complete, Merchant's Corner North will offer an accompanying 17 unit multi-plex dedicated to addressing the housing needs faced by student families.

17  
UNITS

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## GOING TO TENDER

### BLUEBIRD LODGE

The Bluebird Lodge will undergo a massive refresh under the direction of WHRC.

This project will be go to tender this coming spring/ summer, with an anticipated construction period of 18 months.

When complete, the building will house 91 units for senior citizens.

91  
UNITS

WHRC submitted a multi-phase proposal under Manitoba Housing's REOI for vulnerable people that would include 20 units of housing for youth at risk, and we are currently working on a proposal for 20 family housing units at this site as well. It is expected that Manitoba Housing's selected proponents would be notified later this fall.

## RESEARCH & PROPOSAL

**ROSS & PACIFIC SITE**



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## PROJECT GLOW

WINNIPEG HOUSING'S TENANT  
RESOURCE PROGRAM

### PROJECT GLOW IS THE NAME OF WINNIPEG HOUSING'S TENANT RESOURCE PROGRAM

The TRC's (Tenant Resource Coordinator) make hundreds of welcome visits every year, providing new tenants the opportunity to meet with the TRC and to have a contact name to access if they need additional support in their tenancy. Many calls and messages result in personal discussions that lead the tenant to resources that help them in their daily life. This includes assisting with connecting to other agencies that provide personal support.

In addition the TRC will coordinate numerous events throughout the year. Last year this included seniors fitness classes, Valentine's day get-togethers, Christmas dinners, Elder Abuse sessions, Bingo, Frauds & Scams sessions, Tax returns, coffee time sessions, free haircuts, birthday parties, spring lunches, summer BBQs, and many others. These events provide an opportunity for tenants to enjoy each other's company and to meet new neighbours.



**ABOVE: TRC'S AND RESIDENTS PLANT FLOWERS AT 1 FLORA PLACE, ADDING NOT ONLY AESTHETIC VALUE BUT ALSO CREATING OPPORTUNITIES FOR MEANINGFUL INTERACTIONS.**





Project Glow also writes up the monthly newsletter which is delivered to all 1,200 tenants. Good Neighbour Awards recognize a good deed with a small token of appreciation. Mattress covers are available to all of our tenants. Books are made available to the children which is particularly welcome for our new Canadian children.

The Tenant Resource Coordinator provides that independent ombudsman relationship between the tenant and Winnipeg Housing without compromising their tenancy. When tenants experience difficulties their situation is referred to the TRC in an attempt to maintain a successful stay in our buildings. This support reduces our turnover of tenants and is a key component to Winnipeg Housing.



## ONE OF OUR MORE SUCCESSFUL PROJECTS HAS BEEN THE COMMUNITY GARDENS.

THERE ARE SIX PROPERTIES THAT HAVE GARDEN BOXES ON THE PROPERTY ALLOWING TENANTS TO GROW A SMALL GARDEN AND ENJOY THEIR HOME GROWN FOOD. IT HAS ALSO BEEN EXCITING TO HAVE CHILDREN PARTICIPATE IN THE PROGRAM AND LEARN NEW SKILLS.

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## OUR VISION

TO LEAD THE WAY IN BRINGING POSITIVE CHANGES TO THE LIVES OF INDIVIDUALS AND FAMILIES THROUGHOUT WINNIPEG NEIGHBOURHOODS BY PROVIDING AFFORDABLE HOUSING.

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## OUR MISSION

TO PROVIDE QUALITY, AFFORDABLE, AND ATTAINABLE HOUSING IN WINNIPEG THAT IS SAFE AND SECURE

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## OUR CORE VALUES

### 1. INTEGRITY AND RESPECT:

We Adhere to high ethical and professional standards in our work and relationships. We are fair and respectful in our interactions and treat our staff, clients and suppliers with mutual respect and sensitivity, recognizing the importance of diversity.

### 2. QUALITY AND EXCELLENCE:

We are committed to providing high quality, affordable housing and management services.

### 3. TRANSPARENCY AND ACCOUNTABILITY:

We promote clarity of purpose in action and openness in external and internal reporting and communication. We are responsible stewards of public/ private funds and demonstrate fiscal and social responsibility.

### 4. COMMUNITY:

Through collaborative actions we will build and foster strong relationships while empowering those we work with and serve. We will endeavour to support a cohesive approach as we strive to create livable communities and places to call "home".

### 5. SAFETY AND SECURITY:

We hold the safety of our employees, clients and stakeholders in the highest regard. We will not make compromises that in anyway knowingly jeopardize the trust that we work to establish and sustain.

### 6. INNOVATION:

We will be creative in our thought process, be open to possibilities and continuously seek new approaches to enhance the social, economic, and environmental success of our work while ensuring operational viability.



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