



Capital Region

Housing Corporation

*Capital Region Housing Corporation
2011 Annual Report*

Letter from the Board Chair

It is my pleasure to introduce the 2011 annual report. With the intent of achieving our stated mission, the Board set a number of performance measures for Management, which they accomplished. These performance measures included:

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

I wish to extend my thank you to our dedicated Management and staff, and to the skilled and experienced Board members who set themselves a high standard for governance, for a government management body, and delivered on that commitment. We were also pleased to launch the Housing Works Program. It was our pleasure to have supported and worked with Management, staff, funder partners, and community partner agencies in achieving our goals in 2011.

Douglas Topping

Letter from the Executive Director

I am pleased to report, that in 2011, 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 2011 a successful year. Evidence to support this assertion is as follows:

- ✓ The launching of a comprehensive web site in 2010, which was well utilized and has been very well received based on the thousands of hits recorded each month;
- ✓ The delivery of many presentations to community groups to explain our services and how clients are screened and prioritized;
- ✓ The response to all queries addressing concerns about our processes;
- ✓ The ensured safety for our tenants and also safety within the neighborhoods;
- ✓ The preventative maintenance program that ensures all sites are maintained to a safe standard, and industry property standard; and
- ✓ The opening of two new affordable housing projects.

The Board, as part of an extensive planning process, finalized eight strategic initiatives as the basis for the 2011-2013 CRHC Business Plan. The Business Plan can be found on the CRHC web site.

Gregory Bounds

Table of Contents

- Board of Directors 2
- Ministerial Order, Vision, Mission, Community Principles 3
- Affordable Housing 4
- Community Housing 5
- Rent Supplement Programs 6
- Client Profile 7
- Partnerships 8-9
- Development Partnerships / Client Services 10
- Community Centres 11
- The Home Program / Hackers Fore Housing 12

2011 Highlights

- New Clients Served in 2011 13
- Performance Indicator Dashboard 14
- Canadian Economic Action Plan and Federal Infrastructure Dollars 15
- New Sites in 2011 16
- New Projects for 2012 and Onward 17
- Housing Works Program 18
- Financial Summary 19
- Rent Supplement Program / Professional Service Providers 20



Board of Directors

Douglas Topping, Chair

Engineer, Retired

Appointed to the Board in 2008

Neil Gower, QC, Vice-Chair, 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

Shane Laptiste

Architect, New Studio

Appointed to the Board in 2008

Gerry Devine

Engineer, Senior Principal, Stantec

Appointed to the Board in 2010

Chris Simonson

COO, Catholic Social Services

Appointed to the Board in 2010

Donna Stevenson

Director, Corporate Finance, Bank of Montreal

Appointed to the Board in 2010

Christine Zwozdesky

Real Estate Services, University of Alberta

Appointed to the Board in 2010

Rob Martin

Housing Consultant

Appointed to the Board in 2011

Reginald Appleyard

Executive Director, Meadowcroft Housing Group

Originally appointed to the Board in 1999, Re-appointed to the Board in 2011

***Our thanks to Robert David, Gerry Kinsella and Percy Woods
who resigned from the Board in 2011, each after several years
of excellent volunteer service.***

Ministerial Order, Mission, Vision, Community Principles

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, and re-confirmed in 2010. CRHC accomplishes the mission and vision through its core business strategies. *Please see the Business Plan for more information.*

Community Principles

Capital Region Housing Corporation is committed to the following principles:

1. Screening and selecting clients for appropriate housing options;
2. Maintaining condition, safety, and security on all CRHC sites;
3. Providing clear and appropriate communication with our community;
4. Offering access to formal issue resolution for clients;
5. Informing clients about community services; and
6. Ensuring new housing developments meet or exceed mandated construction standards.

Affordable Housing

Affordable Housing provides rental units with rents 10 to 20% below markets in the area. The Affordable Housing Portfolio of 524 rentable housing units include single family houses, row housing and apartment building types. Applicants are accepted on a first come first served basis, and must have qualifying income levels below CNITS (*Core Need Income Thresholds*) and/or median income.

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 gross income. The Community Housing Portfolio of 4575 housing units includes single family houses, row housing and apartment buildings. Applicants who are Canadian citizens or permanent residents are accepted on a priority based system as set out by the *Alberta Social Housing Accommodation 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 provided more than 5,000 households with rent supplements in Edmonton, and some of the surrounding communities, in 2011.

Provincial Rent Supplements

Direct Rent Supplement

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

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.

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.

City Rent Supplements (Program closed as of March 2011)

City Direct

- Tenants rent from a private landlord and receive a rent supplement from CRHC to assist with their housing costs. The amount of assistance is \$360 per month.

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.

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

- Devon, Spruce Grove, Stony Plain
- Sherwood Park
- Barrhead, Morinville, St. Albert, Westlock
- Fort Saskatchewan, Redwater, Tofield

Client Profile

Who is Capital Region Housing Corporation serving today?

Information as of December 31, 2011

	Single Parent with children	Couples with children	Single	Couples without children	Total
AISH	267	65	1,833	86	2, 251
Income Support	1,375	249	872	64	2. 560
Seniors Pension	18	4	381	35	438
Employed	782	709	312	54	1, 857
Other	629	378	870	35	1, 912
Total	3,071	1,405	4, 268	274	9, 018

Who is currently on the Capital Region Housing Corporation waitlist?

Information as of December 31, 2011

	Single Parent with children	Couples with children	Single	Couples without children	Total
AISH	42	8	530	41	621
Income Support	544	87	514	37	1, 182
Seniors Pension	3	0	133	30	166
Employed	229	175	163	36	603
Other	165	89	200	21	475
Total	983	359	1, 540	165	3, 047

Partnerships

CRHC has a number of partnerships, including:

Leased Buildings

Boys & Girls Club Big Brothers Big Sisters of Edmonton, Bear Paw/Monarch/Intera

“Partnerships are about understanding the work that each partner undertakes. Capital Region Housing Corporation understands the needs of our clients, and the needs of our organization.”

– Ross Tyson, Assistant Executive Director



For more information on Boys & Girls Club Big Brothers Big Sisters of Edmonton, please visit:

<http://bgcbigs.ca/>



Edmonton Inner City Housing Society, Eastwood Heights

“The Edmonton Inner City Housing Society has truly benefited over the past year in our partnership with CRHC, in the operations and management of Eastwood Heights. It is through our collaborative efforts that we continue to meet the housing needs of families and individuals in the inner city, particularly those who have experienced poverty and other related challenges.”

– Cameron McDonald, Executive Director



For more information on the Edmonton Inner City Housing Society, please visit:

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



Partnerships

Leased Buildings

Operation Friendship Seniors Society, Alliance Manor

“Partnerships are the ability to work together toward a common goal. Capital Region Housing Corporation understands the needs of our organization, and we have been working together successfully since 2005.”

– Gail Sopkow, Executive Director



For more information on Operation Friendship Seniors Society, please visit:

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



Tenant Support Partnerships

SKILLS Society, Jewel Manor

“As we at SKILLS Society strive to grow our capacity for supporting the citizenship of people with disabilities, we learn every day that there are precious few matters that are as important to citizenship as having a decent home to call your own. Each year our partnership with Capital Region Housing becomes a more treasured aspect of our organizational identity and pride, enhancing our ability to help people carve out good lives for themselves.”

- Bev Hills, Senior Manager



For more information on the Skills Society, please visit:

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

Development Partnerships / Client Services

Development Partnerships

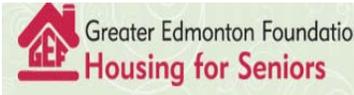
We participate in affordable housing development with the following agencies:

- YMCA;
- Pembina Housing Authority;
- Greater Edmonton Foundation; and
- Boyle Renaissance Development Association.



Other key tenant support partners include:

- E4C;
- Edmonton Mennonite Centre for Newcomers;
- Operation Friendship Society;
- Terra Association; and
- Meadowcroft Housing Society.



Crime Free Multi-Housing

The Crime Free Multi-Housing Program was implemented throughout CRHC in 2001 to ensure the safety of our tenants and the neighbourhoods where our sites are located.

For more information on the Crime Free Multi-Housing Program, please visit:

- [http://www.edmontonpolice.ca/crimefree;](http://www.edmontonpolice.ca/crimefree)
- [http://www.youtube.com/watch?v=oj-hv9RLs90;](http://www.youtube.com/watch?v=oj-hv9RLs90) and
- [http://www.youtube.com/watch?v=wljxmkeXWFg.](http://www.youtube.com/watch?v=wljxmkeXWFg)



Crime Prevention Through Environmental Design (CPTED) helps make communities safer through neighbourhood planning, development, and maintenance. CPTED deters criminal activity through natural surveillance (visibility, positive social activities), natural access control (entry and exit points, fences), and natural boundaries (clear ownership, clearly marked private spaces).

CRHC has all new tenants complete a criminal records check and sign a Crime Free Addendum.

Beretta Protective Services

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 for CRHC sites on evenings and weekends.

For more information on Beretta Protective Services, please visit:

- <http://www.berettaberetta.com/>



Beretta Protective Services International

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. To see a list of our Community Centres please visit our web site at www.crhc.ab.ca.



“The Belvedere II location has been home to KARA Family Resource Centre since 1985 when KARA Family Resource Centre was just starting out. Our main service delivery site has since moved, but Belvedere II remains in operations as “KARA Too”. KARA values our ongoing relationship with CRHC and the opportunity to work closely with the community residents to provide parent education, family support and early childhood programming.”

-Pam Doubleday, Executive Director

For more information on KARA Family Resource Centre, please visit: <http://www.kara-frc.ca/>

KARA Family Resource Centre



Duggan

CRHC is pleased to lease nine 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>

The Home Program / Hackers Fore Housing

Through the **Capital Region Housing Foundation**, an annual “Hackers Fore Housing” Golf Tournament is held in June each year. The date for this year’s prestigious event is June 13th, 2012. The net proceeds of the tournament go to support The Home Program. Thank you to our past and future golfers and sponsors. More information and opportunities to support the tournament can be found 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. The education component of the program is open to any individual regardless of experience or income level. After completing both education sessions, participants can access one-on-one meetings to address specific needs and to help in the mortgage qualification process. Down Payment or closing cost assistance is available based on the income level of the participant.

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.

The County of Strathcona has assisted in running education sessions and will provide \$250,000 to the Financial Assistance program over a three year period; St. Albert’s Affordable Housing Groups in conjunction with their Continuing Education program continue to run education sessions and ATB (Alberta Treasury Branch) and RBC (Royal Bank of Canada) also provide sessions in various locations throughout the Capital Region.

Of the over 3400 participants who have been involved in some aspect of The Home Program, 1500 continue to be active in receiving program benefits and support, including 832 families who have made the transition into home ownership. A large proportion of those (335) families came to the program as Capital Region Housing Corporation tenants, including 100 families that have subsequently become successful home owners.

Building on the original pool of funds of \$50,000 provided by the Alberta Real Estate Foundation and with the support of the program’s 173 Participating REALTORS, the program has now provided over \$1,000,000 in financial assistance.

Further information on the program is available at www.thehomeprogram.ca.



2011 Highlights

New Clients Served in 2011

New Clients Served in 2011

In 2011, CRHC placed 1033 new households into one of our programs.

- Of these, over 114 were high priority needs households;
- Over 950 were on the wait list less than 1 year; and
- 629 were families with children.

New Client Resources

Our new robust web site was launched in 2010. In 2011, the majority of new applicants accessed the web site to complete application forms.

We also launched a “Program Recommender” to help assist applicants in determining eligibility for CRHC’s various programs. This was well received by applicants.

CRHC Managers attended and presented at several workshops and networking forums to inform agencies and their staff about how to help assist their clients to access CRHC programs.

Slave Lake Disaster Response

When the devastating fire hit the Town of Slave Lake in May, CRHC was pleased to be asked by Alberta Housing to be part of the Provincial response.

CRHC immediately responded by processing applications for all displaced residents requesting temporary accommodation or a rent supplement. This program was delivered throughout Northern Alberta.

CRHC management, staff and housing partners all contributed to providing a timely, efficient and effective response. This program was still being provided for some households at the end of 2011.

Performance Indicator Dashboard

Community Housing Statistics

	Actual	Target
Vacancy Rate	5.8%	
Monthly Turnover Rate	1.1%	✓
Average Length of Tenancy	5.3	✓
Units on Maintenance Hold	41	✓
Waitlist High Priority Applicants	8	✓

Affordable Housing Statistics

	Actual	Target
Vacancy Rate	6.3%	
Monthly Turnover Rate	1.8%	✓
Average Length of Tenancy	2.7	✓

Canada Economic Action Plan and Federal Infrastructure Dollars

As announced in Canada's Economic Action Plan, the Federal Government will invest 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 Capital Region Housing Corporation has received from the Federal Government, in partnership with the Province of Alberta, will be used to extend the life and improve the energy efficiency of the properties we manage.

Completed Work - As of December 31, 2011

Capital Region Housing Corporation utilized the CEAP Renovation and Retrofit funding to complete the following work:

Energy Savings

- Upgraded the attic insulation to approximately 3500 units throughout the City of Edmonton.
- Furnace replacement to over 150 units at various sites throughout the City of Edmonton.
- Re-roofing of our Central Manor, Steele Heights, Caernarvon I, Belvedere I, Belvedere II, Belmont I, Belmont II, Sweet Grass, Parkdale and Dickinsfield I sites.
- Replacement of all operable window units at Tipaskan I.

Improve and Sustain Unit Conditions

- Kitchen cabinet replacement to over 150 units at various sites throughout the city of Edmonton.
- Flooring replacement to over 800 units at various sites throughout the City of Edmonton.

Work in Progress

In addition to the completed work, the following retrofits and renovations are currently in progress:

Energy Savings

- Boiler upgrades at various sites throughout the City of Edmonton.
- Re-roofing of Ormsby Place I and Tweddle Place.

Improve and Sustain Unit Conditions

- Upgrading of the existing locks to approximately 3500 units.
- Replacing approximately 100 kitchen cabinets at various sites.
- Flooring replacement of vacant and occupied units at various sites.
- Replacing approximately 100 washroom vanities at various sites.

New Sites Opened in 2011



Stony Plain Road

“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**



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.**

New Projects for 2011 and Onward

The following new affordable housing projects were approved in 2011:



90th Street

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.” - **Bennett Architecture**

“The proposed design attempts to meet the requirements with a modern four storey building, 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.



Parkdale

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**

“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.

Housing Works Program

On November 1, 2011, Capital Region Housing Corporation launched the Housing Works Program. The program is a two year provincial pilot project funded by Municipal Affairs.

Housing Works is a voluntary employment and training program available to Capital Region Housing Corporation Community Housing Tenants who are willing and able to be employed full time. Program participants are connected with an Outreach Support Worker from one of Housing Works four Community Based Partner Organizations; *E4C, Edmonton Mennonite Centre for Newcomers, Terra Centre for Pregnant and Parenting Teens and YMCA Edmonton.*

The Housing Works Program strives to achieve four desired outcomes:

1. Move participants through the housing continuum from social housing with supports towards independence in below-market housing or market housing.
2. Improve employment status for participants. For example, if the participant is not employed, skills and training will help to gain employment; additional skills and/or confidence will also help under-employed participants to improve their employment.
3. Increase self-reliance through supports and financial management training.
4. Improved standard of living, quality of life and social inclusion.

“The YMCA was pleased to be identified as a partner with CRHC and 3 other community agencies for the new Housing Works Pilot. We know there are strategies we can learn about and implement together that will support families to improve their circumstances and move from community housing to affordable or market housing when they are ready. The YMCA and CRHC have been working closely together for several years now, to bring on board the affordable housing units in the YMCA Welcome Village. We have established a fruitful and open partnership that looks to the future.”

– *Joan Baker, Executive Director, YMCA Edmonton*

“E4C is pleased to partner with Capital Region Housing Corporation (CRHC) to pilot the Housing Works program. This program fits with our organizational philosophy to improve vulnerable individuals and families’ self-reliance, resiliency and wellness. E4C looks forward to working with the CHRC to expand the services provided to Community Housing tenants to support their transition toward increased independence and housing options.”

– *Kourch Chan, Chief Operating Officer, E4C*

”I am sending this email to you to thank you for everything you have done and which you will do in the future. I am glad that you introduced me to [my Support Worker], she is a wonderful person. I hope she will be someone who will be able to help me with the program that I am trying to work out.”

– *Housing Works Client*

Financial Summary

Community Housing

The following is a list of key revenue and expenses, as of December 31, 2011, and forecasted numbers to 2014, of CRHC's Government Owned Program, also known as Community Housing.

	<u>2010</u>	<u>2011</u>	<u>2012</u>	<i>Forecast</i> <u>2013</u>
<i>Per Unit / Per Month</i>				
Project Revenue	\$350	\$351	\$365	\$372
Taxes	\$ 98	\$ 91	\$ 96	\$100
Utilities	\$197	\$219	\$215	\$221
Operating Expenses	\$ 72	\$ 76	\$ 77	\$ 79
Maintenance Expenses	\$ 93	\$106	\$108	\$110
Security / Pest Management Expenses	\$ 21	\$ 21	\$ 22	\$ 22
Major Project Expenses	\$ 98	\$172	\$286	\$295
Administration	<u>\$114</u>	<u>\$125</u>	<u>\$128</u>	<u>\$133</u>
Total Project Expenses	\$693	\$809	\$939	\$968
Surplus / (Deficit)	(\$343)	(\$458)	(\$574)	(\$596)
Value of Properties (Million)	\$644 mil	\$615 mil		

Corporation Owned Property

The following is a list of key numbers for revenue and expenses, as of December 31, 2011.

	<u>2010</u>	<u>2011</u>	<u>2012</u>	<i>Forecast</i> <u>2013</u>
<i>Per Unit / Per Month</i>				
Project Revenue	\$516	\$580	\$599	\$611
Taxes	\$ 53	\$ 65	\$ 69	\$ 72
Utilities	\$ 91	\$ 85	\$101	\$104
Interest	\$111	\$104	\$112	\$104
Operating Expenses	\$ 87	\$ 87	\$ 96	\$ 98
Maintenance Expenses	\$ 41	\$ 46	\$ 50	\$ 51
Security / Pest Management Expenses	\$ 15	\$ 15	\$ 13	\$ 13
Major Project Expenses	\$ 28	\$ 28	\$ 65	\$ 67
Administration	<u>\$ 37</u>	<u>\$ 39</u>	<u>\$ 40</u>	<u>\$ 41</u>
Total Project Expenses	\$463	\$469	\$546	\$550
Surplus / (Deficit)	\$ 53	\$111	\$ 53	\$ 61
Value of Properties (Million)	\$ 62	\$ 72	\$ 89	\$ 89
Total Mortgage Amount	\$ 10	\$ 11	\$ 19	\$ 19

Rent Supplement Activity / Professional Service Providers

The following is information on the Rent Supplement Program activity for the year 2011:

Program	Amount	Number of Households Assisted	Average Monthly Subsidy
<i>Government of Alberta</i>			
Direct to Tenant	\$15,081,998	3,214	\$456
Private Landlord	\$5,956,869	1,169	\$439
<i>City of Edmonton</i>			
Direct to Tenant	\$1,598,305	423	\$360
Private Landlord	\$1,404,960	372	\$360
TOTAL	\$24, 042, 132	5, 178	\$438

Professional Service Providers

Peterson Walker LLP

Chartered Accountants

External Auditors - Peterson Walker LLP



RBC Royal Bank

Banking and Financial - Royal Bank of Canada



Legal Council - Parlee McLaws LLP



Capital Region

Housing Corporation

For more information about Capital Region Housing Corporation, please contact

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