

# CAPITAL REGION HOUSING CORPORATION



**Annual Report**  
FOR THE YEAR ENDED DECEMBER 31, 2012

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# REPORTS FROM THE CHAIRMAN & EXECUTIVE DIRECTOR

We are pleased to report that 2012 was a successful year for Capital Region Housing Corporation (“CRHC”). The Key Performance Indicators (“KPIs”) that the Board set were achieved by management. The Board is comprised of 11 volunteer members having an average service of five years with a full range of professional skills, all of whom are committed to the mission, vision and goals of the organization. The professional skills and the commitment of the Board help provide the collective wisdom to oversee the direction of CRHC’s varied programs.

One accomplishment for the Board in 2012 was the updating of the three year business plan. A new plan for 2013-2015 has been completed and key organizational goals have been identified. The Board has created five standing committees and various ad hoc committees, each mandated to provide policy and guidance to management.

I wish to extend my appreciation to the Board members, our dedicated and skilled management, staff, and contractors who hold themselves to a high standard to deliver effective and efficient services for our clients. Our ongoing delivery of affordable and safe housing is accomplished in partnership with Municipal Affairs and our many community partner agencies.

*L. Neil Gower*

**Chairman, L. Neil Gower, Q.C.**

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I am pleased to report that, in 2012, CRHC operated in an accountable and transparent fashion to ensure that our more than 21,000 individuals, currently receiving supports, were well served. Service highlights in 2012 were:

- ✓ Served 800 new households off of our waitlist, many within 60 days of application;
- ✓ Met performance indicators the Board provided for service to clients, property maintenance and financial measures;
- ✓ Expanded our owned housing portfolio with three new buildings under construction;
- ✓ Successfully delivered many presentations to community groups to explain our services and how clients are screened and prioritized;
- ✓ Ensured our service delivery was effective and relevant by continually working cooperatively with peer housing agencies throughout Alberta and Canada to be knowledgeable of industry best practices;
- ✓ Achieved our success with the support of over two dozen key social agencies who are formally partnered with CRHC;
- ✓ Worked collaboratively with other housing management bodies in Alberta seeking opportunities to share resources in order to build industry capacity;
- ✓ Responded to all client and stakeholder queries addressing concerns about our processes and implemented a formal complaint policy;
- ✓ Met all government regulated standards (ie. health and safety); and
- ✓ Embarked on business process reviews in order to implement a new information system in 2013.

*Gregory Bounds*

**Executive Director, Gregory Bounds, CMA**

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# MISSION, VISION, PRINCIPLES , GOALS

## MISSION

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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

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- 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 2013 – 2015 Business Plan for more information.*

## COMMUNITY PRINCIPLES

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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.

## 2013 - 2015 STRATEGIC GOALS

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The Capital Region Housing Board of Directors approved the 2013 - 2015 Strategic Business Plan.

- A. Develop an enhanced client focus “more than a landlord”;
- B. Ensure sustainability of the community real estate portfolio;
- C. Continue to expand the affordable housing stock;
- D. Set standards and expectations with key strategic partners;
- E. Examine and define linkages with Management Bodies in the Capital Region; and
- F. Ensure strong relationship with City and Province.

# MINISTERIAL ORDER, THE BOARD

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. As a Management Body and Provincial Government Agency, CRHC is governed under Ministerial Order H:001/2010, under the *Alberta Housing Act*.

The Board is governed by a Ministerial Order under the housing act which allows the City of Edmonton to appoint two members and the Board to appoint nine. Board members may serve for a maximum of ten years.

**Neil Gower, QC, Chair, City Appointed**

Lawyer, MacPherson Leslie & Tyerman LLP - Lawyers, Appointed to the Board in 2006

Ex-Officio on all Committees: Executive, Development, Management, Client Services, Audit/Finance/Negotiation

**Gerry Devine, EMBA, P. Eng, Vice-Chair**

Engineer, Senior Principal, Stantec, Appointed to the Board in 2010

Chair of Property Development, Member of Executive

**Douglas Topping, P. Eng, ICD.D**

Engineer, Retired, Appointed to the Board in 2008

Member of Executive

**Dianne Unger, M. Ed., City Appointed**

Teacher, Edmonton Public School Board, Appointed to the Board in 2005

Member of Executive and Client Services

**Chris Simonson, MC Psych**

COO, Catholic Social Services, Appointed to the Board in 2010

Chair of Client Services

**Christine Zwozdesky, RPA**

Real Estate Services, University of Alberta, Appointed to the Board in 2010

Chair of Property Management, Member on Audit/Finance/Negotiation

**Rob Heron, CA, CFP**

Partner, Kingston Ross Pasnak LLP, Appointed to the Board in 2012

Chair of Audit/Finance/Negotiation, Member on Property Development

**Shane Laptiste, M. Arch**

Architect, Ziola New Studio, Appointed to the Board in 2008

Member on Property Development and Property Management

**Donna Stevenson**

Director, Corporate Finance, Bank of Montreal, Appointed to the Board in 2011

Member on Audit/Finance/Negotiation and Property Management

**Rob Martin**

Housing Consultant, Appointed to the Board in 2011

Member on Client Services and Property Management

**Reginald Appleyard, CA**

Executive Director, Brentwood Housing, Originally appointed to the Board in 1999, Re-appointed to the Board in 2011

Member on Client Services and Property Development

# ORGANIZATIONAL HIGHLIGHTS

- Large housing management body serving over 20,000 individuals in the Capital Region area
- Manages and operates over 5,000 units of housing and provides over 4,000 rent supplements
- Annual operating budget of over \$55 million and an annual capital budget in the range of \$20 million
- Rent supplement budget of \$18.5 million
- Manages \$750 million in Assets
- Since 2006 CRHC created a portfolio of owned property with over 20 buildings, 600 units and \$80 million in value
- Provides several thousand rent supplements and partnerships with over one hundred private landlords
- Over 1,000 households progressed out of our housing programs, which allowed us to serve 1,000 new families
- Over 2,000 households remain on our waitlist for all programs
- The launching of a comprehensive web site in 2010, which was well utilized and has been very well received based on the 7,000 hits recorded each month
- The Board met and exceeded all statutory, audit and legal requirements
- The size of CRHC has resulted in a highly developed governance skill set from Board members
- The Board updated its three year business plan

## **MANAGEMENT AND STAFF**

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The management team is comprised of fourteen individuals, several with professional designations including CPM, CMA, CHRP, trades certificates, security licensing and post secondary training. The team collectively has the wisdom and experience associated with managing an organization of this scope and scale. They all serve and participate on relevant and applicable industry associations and committees.

CRHC has eighty-five full time employees. This highly skilled workforce has an average length of employment of six years with several senior employees having been with CRHC for more than fifteen years. CRHC is committed to ongoing training for staff. Recent training included Cultural Diversity, Verbal Judo and workshops and seminars in industry best practice all aimed at improving the client experience.

With their expertise and commitment to CRHC, we were able to accomplish so much in 2012!

# ORGANIZATIONAL HIGHLIGHTS

## **CRIME FREE MULTI HOUSING**

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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 the following web sites:

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

## **CRIME PREVENTION THROUGH ENVIRONMENTAL DESIGN**

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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).

## **CRIMINAL RECORD CHECKS**

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CRHC has all new tenants, over the age of eighteen, complete a criminal records check and sign a Crime Free Addendum. The Criminal Record Check conducted by the Edmonton Police Service does not prevent someone with a past criminal history from being eligible for housing. The record check is done to ensure, as far as is reasonable, that those choosing to apply are not currently involved in criminal activity.

## **COMPLAINTS AND APPEALS**

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Capital Region Housing Corporation expects that there may be times when clients feel they have not received adequate services, or that there are issues that should be further addressed. The Client Complaint and Appeal process is intended to deal with issues remaining unresolved after attempts between clients and staff fail to reconcile the matter. CRHC will work to respond quickly to these issues.



# ORGANIZATIONAL HIGHLIGHTS

## COMMUNITY HOUSING

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- 593 new households served
- 41% on either AISH or Income Supports
- 34% on waitlist 60 days or less
- 82% less than \$30,000 household income
- 77% were renting somewhere else at time of placement
- 28% declared an emergency situation as a reason for needing housing
- 78% accepted first offered unit

## AFFORDABLE HOUSING

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- 116 new households served
- 16% on either AISH or Income Supports
- 40% employed
- 93% on waitlist less than 60 days
- 76% less than \$30,000 household income
- 9% declared an emergency situation as a reason for wanting Affordable Housing
- 98% accepted unit at first offer

## RENT SUPPLEMENTS

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- 128 new subsidies issued to households
- 65% on either AISH or Income Support
- 55% on waitlist 60 days or less
- 95% income less than \$30,000 household income
- 11% in extreme high need
- 34% declared an emergency situation as a reason for needing subsidy
- 81% accepted subsidy offered first time

## WEB SITE

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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 Capital Region Housing Corporation’s various programs.

- Over 50% of our applicants use the forms found online;
- Over 6,000 individuals use the Program Recommender tool to seek out appropriate housing needs;
- Over 25% of our web visitors are from outside of Edmonton;
- Regularly present to our community partners about how to navigate our web site and programs;
- The community resource pages are a useful tool for our tenants in finding services; and
- We put other affordable housing operators’ web links on our site.



# ORGANIZATIONAL HIGHLIGHTS

## HOUSING WORKS PROGRAM

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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. Since its inception, Housing Works has assisted a total of 91 tenants to work towards goals for their future and increase their quality of life.

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 of Northern Alberta.*

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.

## COMMUNITY CENTRES

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A number of CRHC's residential sites have free-standing buildings that are used as community centres. City of Edmonton and 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](http://www.crhc.ab.ca).

## PROFESSIONAL SERVICES PROVIDERS

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### Peterson Walker LLP

Chartered Accountants

*Carla Walker, CA*

*External Auditors, Peterson Walker LLP*



**RBC Royal Bank**

*Michelle Docking, MBA*

*Banking and Financial, Royal Bank of Canada*



**PARLEE MCLAWS LLP**  
BARRISTERS & SOLICITORS | PATENT & TRADE-MARK AGENTS

*Ian L. MacLachlan, Q.C.*

*Legal Council, Parlee McLaws LLP*

# ORGANIZATIONAL HIGHLIGHTS

## DEVELOPMENT PARTNERSHIPS

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We participate in affordable housing development with the following agencies:

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

## AGENCY PARTNERSHIPS

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Capital Region Housing Corporation has devoted a portion of its affordable housing portfolio by leasing buildings out to agencies that provide supportive housing services.

- Youth: *Bosco Homes & Catholic Social Services*
- Persons With Development Disabilities: *Skills Society*
- At Risk Aboriginal Seniors: *Operation Friendship Seniors Society*
- New Immigrants: *Edmonton Mennonite Centre for Newcomers*

We also partner with agencies in community housing buildings for low level tenant supports:

- Enhanced Supports: *E4C, Edmonton Inner City Housing Society*
- Persons with Development Disabilities: *Skills Society*

## CAPITAL REGION HOUSING FOUNDATION

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Capital Region Housing Foundation is a charitable not for profit company legislated under the *Alberta Companies Act*. It was incorporated on September 27, 2000. The Company has two (2) Shareholders: Capital Region Housing Corporation and CTD Housing Solutions LTD. This Company operates the annual Hackers Fore Housing Golf Tournament in support of The HOME Program. The objects for which the Company is established are:

- To identify housing needs of low income households in the Edmonton region;
- To design, finance, construct, hold, manage, maintain, and operate housing for low income households;
- To seek out new resources and funding to meet the housing needs of low income households;
- To develop housing projects and/or programs to meet the housing needs of low income households;
- To promote co-operation, partnerships and initiatives between community agencies, the private sector and governments to improve access to housing for low income households; and
- To receive, purchase, transfer, sell or dispose of any real or personal property necessary to attaining the objects of the Company.

# | AFFORDABLE HOUSING

# AFFORDABLE HOUSING

Affordable Housing provides rental units with rents 10-20% below market rents in the area. The Affordable Housing Portfolio consists of 23 sites, 33 buildings and over 400 rentable housing units, including single family houses, row housing and apartment building types. Six of these buildings are currently leased to partner community agencies.

Applicants are accepted on a first come first served basis, and must have qualifying income levels below Core Need Income Thresholds (“CNITS”) 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>.

Below are pictures of three typical Affordable Housing sites:



**Alliance Manor Apartments**



**Sherbrooke  
Townhomes**



**Greystone  
Townhomes**

# AFFORDABLE HOUSING

## HOUSEHOLDS WE SERVE AS OF DECEMBER 31, 2012

	Single Parent with children	Couples with children	Single	Couples without children	Total	Average Tenancy in Years
<b>AISH</b>	0	1	83	7	<b>91</b>	3.6
<b>Income Support</b>	7	2	13	3	<b>25</b>	2.7
<b>Seniors Pension</b>	0	0	12	4	<b>16</b>	4.0
<b>Employed</b>	34	36	70	15	<b>155</b>	2.5
<b>Other</b>	14	10	47	8	<b>79</b>	2.6
<b>Total</b>	<b>55</b>	<b>49</b>	<b>225</b>	<b>37</b>	<b><u>366</u></b>	

\*This table reflects units CRHC directly leases to households and excludes units leased to other agencies.

\*This table excludes tenants living in private non-profit housing, commercial units and units held by subsidiary corporations.

## FAMILY DEMOGRAPHICS

Tenant Age (Number of People)	Single Parent with children	Couples with children	Single	Couples without children	Total
<b>&lt;6</b>	21	46	0	0	<b>67</b>
<b>6 to 12</b>	27	30	0	0	<b>57</b>
<b>13 to 24</b>	33	24	20	14	<b>91</b>
<b>25 to 59</b>	59	96	152	44	<b>351</b>
<b>60 and over</b>	4	3	53	17	<b>77</b>
<b>Total</b>	<b>144</b>	<b>199</b>	<b>225</b>	<b>75</b>	<b><u>643</u></b>

## PERFORMANCE INDICATORS AS OF DECEMBER 31, 2012

	Goal	Actual	Target
<b>Vacancy Rate</b>	5%	4.6%	✓
<b>Monthly Turnover Rate</b>	1-4%	1.3%	✓
<b>Average Length of Tenancy</b>	<5	2.9 years	✓

# AFFORDABLE HOUSING

## NEW PROJECTS FOR 2012 AND ONWARD

### **Parkdale (Opening Spring of 2013)**

“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. Parkdale Apartments will be a proud messenger for the rejuvenating image of the neighborhood. 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*



### **90th Street (Opening Fall of 2013)**

“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. 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*



### **109th Street (Opening Fall of 2013)**

“Capital Region Housing Corporation is planning to build and operate a new four storey apartment, with three storeys of apartments over surface parking. The new development will be located on the western boundary of the Central McDougall Neighbourhood at the corner of 109 St. and 108 Ave. Central McDougall is one of Edmonton's oldest communities with the area being formed in 1912 and the Central McDougall Community league created in 1923. The new apartments will be in close proximity to Downtown, Grant MacEwan University, NAIT, and Kingsway Mall.”

– *Binder Construction*



# AFFORDABLE HOUSING

## FINANCIAL SUMMARY FOR 2011-2013

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The following is a list of key revenue and expenses of Capital Region Housing Corporation's Owned Program, also known as Affordable Housing:

	<u>2011</u>	<u>2012</u>	<i>Forecast</i> <u>2013</u>
<i>Per Unit / Per Month</i>			
<b>Average Tenant Rent</b>	\$580	\$616	\$637
<b>Taxes</b>	\$ 65	\$ 81	\$ 76
<b>Utilities</b>	\$ 85	\$ 82	\$ 92
<b>Interest</b>	\$104	\$102	\$116
<b>Operating Expenses</b>	\$ 87	\$ 94	\$107
<b>Maintenance Expenses</b>	\$ 46	\$ 68	\$ 67
<b>Security / Pest Management Expenses</b>	\$ 15	\$ 16	\$ 16
<b>Major Project Expenses</b>	\$ 28	\$ 22	\$ 46
<b>Administration</b>	<u>\$ 39</u>	<u>\$ 41</u>	<u>\$ 42</u>
<b>Total Project Expenses</b>	\$469	\$506	\$562
<b>Surplus / (Deficit)</b>	\$111	\$110	\$ 75
<b>Value of Properties (Million)</b>	\$ 74	\$ 81	\$ 91
<b>Total Mortgage Amount</b>	\$ 13	\$ 12	\$ 19



**| COMMUNITY HOUSING**

# COMMUNITY HOUSING

Community Housing provides government-owned (Province of Alberta, City of Edmonton, and the Government of Canada) rental units with rents based on 30 percent (30%) of the tenant's gross household income. The Community Housing Portfolio of 4529 housing units includes single family houses, row housing and low and high rise 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>.

Below are pictures of three typical Community Housing sites:



**Caernarvon I**



**Ashton Apartments**



**Hermitage I**

# COMMUNITY HOUSING

## HOUSEHOLDS WE SERVE AS OF DECEMBER 31, 2012

	Single Parent with children	Couples with children	Single	Couples without children	Total	Average Tenancy in Years
<b>AISH</b>	290	65	325	42	<b>722</b>	6.8
<b>Income Support</b>	848	150	82	16	<b>1,096</b>	3.9
<b>Seniors Pension</b>	6	11	48	6	<b>71</b>	8.9
<b>Employed</b>	617	570	46	13	<b>1,246</b>	4.8
<b>Other</b>	644	401	113	12	<b>1,170</b>	3.7
<b>Total</b>	<b>2,405</b>	<b>1,197</b>	<b>614</b>	<b>89</b>	<b><u>4,305</u></b>	

*\*This table reflects tenants' insitu and excludes offers and units being prepped for families, and buildings leased to Edmonton Inner City Housing Society.*

## FAMILY DEMOGRAPHICS

Tenant Age (Number of People)	Single Parent with children	Couples with children	Single	Couples without children	Total
<b>&lt;6</b>	1,406	1,242	0	0	<b>2,648</b>
<b>6 to 12</b>	1,665	1,312	0	0	<b>2,977</b>
<b>13 to 24</b>	1,987	1,062	10	16	<b>3,075</b>
<b>25 to 59</b>	2,275	2,283	387	116	<b>5,061</b>
<b>60 and over</b>	81	70	217	51	<b>419</b>
<b>Total</b>	<b>7,414</b>	<b>5,969</b>	<b>614</b>	<b>183</b>	<b><u>14,180</u></b>

## PERFORMANCE INDICATORS AS OF DECEMBER 31, 2012

	Goal	Actual	Target
<b>Vacancy Rate</b>	5.5%	4.2%	✓
<b>Monthly Turnover Rate</b>	1-2%	1.1%	✓
<b>Average Length of Tenancy</b>	<5.5 years	5.4 years	✓

# COMMUNITY HOUSING

## CANADA ECONOMIC ACTION PLAN AND FEDERAL INFRASTRUCTURE DOLLARS

As announced in Canada's Economic Action Plan (“CEAP”), the Federal Government was committed 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 has improved the quality of life for residents of these communities by keeping their homes safe and affordable and it ensures that these homes will continue to be available to meet the needs of future generations.

The funding that Capital Region Housing Corporation received from the Federal Government, in partnership with the Province of Alberta, was used to extend the life and improve the energy efficiency of the properties we manage.

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

### Building Envelope Upgrades

- Re-roofing of our Central Manor, Steele Heights, Caernarvon I, Beacon Heights, Belvedere I, Belvedere II, Belmont I, Belmont II, Sweet Grass, Parkdale, Dickinsfield I, Ormsby Place I and Tweddle Place sites.
- Replacement of all operable window units at Tipaskan I.
- Upgrading the attic insulation to approximately 3,500 units throughout the City of Edmonton.

### Mechanical / Electrical Systems Upgrades

- Furnace replacement to over 250 units at various sites throughout the City of Edmonton.
- Boiler upgrades at various sites throughout the City of Edmonton.
- Suite lighting retrofits at Renfrew Arms Apartments.

### Upgrading of Unit Interiors

- Replacing approximately 150 kitchen cabinets at various sites.
- Replacing approximately 150 washroom vanities at various sites.
- Flooring replacement to over 800 units at various sites throughout the City of Edmonton.
- Upgrading of the existing locks to approximately 3,500 units.

# COMMUNITY HOUSING

## FINANCIAL SUMMARY FOR 2011-2013

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The following is a list of key revenue and expenses of Capital Region Housing Corporation's Government Owned Program, also known as Community Housing:

	<u>2011</u>	<u>2012</u>	<u>2013</u>
<i>Per Unit / Per Month</i>			<i>Forecast</i>
<b>Average Tenant Rent</b>	\$351	\$362	\$359
<b>Taxes</b>	\$ 91	\$ 93	\$ 99
<b>Utilities</b>	\$219	\$209	\$237
<b>Operating Expenses</b>	\$ 76	\$102	\$ 77
<b>Maintenance Expenses</b>	\$106	\$141	\$ 96
<b>Security / Pest Management Expenses</b>	\$ 21	\$ 26	\$ 23
<b>Major Project Expenses</b>	\$172	\$ 12	\$ 22
<b>Administration</b>	<u>\$125</u>	<u>\$131</u>	<u>\$134</u>
<b>Total Project Expenses</b>	\$809	\$714	\$688
<b>Surplus / (Deficit)</b>	(\$458)	(\$352)	(\$329)
<b>Tax Assessed Value (Million)</b>	\$615	\$579	

*\*The deficit is covered by a cost share agreement between the Province, Federal Government and City of Edmonton.*

## **| RENT SUPPLEMENTS**

# RENT SUPPLEMENTS

Capital Region Housing Corporation provided more than 5,000 households with rent supplements in Edmonton and in some of the surrounding communities.

## **PROVINCIAL RENT SUPPLEMENTS**

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### *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.
- EAP/Slave Lake program assists clients displaced by the Slave Lake fire of May 2011.

### *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 STOPPED ACCEPTING NEW APPLICANTS AS OF MARCH 2011)**

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### *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.

### *Cornerstones Fixed Rate Fixed Term*

- New program initiated in 2012 for 28 units at Southwinds Complex in partnership with Christianson Development.  
Funded under Cornerstones II.

## **SERVICES OUTSIDE CITY OF EDMONTON**

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Capital Region Housing Corporation provides rent supplements to the following communities outside of the Edmonton Municipal area:

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



# RENT SUPPLEMENTS

## HOUSEHOLDS WE SERVE AS OF DECEMBER 31, 2012

	Single Parent with children	Couples with children	Single	Couples without children	Total	Average Length of Subsidy in Years
<b>AISH</b>	123	14	1, 136	66	<b>1,339</b>	4.8
<b>Income Support</b>	398	52	486	31	<b>967</b>	3.4
<b>Seniors Pension</b>	7	0	266	30	<b>303</b>	5.0
<b>Employed</b>	193	79	69	6	<b>347</b>	3.7
<b>Other</b>	99	21	435	13	<b>568</b>	4.1
<b>Total</b>	<b>820</b>	<b>166</b>	<b>2,393</b>	<b>146</b>	<b><u>3,524</u></b>	

*\*This table excludes rent supplements provided to non-profit agencies and rent supplements in process of being offered.*

## FAMILY DEMOGRAPHICS

Tenant Age (Number of People)	Single Parent with children	Couples with children	Single	Couples without children	Total
<b>&lt;6</b>	471	125	0	0	<b>596</b>
<b>6 to 12</b>	622	178	1	0	<b>801</b>
<b>13 to 24</b>	620	158	12	9	<b>799</b>
<b>25 to 29</b>	799	320	1, 651	177	<b>2, 947</b>
<b>60 and over</b>	32	9	731	106	<b>878</b>
<b>Total</b>	<b>2, 544</b>	<b>790</b>	<b>2, 395</b>	<b>292</b>	<b><u>6, 021</u></b>

## PERFORMANCE INDICATORS AS OF DECEMBER 31, 2012

	Goal	Actual	Target
<b>Vacancy Rate</b>	5%	4.6%	✓
<b>Monthly Turnover Rate</b>	1-4%	1.3%	✓
<b>Average Length of Subsidy</b>	<5 years	2.9 years	✓

# RENT SUPPLEMENTS

## FINANCIAL SUMMARY FOR 2012

The following is information on the Rent Supplement Program activity for the year 2012.

<b>Program</b>	<b>Amount</b>	<b>Number of Households Assisted</b> <i>as of Dec 31/12</i>	<b>Average Monthly Subsidy</b>
<b><i>Government of Alberta</i></b>			
<b>Direct to Tenant</b>	\$12,067,258	2,040	\$457
<b>Private Landlord</b>	\$5,333,485	1,056	\$418
<b>Municipal Fixed Rate</b>	\$202,899	314	\$340
<b><i>City of Edmonton</i></b>			
<b>Direct to Tenant</b>	\$1,122,127	*156	\$354
<b>Private Landlord</b>	\$911,881	*0	\$360
<b>TOTAL</b>	<b>\$19,637,650</b>	<b>3,566</b>	<b>\$1,586</b>

\*The Edmonton subsidies were transferred to a Provincial program.



**Capital Region**  

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**Housing Corporation**

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