

**Nepean Housing Corporation**  
**2020 Annual Report**  
**AGM June 15, 2021**

## **OUR VISION**

We strive to ensure access to safe, secure and affordable housing, as the foundation of a healthy community.

## **OUR MISSION**

Nepean Housing is a private non-profit housing provider. We build integrated, community based affordable housing for persons of diverse backgrounds. We promote strong, healthy, sustainable communities through leadership, corporate excellence and community development.

## **OUR VALUES**

**Respect:** We demonstrate respect through ethical practices, fairness, consistency and compassion in all interactions.

**Integrity:** We practise open, honest, transparent and professional behaviour in all interactions.

**Leadership:** We foster leadership and excellence by providing opportunities for building individual and community capacity.

**Partnerships:** We build collaborative relationships with our communities, partner agencies and other housing providers.

**Accountability:** We are accountable to our residents, funders, stakeholders and the larger community for the accommodation, programs and services we provide through the responsible use of resources, comprehensive planning and reporting practices.

**Team Work:** We encourage pride, passion, creativity and innovation through open communication, team work and respect for individual contribution.

## **2020 - 2021 NHC Board and Staff**

***Our Board and Staff are selected for their skills and commitment, and they are dedicated to making a positive difference in people's lives.***

Lynn Carson, President

Clint Coutts, Vice-President

Eric Cooper, Acting Secretary-Treasurer

Members Diana Adjarska-Litzanova Dennis DeRusha, Indrani Hulan,

Terry Sing, Duangsuda Sopchokchai, Isabel Tsevi-Fanson,

Nathalie Anderson, Marketing Agent

Amanda Awwad, Community & Tenant Engagement

Tom Belanger, Executive Director

Dave Brydges, Maintenance Technician

Clifford Celestin, Acting Janitorial Cleaner

Selene Commerford, Director of Administration

Sara Dell'Oso, Community Developer

Karen Doiron, Financial Officer

Tim Dowell, Capital Works Manager

Sandra Germano, HR and Finance Administrator

Kirsten Martin, (acting) Office Administrator

Lynne Nemeth, Janitorial Cleaner

Thomas Pilon, Maintenance Assistant

Glenn Ratcliff, Maintenance Technician

Susan Shea, Accounts Receivable Co-ordinator

Rathanak Youk, Maintenance Assistant

**MESSAGE FROM THE  
PRESIDENT AND EXECUTIVE DIRECTOR  
Lynn Carson and Tom Belanger**



It is our pleasure to present to you the 2020 Message from the President and the Executive Director. As in years past, and undoubtedly as will be in the years to come, 2020 has been marked with significant change. Upon reflection, we all know the pandemic has impacted everything for the organization.

In early March things began to shift and look uncertain. In short order our team reviewed and revised our Pandemic Plan, developed work from home schedule and implemented new safety protocols according to the recommendations of Ottawa Public health such as:

- Closed the office to the public. Communication is by email or phone only;
- Suspended Community Development programming including March break activities;
- At times, only health, safety and emergency work orders were being dealt with;
- Increased cleaning in our high traffic area buildings to 2X a day—am and pm as well our work office areas; and,
- Reduced the number of staff working in the office. Whenever possible, staff were working flex hours and from home to avoid possible spreading of the virus.

**Key Accomplishments**

Despite the pandemic, our colleagues and board members adjusted and adapted to the frequently changing and evolving situation into which the world was gripped. We experienced some amazing and positive outcomes, including:

1. Introduced video conferencing and quickly became reliant on ZOOM software to keep connected operationally and to maintain our committee and board meeting schedules.
2. At the height of the pandemic, Resident Updates were being sent out daily to keep tenants up-to-date on any changes in the NHC office, Ottawa Public Health and Social Services information as well as community resources to support our residents during the pandemic. Communications evolved to bi-weekly, then weekly and is now a monthly publication.

3. Developed Community Development virtual programming. Expanded our partnerships with some additional service providers in across the Ottawa area including Connected Canadians, The Olde Forge Community Resource Centre and Just Food. Virtual programs included, Mature Adult Programs and Courses (Cooking with Amanda and Sara!), Child and Youth programs (Virtual Science Kits).
4. In maintenance, we quickly adapted our procedures to ensure that our communities and homes are well taken care of. We kept our tenants safe by asking them to leave their units when repairs are being made and our maintenance staff safe by wearing PPE and working at a safe distance from each other.
5. Late in 2020, we made successful applications to Canada Mortgage and Housing Corporation for seed funding grant of \$124,000 and a loan of \$31,000 for the purposes of starting the working drawings and contract documents for the Dunbar Intensification Project. In addition, we received a funding grant that will cover 50% of the cost of energy case study from the Federation of Canadian Municipalities to look at energy saving features such windows, solar, insulation and heating at Dunbar.

On August 11, 2020, Nepean Housing welcomed a new Board member, Diana Adjarska-Litzanova! Huge thanks and appreciation to our dedicated and committed board members who provide their expertise and support and who dedicate their time to attending committee and board meetings and other activities which serve to further the mission of Nepean Housing.

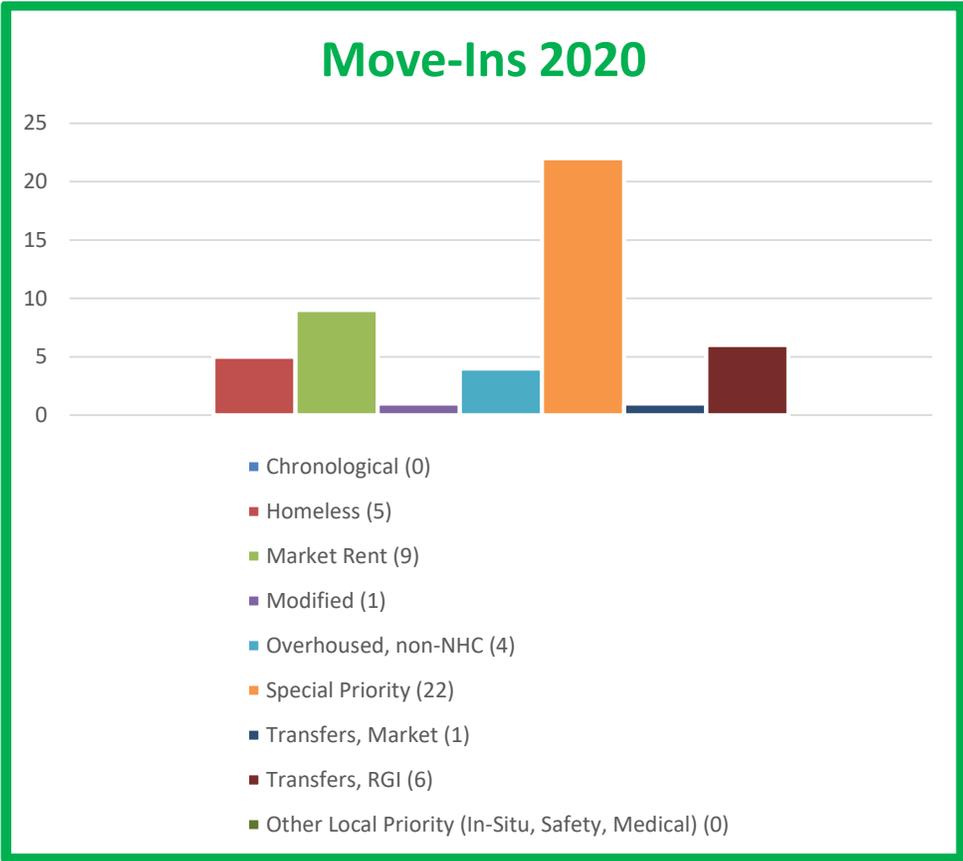
The Board of Directors extends sincere and heartfelt appreciation to our Executive Director and to all of our valuable staff for achieving excellence during difficult times and serving our tenants and applicants. NHC could not provide safe and affordable housing that is beautifully maintained and managed without the commitment and professionalism of everyone in our organization. We are extremely proud of the work our people accomplish day-in and day-out to ensure tenant satisfaction. Cheers to you all!

We look forward to 2021 with the hope that our lives will return to normal!!



**Comings and Goings...**

**Move-Outs (48) and Move-Ins (48) continued trending low  
(2019 Move-Outs 43, Move-Ins 43)**



## **2020 Capital Projects:**

2020 presented several challenges and uncertainties for capital projects. With fluctuating supply costs and lockdowns it was determined that a more conservative approach to capital projects would be prudent. In the early spring of 2020 approximately 1/3 of the originally approved “significant” (does not include capital expenditures related to unit turnovers and component failures) capital projects were deferred to a later year. This decreased the original approved “significant” capital project expenditure from \$359,000 to \$270,000. The most significant capital expenditures for 2020 were roofing related, building assessments, and furnace and hot water tank replacements.

### **Farnworth 1 Furnace and Hot Water Tank Replacement**

19 Furnaces were replaced with higher efficiency units at a cost of \$59,000. 18 Hot Water Tanks were replaced with higher efficiency models at a cost of 27,829. This work was conducted in late November 2020.

### **Capital Planning and Energy Audit Program 2020**

Nepean Housing Corp. received \$92,376 in funding to cover the BCA, Energy Audit and Asset Planner Update for the housing program properties, (130 CP, Plunkett, 2 Hammill, Hammill, Draffin, Dunbar, Madden). The BCA related work will be completed by McIntosh Perry and the Energy Audits will be completed by ENVARI. Work was completed in early February 2021.

Nepean Housing Corp. paid for BCAs, Energy Audits, and Asset Planner Updates for Farnworth 1, Farnworth 2, and Pallister. The work was completed by McIntosh Perry at a cost of \$19,023 + HST. Work was completed March 2021.

### **Draffin Court Roof replacement**

Based on the costs submitted with our project plan for the COCHI Year 2 funding program Nepean Housing Corp. had been approved for maximum \$160,268. This funding was originally allocated towards replacing the roofing at 42 units at Dunbar Court. Due to potential encumbrance issues that may affect the development of a new low-rise apartment building at Dunbar Court the city approved re-allocating the \$160,268 to replacing all the remaining roofing that has not been replaced at Draffin Court prior to 2017 (45 units, 45 carports). This work cost \$133,848.

### **2020 HHIP Funding for Chimney Work at Draffin Court**

Nepean Housing Corp. applied for and received addition funding under the 2020 Housing and Poverty Reduction Investment Plan, (HHIP) for the amount of \$111,924 which was to be used towards the faux chimney removals at Draffin Court. These HHIP funds are re-allocated funds that were unused by other housing providers. The chimney repairs were completed by Dec. 23, 2020 and cost a total of \$125,602, Nepean Housing Corp. covered the additional \$13,678 to complete the chimney repairs on all units at Draffin Court.

## 2020 Dunbar Roof Replacement

42 units at Dunbar Court were re-roofed at a cost of \$109,670. The 4 units that slated for demolition as part of the Dunbar Court intensification build were not re-roofed.

## 2020 Farnworth 1 Roof Replacement

2 blocks at Farnworth 1 were re-roofed for a cost of \$23,800.

## 2020 Farnworth 2 Roof Replacement

3 blocks at Farnworth 2 were re-roofed for a cost of \$35,140.

2020 Significant Capital Projects NHC/Workplan					
NHC					
Building	Project	Details	2020 Budget	Status	Costs*
Farnworth 2	Roofing	Re-Roof 2nd 1/2 (3 blocks)	\$ 45,000.00	complete	\$35,140.00
Office	LED Lighting	Exterior LED Lighting	\$ 500.00	complete	\$250.00
Pallister	LED Lighting	Exterior LED Lighting	\$ 5,000.00	complete	\$2,339.73
Farnworth 1	Furnaces	19 Furnaces	\$ 66,000.00	complete	\$59,850.00
Farnworth 1	Storm Drain	Quote in 2019 Alvi (\$4480.00)	\$ 4,480.00	complete	\$3,980.00
Farnworth 1	Roofing	2 Blocks	\$ 25,000.00	complete	\$23,800.00
Farnworth 1	HW Tanks	18 HW Tanks	\$ 36,000.00	complete	\$27,829.00
Farnworth 1	LED Lighting	Exterior LED Lighting	\$ 5,000.00	complete	\$2,380.33
Madden	LED Lighting	Exterior LED Lighting	\$ 5,000.00	complete	\$4,983.78
Misc	Curb and Walkway	Repairs	\$ 10,000.00	complete	\$3,380.00
Draffin	Roofing	14 Units, 14 Carports	50k transferred to Dunbar		COCHI Yr 2
Draffin	Chimney Repairs	All units 2020 HHIP Funding \$111,924	\$ 111,924.00	complete	\$125,602.00
Dunbar	Roofing	Budget \$ from Draffin, 42 Units	\$ 50,000.00	complete	\$109,670.00
*Hst not included			<b>Totals</b>		<b>\$399,204.84</b>

## 2020 Maintenance Report:

Nepean Housing Corp. maintenance staff faced several challenges in 2020 and rose to the challenges by being flexible, creative, and positive. The 2020 year included:

- 2 service reductions in March 2020 and October 2020 due to COVID lockdowns. This involved reducing maintenance services to unit turnovers and emergency work orders resulting in a work order backlog of 395 non-emergency work orders.
- 1 staff exposure to COVID-19 resulting in 2 week quarantine and a negative test result.
- Additional and constant COVID 19 screening procedures and adjustments. Several work flow adjustments and PPE requirements to minimize risk for maintenance staff and tenants.
- Due to staffing changes in 2020 Tim took over as the maintenance manager in early 2020 and Glenn came on as maintenance supervisor in the spring of 2020.
- Lynne returned to full time duties after a leave of absence to keep our building and unit turnover cleaning as the gold standard in the sector.
- Clifford left Nepean Housing Corp. for a permanent position at CCOC.

- 52 units were turned over in 2020.

## Work Order Analysis by Completion Month

Year: 2020

Report: Count

Group by: Property

Status=Work Completed

Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
130cpt 130 Centrepointe	16	19	18	11	4	9	1	23	12	9	7	5	134
2-hammil 2 Hammill Court	19	21	19	8	4	11	11	27	7	11	16	10	164
admin 16 Kilbarron Road	1	1	2	1	0	0	0	0	0	0	0	0	5
cd 16 Kilbarron Road	0	0	0	0	1	2	1	1	0	0	0	0	5
draffin Draffin Court	48	31	45	25	7	68	22	65	38	30	31	22	432
dunbar Dunbar Court	12	9	13	1	14	19	5	28	9	22	11	13	156
fmh-1 Farnworth Phase I	38	27	22	15	14	27	12	75	23	31	33	28	345
fmh-2 Farnworth Phase II	12	6	19	5	3	10	6	21	12	13	20	7	134
hammil Hammill Court	30	21	12	7	4	19	2	21	4	4	11	9	144
madden Madden Court	26	8	13	18	9	18	5	28	19	20	21	6	191
palliste Pallister Court	49	24	26	24	19	8	19	36	12	14	34	26	291
plunkett Plunkett Court	9	6	5	12	8	10	5	20	6	7	13	17	118
workshop 14 Clenning St.	0	2	0	1	0	0	0	0	0	0	0	0	3
	<b>260</b>	<b>175</b>	<b>194</b>	<b>128</b>	<b>87</b>	<b>201</b>	<b>89</b>	<b>345</b>	<b>142</b>	<b>161</b>	<b>197</b>	<b>143</b>	<b>2,122</b>

## Financial Statements

### Statement of Operations

REVENUE	2020	2019
Tenant Rent	\$ 4,313,644	\$ 4,248,162
Government subsidy	3,502,916	3,454,057
Parking, laundry, sundry	144,963	104,609
	<b>\$ 7,961,523</b>	<b>\$ 7,806,828</b>
<b>EXPENSES</b>		
Administrative overhead	974,719	954,644
Amortization of properties	2,126,972	2,043,020
Interest on mortgages	1,151,532	1,235,883
Bad debts	22,811	20,634
Insurance	191,119	172,755
Maintenance wages and benefits	499,131	521,137
Materials and services	725,647	758,000
Municipal taxes	1,070,028	1,042,486
Transfer to capital reserve	549,221	490,984
Utilities	516,394	484,787
	<b>\$ 7,827,574</b>	<b>\$ 7,724,330</b>
<b>NET REVENUE</b>	<b>\$ 133,949</b>	<b>\$ 82,498</b>

### Statement of Financial Position

ASSETS	2020	2019
<b>Current</b>		
Cash	\$ 317,958	\$ 252,147
Investments	926,368	1,038,887
Accounts receivable	313,566	137,288
Prepaid expenses	369,955	327,461
	<b>\$ 1,927,847</b>	<b>\$ 1,755,783</b>
Tangible capital assets	26,887,517	29,027,882
Restricted investments	3,218,702	3,010,215
	<b>\$ 32,034,066</b>	<b>\$ 33,793,880</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>Current Liabilities</b>		
Accounts payable & accrued liabilities	693,524	648,401
Current portion of long-term debt	2,216,093	2,126,973
	<b>\$ 2,909,617</b>	<b>\$ 2,775,374</b>
Long-term debt	19,197,097	21,263,190
Deferred contributions	981,375	1,116,834
	<b>\$ 20,178,472</b>	<b>\$ 22,380,024</b>
<b>NET ASSETS</b>		
Unrestricted	1,259,882	1,125,933
Contributed capital	4,360,691	4,360,691
Investment in properties	106,702	141,643
Replacement reserve	3,218,702	3,010,215
	<b>\$ 8,945,977</b>	<b>\$ 8,638,482</b>
	<b>\$ 32,034,066</b>	<b>\$ 33,793,880</b>



## Community Development (CD) Highlights

Although this report is a reflection on the accomplishments during 2020, this past year was both an exciting and challenging year for the NHC Community Development Department with COVID-19 impacting our program delivery model. In 2020 the CD staff team showed incredible determination, commitment and resilience as we came together to support each other and pivot our work in order to continue to deliver on NHC's mission of promoting strong and healthy communities through Community Development.

### 2020 Program Highlights

#### *Mature Adults and Seniors Participation*

- 38 seniors registered in virtual in art classes
- 30 seniors registered for virtual cooking and meal kit program
- 14 gardeners participated in the community gardens
- 8 seniors registered in virtual fitness program
- 9 residents registered in virtual yoga
- 22 residents registered in virtual paint nights
- 185 at home meal kits distributed to residents
- Masks distributed to 40 households in our portfolio

#### *Children and Youth Participation*

- 25 Children registered in virtual homework clubs & tutoring
- 20 Children registered in virtual social recreation
- 68 Children registered for in person summer camps with COVID protocols
- 32 children registered in virtual dance program
- 37 children supported with school supply assistance

#### *Camps for Children*

2020 Highlight: 52 at home science learning kits created and distributed to residents

**Red Cross Funding:** \$15478.00

**News Letter/ COVID-19 Resident Updates:** Over 50 plus updates sent out

