



NERI

**NORTH END
REVTALIZATION
INCORPORATED**

2010-2011 ANNUAL REPORT

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Corporate Restructuring

North End Revitalization Incorporated: NERI
Corporation Number: 5415170
Business Number: 827054321MC0001

North End Revitalization Incorporated (NERI) was organized by the North End Community Renewal Corporation (NECRC) as the new entity to which programs considered non-charitable were transferred. It is a non-share capital corporation incorporated under *The Corporations Act* (Manitoba). NERI's membership is comprised of the NECRC Board of Directors (13). The NERI Board of Directors is elected from amongst the membership of NERI (minimum of 3 directors). Thus, NECRC will control NERI.

NERI was incorporated on January 8th, 2007 and operations became effective April 1st, 2007 when assets, staff, and non-charitable programs were officially transferred from NECRC to NERI. This date was chosen as it coincides with NECRC and NERI's fiscal year. *Restructuring of the corporation was completed in 2007 and all Project Contribution Agreements (PCA) with funders have been drafted accordingly.*

The revenues and expenses relating to the following areas have been *allocated to NERI*:

Housing Exterior Fix-Up Grants and Development Programs
The Storefront Enhancement Grant (SEG) Program
The Community Financial Services Centre (CFSC) Program
The Small Grants Fund (SFG) Program
NA! Core funding from the province

The revenues and expenses relating to the following areas have been *allocated to NECRC*:
All of Employment Development (PATH Employability Centre)
All of Community Development (with the exception of the Small Grants Fund Program)
All of the existing properties owned by the Renewal Corporation
The Executive Director (80%) and Administrative Assistant (100%)

In conclusion, the North End Community Renewal Corporation (NECRC) has charitable tax status, and is a registered charity under business number 88712 7223RR0001. North End Revitalization Incorporated (NERI) takes care of

programs that do not qualify under the Canada Revenue Agency (CRA) Charities Act. All project contribution agreements with NERI are prefaced with the above information.

The Board of NERI would like to thank the membership of NECRC and NERI for their support during the restructuring process. With the division into two corporations, NECRC has charitable tax status. With the restructuring, NECRC and NERI have a strong legal structure to work for the social, economic, and cultural renewal of the North End of Winnipeg.

To better understand NECRC & NERI partnership, the NERI 2010-2011 Annual Report has been made available to the membership of NECRC.

Economic Development

The North End is a historic neighbourhood with unlimited potential for business.

STOREFRONT ENHANCEMENT GRANT (SEG) PROGRAM

The Storefront Enhancement Grant (SEG) Program is delivered through North End Revitalization Incorporated (NERI) in partnership with Neighbourhoods Alive!, The City of Winnipeg, Mosaic Market BIZ, Selkirk Avenue BIZ, Between the Parks Business Association and Aboriginal Visioning. In 2010 the SEG Program awarded 44 businesses and non-profit organizations (within the NECRC catchment) matching grants (up to a maximum of \$3,000.00) towards improving the appearance of their local storefront exteriors. There were three intakes in 2010 allowing for additional grants to be given out. As of March 2011 the total amount of \$91,556.21 in grant funding was awarded, while total construction costs exceeded \$284,763.64. For a list of grant recipients in 2010, check the NERI Audited Statements.

COMMUNITY FINANCIAL SERVICES CENTRE (CFSC)

The Community Financial Services Centre (CFSC) is administered through North End Revitalization Incorporated (NERI). The CFSC continues to work successfully with various community referral partners and stakeholders maintaining the goal of offering North End clients a constructive and equitable alternative to fringe financial service providers such as pawnshops, cheque cashers, and payday lenders.

Partners/ Stakeholders

- Aboriginal Visioning for the North End
- Assiniboine Credit Union (ACU)
- B.U.I.L.D. (Building Urban Industries for Local Development)
- CIBC
- Community Financial Counselling Services
- Employment & Income Assistance EIA (Main Street and Rorie locations)
- Ma Mawi Wi Chi Itata Centre (12 locations)
- Mount Carmel Clinic
- Native Women's Transition Centre
- North End Community Renewal Corporation (NECRC)
- PATH Employability Centre
- Lord Selkirk Park (LSP) Resource Centre
- North End Women's Resource Centre
- North Point Douglas Women's Centre
- Oyate Tipi Cumini Yape
- SEED Winnipeg Inc.
- Indian Family Centre
- The Elizabeth Fry Society
- Immigrant and Refugee Community Organization of Manitoba Inc. (IRCOM)
- Métis Child, Family and Community Services
- Point Douglas WRHA Community Mental Health Program
- Urban Circle Training Centre Inc.
- Winnipeg Partnership Agreement (WPA)
- The Minister of Local Government, Urban Development Initiative (Winnipeg Regeneration Strategy)

The CFSC has been a tenant at Mount Carmel Clinic's 888 Main Street building since January, 2007. ACU began providing an on-site staff, two days a week to deliver "same day" bank account opening and activation in February, 2009. The CFSC was able to hire an Outreach Officer in December, 2009, however the position was terminated on March 18, 2011 due to funding shortfalls. The additional staff enabled the CFSC to add more community referral partners and grow capacity by being able to serve more clients.

The CFSC was originally a two-year pilot project, that commencing direct delivery of products and services on November 16th, 2006 from Mount Carmel Clinic's 886 Main Street building. The pilot phase was extended until August 31st, 2008.

The CFSC secured post pilot funding until December 31, 2009 from the Winnipeg Partnership Agreement (WPA), and bridge funding until June 30, 2010. Additional operating capital was secured from the Minister of Local Government under the Urban Development Initiatives (Winnipeg Regeneration Strategy), from July 1, 2010 to December 31, 2011.

The CFSC has currently requested additional operating capital from Local Government to continue its place based operation to bridge the gap in services until Assiniboine Credit Union (ACU) opens its new north end branch in the spring of 2012. This funding is yet to be determined.

The NERI/NECRC Boards have agreed to administer the CFSC project until ACU launches its new branch, should the CFSC be successful in securing additional operating capital.

As of March 31, 2011 the CFSC provided the following services and resources to North End clients:

- 657 client (photo) identification cards were issued
- 276 clients have received “one-on-one” financial counselling which was phased out in 2010- 2011 to enable the CFSC to facilitate more financial literacy workshops throughout the community. To date 416 people have participated in group financial educational workshops
- On-site opening and activation of 657 Assiniboine Credit Union (ACU) memberships having 785 bank accounts (295 chequing and 470 savings accounts, and 20 other savings products). 62% of these members choose some form of direct deposit. CFSC and ACU also offer no-holds, no fees, government and community referral partner issued cheque cashing.
- The CFSC/ACU partnership is tremendously successfully and helps their new members save over \$20,000.00 per month in cheque cashing fees that they previously paid at fringe financial providers.

The CFSC innovative model is predicated on the belief that delivery of such financial services cannot be driven entirely by earned revenues, and that there needs to be recognition that certain important activities had to be subsidized wholly or in part. At the same time, these services are rooted in the mainstream financial services sector, bridging the “unbanked” or “under-banked” into a relationship with a mainstream financial institution (ACU).

Community Development

NERI continues to work with stakeholders to address the needs of the North End community through the development of partnerships, networking and building community capacity.

Small Grants Fund (SGF)

NERI in partnership with Neighbourhoods Alive! (NA!) established a Small Grants Fund (SGF) available to local organizations to undertake small projects that emphasize capacity building, community stability, well being and economic development initiatives.

In 2010 the SGF approved \$150,000 to 72 projects within the following North End neighbourhoods: William Whyte (\$19,650); St. John's (\$32,995); Dufferin (\$25,340); Point Douglas (\$33,833); Lord Selkirk Park (\$13,700) and (Multiple NA! communities) \$23,982 (included partnership projects and projects where activities took place in more than one NA! community) This also included \$500 designated towards the audit.). For a complete list of project recipients, please see the *Audited Financial Statement*.

Housing Development

The North End community consistently identifies affordable quality housing as an overall renewal strategy. Our programs cultivate a sense of pride and community ownership in the unique neighbourhoods of the North End. NECRC's housing department is run under North End Revitalization Incorporated (NERI), the not-for profit wing of NECRC. The purpose of NECRC/NERI's housing department is to encourage the combined efforts of government, resident groups, and housing organizations to carry out strategic housing renewal in the North End of Winnipeg. While working together with housing partners, the objectives in 2010 were to:

- Comprehend and coordinate the strategic development of housing within the North End
- Update the housing plan priorities of William Whyte (WW) and North Point Douglas (NPD)
- Administer Exterior Renovation Fix-Up grants through North End Revitalization Incorporated (NERI)
- Assist Dufferin, St. John's, and Lord Selkirk Park (LSP) residents in implementing their housing plans

- Assist other North End neighbourhoods to develop & implement housing renewal initiatives (e.g. LSP)
- Encourage housing renewal initiatives within North End communities (e.g. MB Hydro Low-Income Program, Housing Training Initiative, Tenant Landlord Cooperation, Winnipeg Rental Network, Building Construction Maintenance Program, and supporting B.U.I.L.D. etc.)

NECRC facilitates many housing coordination activities for renewal and NERI administers housing grants.

Partnerships

NERI has actively partnered with the following stakeholders: Canadian Mortgage Housing Corporation (CMHC); City of Winnipeg Property, Planning, and Development; City of Winnipeg By-law Enforcement Unit; City of Winnipeg; Federal Government of Canada; Habitat for Humanity; KINEW Housing; Manitoba Urban Native Housing Association (MUNHA); Neighbourhoods Alive! (NA!); North End Housing Project (NEHP); Point Douglas Residents Committee (PDRC); Province of Manitoba; Manitoba Housing Authority (MHA); St. John's Residents Association Incorporated; William Whyte Residents Association (WWRA); Dufferin Residents Association of Winnipeg (DRAW); Winnipeg Housing & Homelessness Initiative (WHHI); the Winnipeg Housing & Rehabilitation Corporation (WHRC); Manitoba Hydro, and Building Urban Industries for Local Development(B.U.I.L.D.).

Coordination Activities

- **Housing Networks:** Informed community and strengthened cooperation between the city, provincial government, federal government, non-profit & private developers, and community leaders to: implement housing plans; to prioritize and develop proposals; and to allocate funding in the Housing Improvement Zones (HIZ) of WW and NPD, and the Neighbourhoods Alive (NA!) improvement areas of Dufferin, St. John's, and LSP.
- **Housing Plans:** Housing Program Supervisor secured funding for the renewal of the NPD Housing Plan and administered project with PDRC. Community consultations were conducted and new 5 year housing plan was completed to be released at the PDRC AGM.
- **Affordable Housing:** Housing staff worked with community members to identify new infill lots. The network allocated eleven new in-fill homes for empty lots in WW. This affordable housing is accessed by low to mid-income first-time homeowners who qualify for a mortgage. Approximately one half the cost of building the house is to be forgiven over ten years.
- **Rental Housing:** NECRC administered multiple programs geared towards rental issues. With funding from the Winnipeg Foundation, the Thomas Sill Foundation, WHHI support through the NPD Housing Improvement Zone funding and a NRF partnership grant with the DRAW, we maintained a local area resident as full-time TLC Coordinator to encourage property maintenance and provide tenancy advocacy. We continued our partnership with MHA and strengthened the BCMP program to improve the quality of social housing. We maintained a full-time coordinator to continue the Winnipeg Rental Network, a citywide web-based service to share best practices, identify rental resources and to provide free vacancy listings for landlords with affordable rental housing.

Program Activities

- **Tenant Landlord Cooperation (TLC):** The North End TLC continues to improve relationships between landlords and tenants. Mailed TLC and partner program information (HTI, WRN, CHII grants) to over 1,300 landlords within WW, NPD, Dufferin, St. John's and LSP. The TLC coordinator inspected approximately 157 rental units, advocated for tenants at 21 RTB, 12 RTC, and 2 court hearings, opened approximately 208 tenant and 35 landlord advocacy files, and fielded approximately 200 information calls from tenants, landlords and agencies. Coordinator strengthened capacity to assist EIA recipients by meeting with the EIA Executive Director which resulted in access to area managers' direct contact list. Through advocacy, the TLC program saved over \$38,000 for tenants in the form of returned damage deposits, denial of illegitimate damage claims, and the return of illegal rent increases and utility charges. All five CHII receiving communities endorsed TLC participation as a criterion to access landlord fix-up grants.
- **Housing Training Initiative (HTI):** HTI program secured funding from the City to hire an HTI Coordinator and an HTI Technician. HTI launched return of workshops with flyer delivery and promotion across 4 communities. 6 workshops were delivered with over 80 participants. Housing Coordinators continue to promote HTI through the CHII grant program and attend workshops to support the HTI program. Workshops took place in five communities. Workshops met the needs within the community, and housing resource libraries were available at four of the five locations within participating communities. The HTI Technician provided advice to over 100 callers through the Housing Solutions Hotline and

conducted two new-homeowner walkthroughs with Habitat for Humanity participants. The HTI Coordinator completed and submitted proposals to multiple funders including NA!

- **Building Construction Maintenance Program (BCMP):** This program was carried out in partnership with the MHA and RB Russell High School as an employment and training program for youth and North End residents interested in the trade of carpentry and housing construction. The program provides hands-on experience through the maintenance and repair of MHA properties. Under the guidance of two MHA site supervisors/journeymen carpenters and NECRC lead hands, local North End community members (many alumni from RB Russell High School) participated in the program. The BCMP crew completed the renovation of 100 MHA apartments in the LSP and Gilbert Park developments. NECRC administered payroll services and labour pool of 60 employment contracts and oversaw the flowing of \$2 million in salaries for local North End residents hired to work and build their skills.
- **Winnipeg Rental Network(WRN):** The Winnipeg Rental Network is hosted by NECRC and is run by a steering committee of over twenty-one community-based organizations and housing stakeholders from across Winnipeg. The project's goal is to improve community services and service delivery networks while creating a database of housing providers with vacancies renting at or below the MMRs. The WRN has created a cross-community mailing list for small and large landlords, improved stakeholder website usage, created a more comprehensive network protocol for inter-agency coordination and information sharing and created an online discussion forum for stakeholders and housing staff to share experience and best practices. The WRN expanded a part time 2nd staff outreach position and held a forum on addressing rental barriers that attracted over 70 attendees. Since launch, the website has received 109,000 visits with 880,000 page views. Visit the WRN website at www.winnipegrentnet.ca for more information.
- **New Neighbourhoods Initiatives:** NECRC assisted St John's, Dufferin, and LSP residents with the implementation of their housing renewal plans through proposal writing for, and management of, the CHII fix-up grants and TLC programs in their neighbourhoods.
- **Vacant & Boarded-Up Properties:** Properties are being monitored on a regular basis during the Exterior Fix-up Grant Program. Housing Coordinators in each NA! neighbourhood worked closely with the City By-law Enforcement Unit and Existing Buildings Branch while collaborating with resident groups to enforce the city by-laws as in-fill housing and new rental supply projects filled empty lots with new housing, and renovation projects renewed distressed properties. A boarded and vacant housing registry and mapping system was developed for WW, NPD, St. John's, Dufferin, and LSP to further track housing renewal.
- **Referrals:** Housing Coordinators advised residents and landlords on how to access city, provincial, and federal housing assistance. The Housing team updated and distributed housing resource information sheets for resident owners, landlords, and tenants. These resource sheets were shared with residents associations and agencies and mailed out to all CHII Exterior Fix-up grant applicants.
- **Community Audits:** A general audit of housing and safety issues took place during the Exterior Fix-up Grant Program in the WW and NPD communities. Staff reported on and/or intervened on housing issues with city inspectors.
- **Staffing:** The Housing Director, full-time Housing Program Supervisor and full-time Housing Resource Coordinator are dedicated to delivering services across WW, NPD, Dufferin, LSP and St. Johns. Full time coordinators were maintained for the TLC and WRN programs.
- **Exterior Renovation Fix-Ups:** \$225,000 of WHHI (Prov+City) funding went towards housing fix-up grants in 2010. These exterior fix-up grants aid recipients with the renovation of their properties. Of the 132 available grants, 36 grants were delivered in WW (11 of which were fixed-income grants of \$2,500 for resident homeowners), and 30 were allocated to NPD (8 of which were fixed-income grants of \$2,000). This successful program was also provided within the communities of Lord Selkirk Park, St. John's, and Dufferin. The community of Dufferin received 24 grants (4 fixed-income), St. John's received 29 grants, and Lord Selkirk Park was allocated 13 fix-up grants up to \$2,500. (see table below).
- **Promotion of Housing Policy and Advocacy:** NECRC presented "Green Houses/Green Jobs" on the successes of BUILD and BCMP at the Canadian Housing Renewal Association's (CHRA) 42nd Annual Congress held in Quebec City June 2-5, 2010. The Theme of the conference was Affordable Housing, An Essential Investment. NECRC submitted several policy frameworks to CEDNET for Housing Renewal.

Grant Distribution in Dufferin, LSP, NPD, St. Johns and WW in 2010

Descriptions	WW	NPD	Dufferin	LSP	St. Johns	Totals
Eligible resident-owner applications	95	50	27	14	50	236
Eligible landlord applications	61	20	20	5	25	131
TOTAL ELIGIBLE APPLICATIONS	156	70	47	19	75	367
Grant Forfeitures	4	7	9	2	2	24
Resident-owner grants completed	29	22	18	10	21	100
Landlord grants completed	7	8	6	3	8	32
TOTAL GRANTS COMPLETED	36	30	24	13	29	132

2010-2011 Exterior Renovation Fix-up Grants in the Five North End Neighbourhoods

With NA!, WHHI, Thomas Sill Foundation, Winnipeg Foundation and NRF DRAW partnership funding, housing staff focused on coordinating and implementing the housing priorities of North End neighbourhoods.

Meet the NERI Board & Staff

BOARD OF DIRECTORS

- President**, Gary Swanson – Business Sector
- Vice-President**, Lorne Belmore – Community Sector
- Secretary**, Levett Demchuk – Resident Sector
- Treasurer**, Gerald Brown – Resident Sector
- Member**, Michael Wolchock – Business Sector

STAFF

509 Selkirk Avenue

- Robert Neufeld** – Executive/Housing Director
- Simone Beaudet** – Human Resource/
Administrative Coordinator
- Terry Terichow** – Finance Controller
- Dale Harik** – Housing Program Supervisor
- Kali Martin** – Housing Resource Coordinator
- Gord McIntyre** – Winnipeg Rental Network
Coordinator

Darrell Stavem – TLC Coordinator

Greg Slobodeski – seconded to NEWC

Community Financial Services Centre

- Debra Joyal** – CFSC Program Manager
- Lilian Pineda** – CFSC Administrative Assistant
- Angela McNabb** – CFSC Outreach Officer

Appreciation

Many individuals and organizations have contributed to the North End's growing strength and continued success. NERI would like to extend a heart-felt thank you to the supporters who helped turn our goals into reality.

NERI Board of Directors

Gary Swanson	- President	Lorne Belmore	- Vice President
Levett Demchuk	- Secretary	Gerald Brown	- Treasurer
Michael Wolchock	- Member		

Province of Manitoba

Provincial staff and elected officials funded and partnered with NERI to implement many key grant programs. We especially acknowledge the partnership of Neighbourhoods Alive! for both core and project supports (Neighbourhood Renewal Fund, Small Grants Fund, and Neighbourhood Development Assistance Core Funding).

Winnipeg Housing and Homelessness Initiative

WHHI is a partnership that comprises three levels of government, and provided funding to NERI to deliver housing programs in the five designated North End Neighbourhoods Alive! neighbourhoods.

Assiniboine Credit Union

Provided in kind support and staffing assistance to the Community Financial Services Centre.

Winnipeg Partnership Agreement

Provided core funding to the Community Financial Services Centre.

Manitoba Housing Authority

Provided funding to the Building Maintenance Construction Program.

City of Winnipeg

Provided funding to Exterior Fix-Up Grant Programs in the neighbourhoods of William Whyte and North Point Douglas.

Community Committees

NERI has worked with a huge network of North End and other local stakeholders over the past year, including: resident organizations, community centres, tenant groups, seniors groups, health & recreation organizations, youth organizations, employment agencies, housing agencies, business associations, coalitions, safety organizations, cultural & religious groups, civic organizations, researchers & schools, and others.

Civic Organizations include: City of Winnipeg Police Services, City of Winnipeg Community Services, Winnipeg School Division, University of Winnipeg, University of Manitoba and William Norrie Centre – University of Manitoba.

We would like to thank those who have offered their time, resources and skills for community renewal in the North End. Our combined efforts make renewal possible "*Building Community Together*".

Thank you all!

**North End 5-Year Community Plan
(2011 - 2016)**

