



NORFOLK HOUSING
ASSOCIATION

creating inclusive
and affordable
communities
for all

2018
COMMUNITY
REPORT



OUR MISSION, VISION, & VALUES

At Norfolk Housing Association our VISION is that everyone feels at home in our community.

Our MISSION is to create inclusive and affordable communities by providing mixed-market rental housing through collaborative partnerships.

We VALUE:

Neighbours. Together, we advance an inclusive and respectful community.

Quality Homes. We offer housing that is affordable, accessible, and appropriate.

Relationships. We commit to being professional, responsive, and compassionate.

Sustainability. We simultaneously pursue financial performance, asset preservation, and environmental responsibility.



OUR BOARD OF DIRECTORS

Bryan Slauko, Chair
Mark Roberge, Vice Chair
Alison Grittner, Secretary
Eric Beaton, Treasurer
Henrietta Falasinu

Gerald Wheatley
Gerald Albert
Eriata Dania
Aida Nciri
Karina Campbell

Cover page photo provided by Denisse Leon on Unsplash

MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

Looking back to 2018, Norfolk Housing Association embarked on a number of ambitious initiatives while remaining committed to its five strategic pillars.

The acquisition of Riley Park Place is the first purchase for the organization in over 15 years – a significant milestone for the organization! This purchase signifies our commitment to the preservation of modestly priced rental stock in a vibrant, amenity-rich community.

We are proud to be answering the call to action by affordable housing strategies by increasing rental housing supply, as well as maintaining what is existing.

In 2018 we worked hard to leverage partnerships with the City of Calgary, Calgary Dollars, the Community Housing Affordability Collective (CHAC) and our corporate service partners who assisted and guided the organization during our acquisition.

Our team developed relationships and continues to work closely with CHAC in building sector capacity through educational workshops and conferences on best practices in mixed-income housing.

We also began work with the Aboriginal Standing Committee on Housing and Homelessness (ASCHH) to develop a toolkit for landlords to better house Indigenous citizens.

Bryan Slauko

Bryan Slauko
Board Chair

NHA continued to engage residents via the Community Advisory Group (CAG) and the resident survey to better understand the needs of our community and how we can continue to provide excellent service now and into the future.

While we had many successes, we recognize that 2018 was challenging for many of our moderate and low income residents due to economic factors. Recognizing market and economic conditions, NHA maintained rent levels at rates often 5-10% below market, and staff worked hard to minimize vacancies, which can be very costly for the organization.

NHA remains resolutely committed to preserving our current portfolio; for this reason we continue to invest significant funds into repair and maintenance, and ensure that we have a healthy reserve fund for major expenses.

Achieving so much in one year requires an immense amount of support, participation, and collaboration of residents, staff, volunteers, and sector partners.

We would like to acknowledge and thank all of the people that continuously engage with NHA by committing their time, choosing to live with us, and championing a community where everyone belongs.

Maya Kambeitz

Maya Kambeitz
Executive Director

2018'S ACCOMPLISHMENTS

2018 was a big year for Norfolk Housing Association, marking a year of growth, change, and innovation. While always keeping an eye to our five strategic pillars, we found new ways to support our residents and generate positive impacts in our community.

Let's take a peek at what we accomplished:

- Our first building acquisition in 15 years! We added 24 units in the community of Sunnyside, including units that can be easily converted for improved accessibility, and 2-bedroom units to accommodate small families.
- The opening of our Community Hub; offering residents and community members a space to come together without feeling limited to their own units. Additionally, the space includes a library, tablets, desk, games, and can be used for larger gatherings or groups.
- Residents expanded the gardens at several buildings, using the gardens to supplement residents' diets with fruits and vegetables grown by their own hands!
- A partnership with Calgary Dollars to offer residents a safe way to build relationships through the exchange of goods and services, and even pay a portion of their rent.
- Increased security at all buildings with improved outdoor lighting and a new access control (key fob) entry system, which serves the dual purpose of also being more accessible-friendly.
- Our approach and success with the Community Advisory Group has resulted in increased resident participation, improved outcomes, and an interest from sector partners to replicate in their buildings.

2018 BY THE NUMBERS

.....



138

**Number of NHA
Units***



57

**Income Based Rent
Beneficiaries**



37

**Longest Tenancy
(Years)**



The City of Calgary supported NHA with 4 big projects this year, which in turn support our residents to feel greater comfort, safety, and security in their homes. We thank you!



353K

**Provided in Rent
Subsidies**



66K

**Received in
Grants****



441K

**Spent on Repairs &
Capital Upgrades**

* Number reflects acquisition of 24 units at the end of 2018.

** A portion of the 2018 grant revenue will be deferred to 2019.

THE SUCCESS OF THE MIXED INCOME MODEL

At NHA, social impact renters pay market rent knowing that their full rent payment directly contributes to the community.

This allows individuals of all socio-economic backgrounds to live in a diverse, inclusive community that promotes overall social good and housing stability. And that's a value that everyone can agree on.

IT SHOWS IN THE NUMBERS...

In 2018, NHA boasted a 0.5% vacancy rate, while the average was 3.9% across Calgary.

Of residents surveyed, 78% would be likely to recommend the mixed-model of housing to a friend.

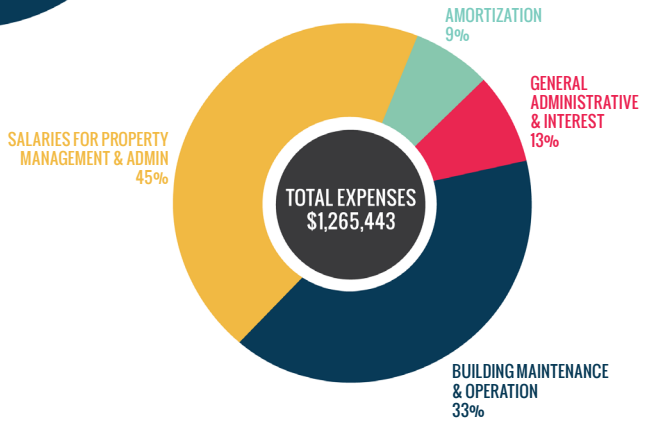
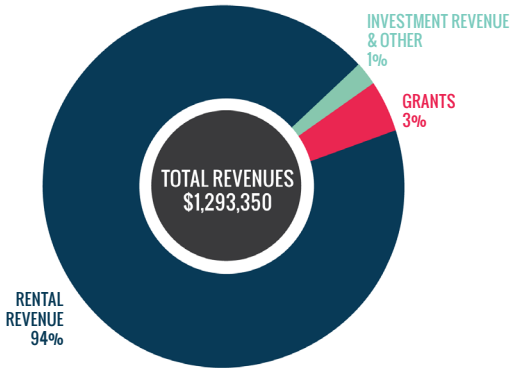
80% of current residents have no plans to move in the next 1-2 years.

By providing individuals and families with affordable, appropriate, and safe housing free of judgment, pity, or prejudice, we set the foundation for building individual resilience and strength to live a fulfilling life.

We believe that thriving communities are defined by diversity, compassion, respect, dignity, and inclusion.



THE FINANCIALS



ASSETS

Current	\$ 547,007
Property and Equipment	\$ 6,257,372
Long Term Investments	\$ 238,101
	\$ 7,042,480

LIABILITIES

Current	\$ 357,037
Deferred Contributions	\$ 217,911
Mortgage Payable	\$ 3,982,283
	\$ 4,557,231

NET ASSETS

Unrestricted	\$ 194,789
Internally Restricted	\$ 331,000
Capital	
Future Development Reserve	\$ 0.00
Invested in Property and Equipment	\$ 1,959,460
	\$ 2,485,249

TOTAL LIABILITIES & NET ASSETS \$ 7,042,480

For the full audited financial statements, please contact our office by emailing admin@norfolkhousing.ca



NORFOLK HOUSING ASSOCIATION

1118 Kensington Road NW
Calgary, AB T2N 3P1
(403) 270-3062

www.norfolkhousing.ca

