



2016
COMMUNITY
REPORT



NORFOLK
HOUSING
ASSOCIATION

creating inclusive & affordable communities for all

OUR VISION, MISSION, & 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, quality homes, and relationships.

We offer housing that is affordable, accessible and appropriate in a professional and compassionate way, with the support of relationships that promote an inclusive and respectful community.



HOUSING & EQUALITY



SAFETY & BELONGING



EMPOWERMENT



HEALTHY FAMILIES



HEALTHY COMMUNITIES

OUR BOARD OF DIRECTORS

Bryan Slauko, Chair

Mark Roberge, Vice Chair

Alison Grittner, Secretary

Chris McAlduff, Treasurer

Henrietta Falasinnu

Gerald Wheatley

Gerald Albert

Karina Campbell

Eriata Dania

Aida Nciri

Cover page mural by former Norfolk resident, Bob Ferguson. Bob, who passed away in January 2017, had been a resident of NHA for 10 years and was an active part of our community. The mural is located on the east side of the main Norfolk building and was painted in 2014.

MESSAGE FROM THE BOARD CHAIR & EXECUTIVE DIRECTOR

Building inclusive and diverse communities requires hard work, pragmatic approach, patience and significant collaboration from residents, volunteers, staff, and partners. This year, it was especially evident that collaborative action is going to be critical in stabilizing an affordable, appropriate and safe housing supply.

The continued downturn in the economy presented many challenges for Calgary. The largest impact during both upturns and downturns is felt by Calgarians who are living in low to moderate incomes; despite the downward pressure on rents, they are still unaffordable for many of our community members. It is why we are committed, along with our sector partners, to showcasing the ways in which we can create a stable foundation for those who are vulnerable to these volatile economic changes, and to building a Calgary where all can thrive and belong.

In 2016, Norfolk Housing Association renewed its efforts to support a vision where everyone feels at home in our community and is making strides towards creating inclusive and affordable communities via our successful mixed-market model. We have built an organizational foundation that will allow us to continue to provide affordable

housing to our existing residents now and well into the future. We undertook the process of careful planning for the future needs of our properties and residents, and we are looking to the future with a detailed growth plan to replicate our model and housing philosophy. Our staff also secured significant capital funding to support community engagement efforts and capital upgrades.

We had many opportunities to showcase our successful model at both the local and national level and we engaged in collaborative work with the non-profit housing sector to ensure a common and consistent path forward.

Looking forward to 2017 and beyond, we are committed to quality housing for our residents, exploring avenues for growth, and further engagement with the sector, government, and community. Our engagement will be focused on securing increased support for a healthy housing supply and integration of the mixed model in housing delivery.

We would like to take this opportunity to recognize our residents, volunteers, partners and staff for their collaborative efforts and commitment to advancing the mixed model approach and building communities of belonging. Thank you.



Bryan Slauko
Board Chair



Maya Kambeitz
Executive Director

OUR IMPACT

Norfolk Housing Association provides homes to a diverse population and it is this diversity that we believe creates resilient neighbourhoods. By providing people with affordable, appropriate, and safe housing free of judgement, pity or prejudice we set the foundation for building individual resiliency and strength to live a fulfilling life.

In 2016 NHA provided safe and affordable housing to:



54

individuals earning minimum wage or on fixed income (plus 9 children across various families, for a grand total of **63 people supported**).

Resident Longevity = 8 years on average

Longest residency is **34 years & counting!**



Our commitment to inclusive communities and the mixed income approach has many benefits. We measure our impact and success by four tenets – housing and equality, safety and belonging, empowerment, and healthy families – which in turn support thriving and healthy communities.

In 2016, **10 NHA residents** moved from rental to **home ownership**



HOUSING + EQUALITY

We believe first and foremost that housing is a right, and that anonymity around subsidies and personal situations is crucial to achieving equality for everyone. We want to reduce stigma around social housing and focus instead on the importance of getting to know your neighbours for who they are as people – not what they can pay for rent.

Norfolk provided **\$353,000** in subsidies in 2016



We've lived other places where we never knew our neighbours. Here, it feels like a real community; people looking out for one another, friendly faces.

Norfolk Resident

SAFETY + BELONGING

In addition to providing affordable housing and building thriving communities, we felt it was essential to have a space where residents, staff, partner organizations, and the community at-large could further the already vibrant community where we live through the use of a shared space. In 2016, NHA was fortunate to receive funding to completely renovate a portion of our office space, creating a larger, more functional community space with fully operational meeting and kitchen areas that are now open to the community to be used for collaborative, educational, and networking opportunities.



EMPOWERMENT

This year we reinstated an annual resident survey with the aim of empowering all of our residents to have a voice in the ongoing improvement of our operation and determination to create a healthy, vibrant community. As a direct result of the survey results, we proudly created a Community Advisory Group to work alongside residents in the strengthening and promotion of a shared and thriving community.

Of the respondents,

96%

stated they felt proud to live in their community



83%

felt satisfied or happy with the delivery of our mixed model rentals & associated programs



HEALTHY FAMILIES

At NHA we believe building healthy families means supporting people across all stages of life. Sometimes that just means creating a safe and welcoming visiting space, other times it's offering a welcoming home. The location of our buildings plays a huge role in the healthy maintenance of families – close to all major amenities including supermarkets, transit, community centres, and schools.

We encourage residents to invite family members to join in our celebrations and workshops and constantly work at making our shared spaces and events family-friendly. We also allow pets and even encourage pet ownership! Healthy families create active citizens.

Thank you for all the hard work you do keeping a roof over our heads. It's much appreciated!

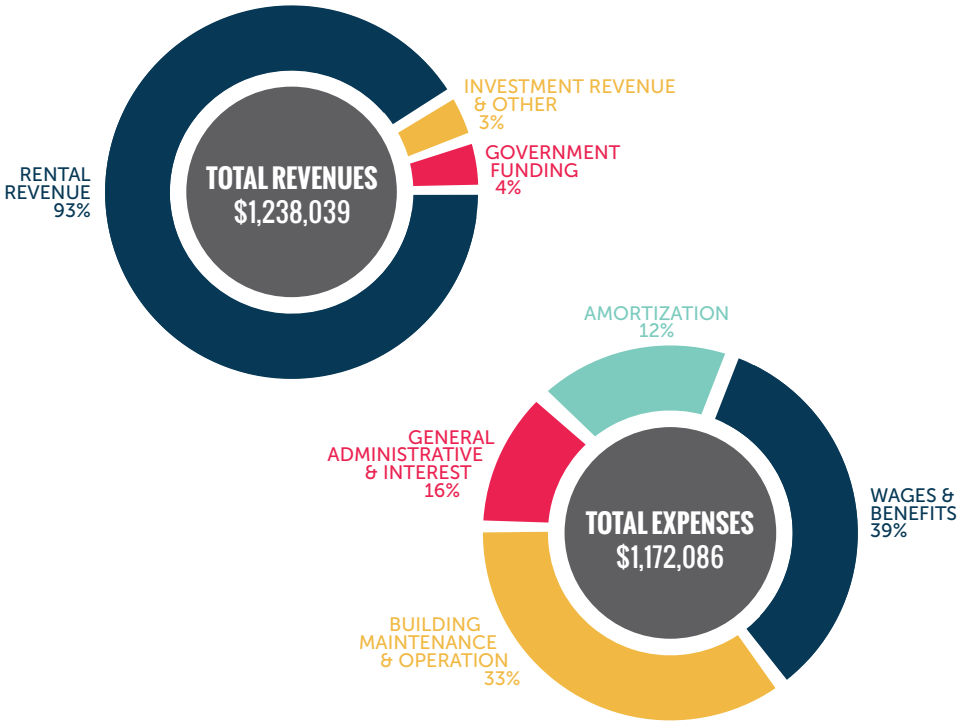
Norfolk Resident



= HEALTHY COMMUNITIES

On a daily basis we witness residents supporting one another, participating in the community, and helping to maintain their homes. These activities have immense impact on the community at large and ensure the stability and longevity of organizations like NHA; this can be difficult to capture with numbers but demonstrates the importance of mixed income housing in building thriving places where everyone belongs and has an opportunity to participate.

FINANCIALS



ASSETS

Current	\$ 1,432,347
Property and Equipment	\$ 1,519,070
Long Term Investments	\$ 313,354
	\$ 3,264,771

NET ASSETS

Unrestricted	\$ 305,124
Restricted	\$ 2,169,675
	\$ 2,474,799

LIABILITIES

Current	\$ 397,593
Deferred Contributions	\$ 48,316
Mortgages Payable	\$ 344,063
	\$ 789,972

Total Liabilities & Net Assets **\$ 3,264,771**

For our full audited financial statements please contact our office at admin@norfolkhousing.ca



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