

ANNUAL REPORT 2019-2020



TABLE OF CONTENTS

OUR MISSION AND OBJECTIVES	03
OUR HISTORY	04
BOARD OF DIRECTORS.....	05
EMPLOYEES.....	05
INTERNS AND VOLUNTEERS.....	06
PARTNERS.....	07
OUR ACTIVITIES	08
INDIVIDUAL TENANT SERVICES.....	08
WORKSHOPS.....	11
NEIGHBORHOOD ACTIVITIES	12
DOOR TO DOOR CAMPAIGN	12
CITIZEN MEETINGS.....	13
MARCHES.....	14
OUR PROJECTS.....	15
SENTEZ-VOUS CHEZ VOUS À SAINT-RAYMOND OU WESTHAVEN?.....	15
CHEZ SOI À NDG.....	16
UN TOIT COMME CHEZ SOI POUR LES JEUNES DE NDG.....	16
COMMUNITY LIFE.....	17
NDG HOUSING TABLE	17
MEMBER OF RCLALQ.....	18
MEMBER OF FRAPRU.....	18
MEMBER OF THE COALITION SALUBRITÉ.....	19
STRATEGIC PLANNING COORDINATING COMMITTEE.....	19
CONCLUSION.....	20

MISSION AND OBJECTIVES

Our mission is to offer services to tenants of Notre-Dame-de-Grâce (NDG) and to find solutions to rental housing problems. Our main objective is, above all, to improve the housing conditions in Notre-Dame-de-Grâce, but also those of surrounding neighborhoods. We also want to inform tenants about their rights and obligations and to inform residents of NDG around housing issues.

Due to the lack of tenants rights services in most of the surrounding neighborhoods of NDG, LogisAction offers its services to all residents of peripheral neighborhoods. We therefore offer our service in Notre-Dame-de-Grâce but also receive tenants from neighboring municipalities such as: Côte-Saint-Luc, Montréal-Ouest, Westmount, Hampstead, as well as the West Island.

OUR HISTORY

Our organization has served tenants in NDG and surrounding areas for 5 years. We continue to grow, receive and serve an increasing number of tenants each year. We were fortunate to have the support of the NDG Community Council since the organization's inception. The Council offered office space for us to share within their offices.

With the increasing demand for our services and the expansion of our team, we took steps to find a bigger office space. This task was not easy because there are few affordable community spaces available in the neighborhood. Fortunately, a few offices were freed up in the building we already occupied and we were able to move into a new, more spacious office space. This room is located directly opposite the offices of the NDG Community Council. We are happy to continue to collaborate with the community organizations that we work with and with whom we have developed good collaboration over the years.

The funding of community organizations is a subject of constant concern among community groups and LogisAction NDG is no exception to this. With the current housing crisis, more and more tenants are using our services and we must constantly adapt to meet their needs. To support us in this process, we are grateful to have received funding from Centraide and to count on a new source of financial support from SACAIS. It is also important to mention that all the work accomplished would not have been possible without the team behind LogisAction NDG and our many partners.

BOARD OF DIRECTORS

LogisAction NDG would like to thank its Board of Directors for their involvement, dedication and confidence.

Sheri McLeod - President

Jennifer Beeman - Treasurer

Roy Parsons - Administrator

Patricia Pernica - Administrator

Hannah Stratford-Kurus - Secretary

EMPLOYEES

Fahimeh Delavar - Coordinator

Kevin Sleno - Community worker

Marie-Josée Perreault - Community worker

Ashley Marie Arbis - Contract worker

Athanasios Boutas - Contract worker

Anne-Marie Leblanc - Community worker

Viorica Lortencova - Accountant

INTERNS AND VOLUNTEERS

The help provided by interns and volunteers is invaluable and allows us to offer our services to a large number of tenants. We would like to take a moment to thank the interns and volunteers who brought lasting changes to the housing conditions of NDG and its surrounding area. By contributing their time and skills to LogisAction NDG, these interns and volunteers were able to help build stronger communities and make a positive difference.

Benjamin Aucuit - Social work intern from UQAM

Carolane Rebelo - Pro Bono volunteer

Émilie Doyon - Law intern from Université de Montréal

Jiaqi Guo - Social work intern from Université de Montréal

Michael Cheng - Pro Bono volunteer

Ousmane Diagne - Law intern from Université de Montréal

Nooshin Maghrebian - Volunteer

OUR PARTNERS

We would also like to thank the various organizations and individuals listed below who have greatly contributed to the achievements of LogisAction NDG. Without your contribution, we would not have been able to help so many tenants.

NDG Community Council (free office space)

Secrétariat à l'action communautaire autonome et aux initiatives sociales (SACAIS) (funding for the organization)

Centraide (funding for the organization)

Côtes-des-Neiges-Notre-Dame-de-Grâce Borough (funding for the *Sentez-vous chez vous à Saint-Raymond ou Westhaven* project)

Société d'habitation du Québec : Programme d'aide aux organismes communautaires (funding for the *Non à l'insalubrité!* project (project currently on hold)

Direction régionale de la santé publique (funding for the *Un toit comme chez soi pour les jeunes de NDG* project)

CIUSSS-du-Centre-Ouest-de-l'Île-de-Montréal (accompagnement to consolidate our organization)

Ministère du Travail, Emploi et Solidarité sociale (salary subsidy for *Emploi-Quebec*)

Emploi et Développement social Canada (salary subsidy for *Emplois d'été Canada*)

Service Canada (funding for the *Chez soi à NDG* project)

Provincial deputies and minister (discretionary funds):

- Kathleen Weil, Deputy of Notre-Dame-de-Grâce
- Andrée Laforest, Minister of Municipal Affairs and Housing
- David Birnbaum, Deputy of D'Arcy-McGee
- Jennifer Maccarone, Member for Westmount-Saint-Louis

OUR ACTIVITIES

LogisAction NDG continues to offer individual tenant services, host workshops and information kiosks, and partake in door knocking campaigns. Education in tenants rights is at the heart of our mission and we are always on the lookout for new approaches to reach more tenants in the neighborhood. The right to housing and access to clean and affordable housing are one of our priorities. We also organized two citizens meetings with tenants from the neighborhood who came to discuss housing issues.

INDIVIDUAL SERVICES FOR TENANTS

We offer a personalized individual services available by appointment. Tenants can come and meet with us to discuss their housing issues. In order to facilitate access to this service, it is possible to meet with one of our staff members either at our office, Walkley Community Center, Dépôt Community Food Center or at Bienvenue à NDG. Multiple points of service allow us to reach vulnerable and marginalized tenants.

Our points of service



Bienvenue à NDG
2180 avenue Belgrave,
Montreal, H4A 2L8

LogisAction NDG

5964 Notre-Dame-de-Grâce, #208,
Montréal, H4A 1N1

Food Depot

6450 avenue Somerled,
Montréal, H4V 1S5

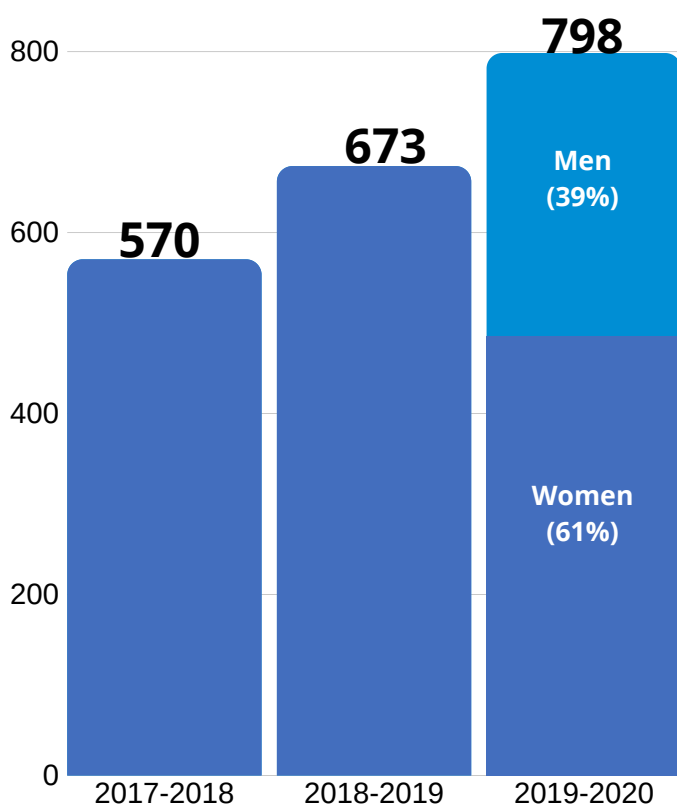


Walkley Community Center

6650 rue Côte Saint-Luc,
Montréal, H4V 1G8

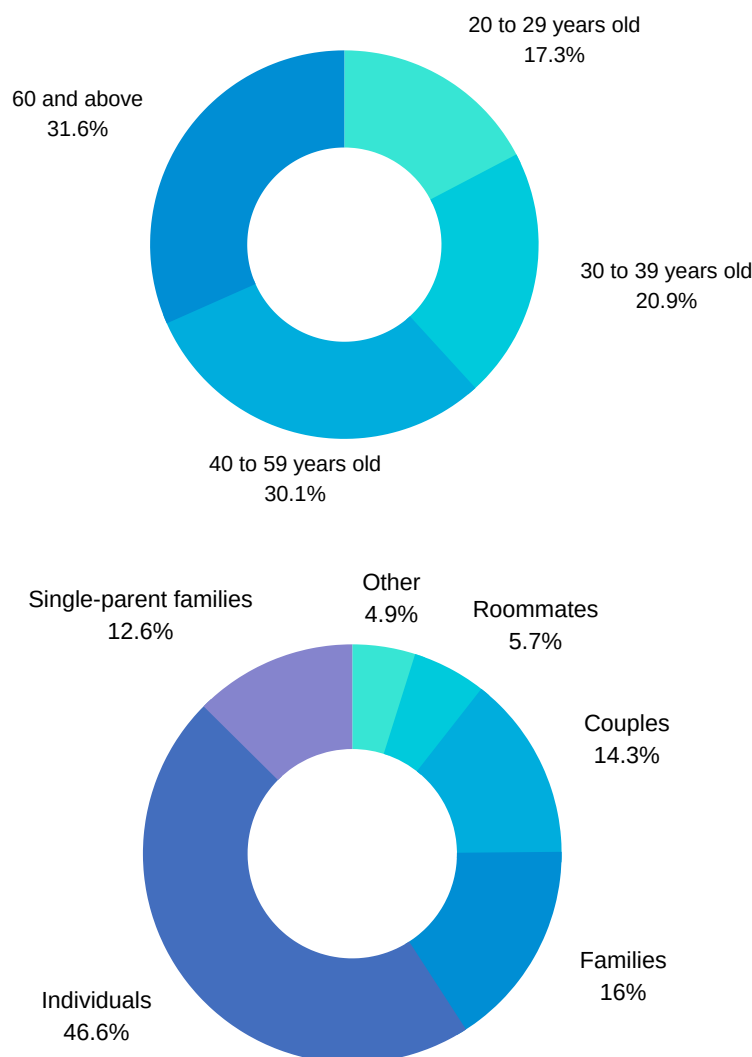
Number of interventions

Year after year, the demand for our individual service continues to increase and LogisAction serves more and more tenants. This year, 61% of the tenants who used our service were women.



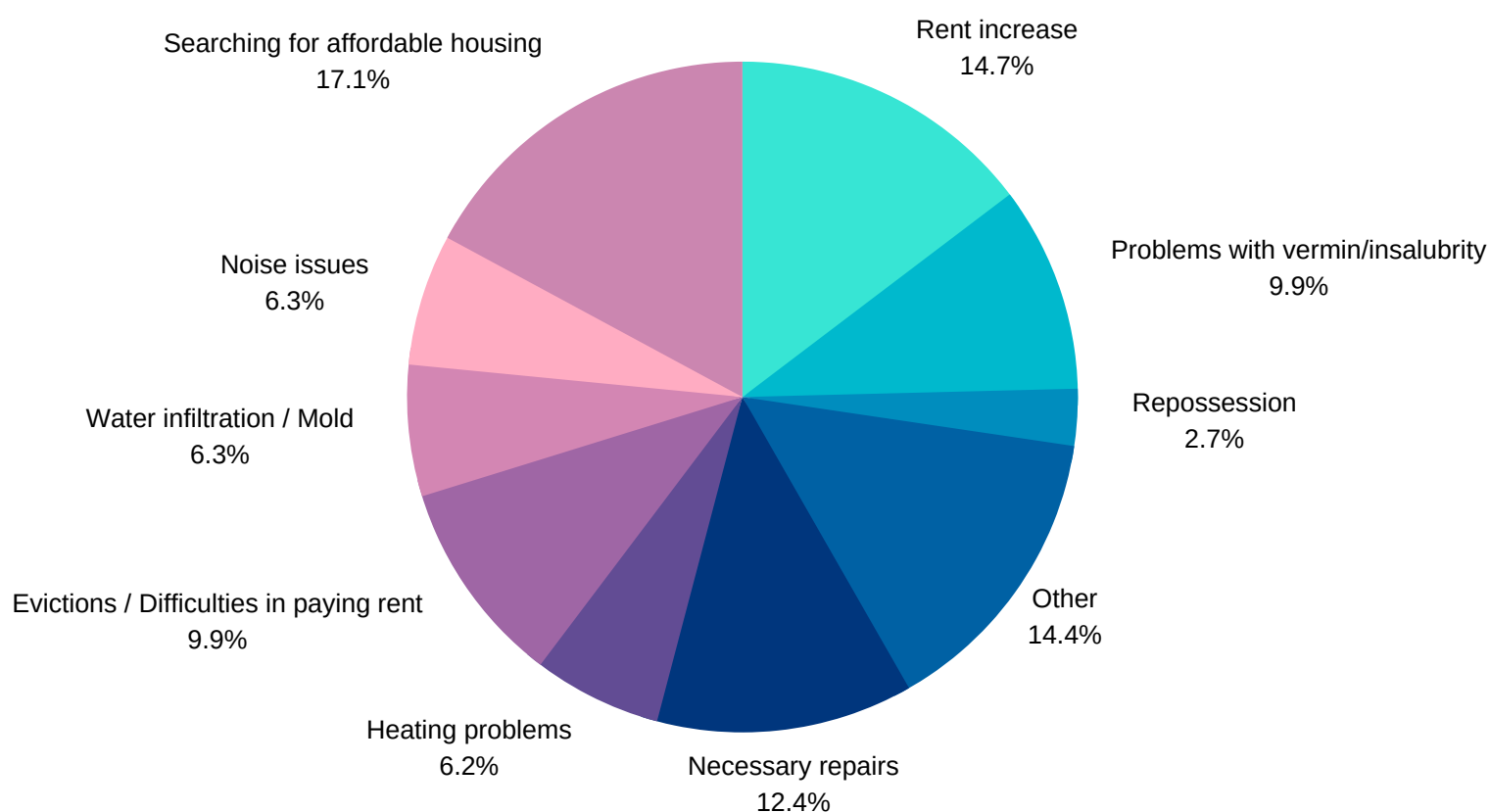
Socio-demographic information

Data about tenants who used our service between 2019-2020.



ISSUES AFFECTING TENANTS WHO USE OUR SERVICE

The problems invoked by the tenants who made use of our service are varied, but the ones that were most often reported to us in 2019-2020 are: the search for affordable housing, rent increases, the need for repairs, evictions / difficulty paying rent and vermin / sanitation issues.



WORKSHOPS

Each year, LogisAction NDG offers various workshops on housing issues. These popular education workshops are often offered in partnership with other organizations in the neighborhood.

Workshops on social housing: During this workshop, we presented the procedure and rules applicable to low income housing in NDG. This workshop was given on July 12, 2019 at the Food Depot and on September 19, 2019 at the NDG Community Council. 12 people attended these workshops.

Workshops on signing the lease: This workshop covers the steps to follow when apartment searching and information on the rules for residential leases. Two workshops were held at the Food Depot, one on June 28, 2019 and the second one on January 17, 2020. In all, 17 people attended these workshops.

Rent Increase Campaign: The end of winter often means receiving a notice for a rent increase. LogisAction NDG took the initiative to organize workshops on rent increases in various organizations in the neighborhood during the months of February and March 2020. The workshops aim to correct certain myths and explain tenants rights, such as the right to renew the lease and refuse the rent increase. Three LogisAction interns participated in a training session on rent increases organized by the RCLALQ. Our team was able to provide information on how to estimate the amount of a justified increase based on specific data, including municipal taxes, school taxes and the type of heating. We managed to reach 40 people with this workshop series.

Rent increase workshops were organized in the following organizations:

- Bienvenue à NDG (2 workshops)
- Walkley Community Center
- Contactivity
- Food Depot
- Women On The Rise

NEIGHBORHOOD ACTIVITIES

LogisAction NDG has participated in various events in the neighborhood in order to increase the visibility of the organization and answer questions from tenants present during its activities. We have notably participated in:

- Ramadan evening organized by Bienvenue à NDG and the NDG Community Council (May 12, 2019)
- The festive BBQ organized by the NDG Community Council (July 27, 2019)
- The Fielding-Walkley neighborhood party organized by the NDG Community Council (September 15, 2019)
- Community Health Forum (October 20, 2019)
- The Social Justice Club of the Community Food Center Depot (November 11, 2019)
- The "Lunch Club" organized by the NDG Community Council (November 29, 2019)

DOOR TO DOOR CAMPAIGN

As part of the *Sentez-vous chez vous à Saint-Raymond ou Westhaven?* project we undertook a door-to-door campaign until May 31, 2019 to collect data about tenants and their housing situations in two aforementioned sectors. This campaign allowed us to distribute a large quantity of LogisAction NDG pamphlets.

We also distributed our pamphlets in the Fielding-Walkley sector in order to inform the tenants about the existence of the organization, our services as well as the activities that we organize.

Citizen Meetings



Benjamin, a social work intern at LogisAction, did a great job informing NDG tenants to come and discuss housing issues in a friendly atmosphere. The two citizens meeting allowed us to discuss and build relationships with 8 tenants of the neighborhood.

The first citizens meeting took place on December 10, 2019 in one of the locales of the NDG Community Council. During this meeting, concerns about the devitalization of the neighborhood and the increasing cost of rents emerged as major concerns. For LogisAction, knowing the concerns of its members is essential to direct its projects and actions.

The second edition of the citizens meeting took place on February 13, 2020 in our new office space. Around tacos and a good apple crisp, we discussed our concerns about housing issues in NDG. Throughout the conversations, we made the commitment to write a letter to our elected officials to inform them of the housing issues in the neighborhood asking. The letter titled "There is no safety net for tenants" was written in collaboration with our members.



MARCHES



TENANT'S DAY



CENTRAIDE WALK

With the housing shortage and increasing rental costs, it is important to protect the rental stock and increase the supply of affordable social housing are put into place. Developing changes in favor of tenants requires concerted effort of local organizations and municipal, provincial and federal government. During the past year, LogisAction NDG participated in several marches aimed at promoting the right to housing.

- Tenants' Day (RCLALQ) (April 24, 2019)
- Centraide Walk (September 2, 2019)
- The Global Climate March (September 27, 2019)
- Regional activities for rent control (RCLALQ) (January 21, 2020)
- March for social housing now! (FRAPRU) (February 7, 2020)



REGIONAL ACTIVITIES FOR RENT CONTROL



MARCH FOR SOCIAL HOUSING NOW!

OUR PROJECTS

This year, we are pleased to have completed two projects that have helped promote the right to housing and support tenants, *Sentez-vous chez vous à Saint-Raymond ou Westhaven?* and *Chez soi à NDG*. The *Un toit comme chez soi pour les jeunes de NDG* project has completed its first year. During the first year of the project, we focused on the needs assessment aspect of the project.

Sentez-vous chez vous à Saint-Raymond ou Westhaven?

The main objectives of this project were to assess the socio-economic status of the inhabitants of Saint-Raymond and Westhaven, as well as the housing conditions of the rental stock in these two sectors.

The results show that there were indeed problems related to housing in these sectors and that the living conditions of tenants could be improved. This study made it possible to draw a complete socio-economic portrait of its residents, as well as a portrait of the housing conditions and rental buildings in these two targeted sectors. Going door-to-door to collect the data made it possible to raise awareness and inform people about their tenants rights and to inform them of our organization. It was also possible to identify the needs of tenants in terms of accompaniment and socio-community referrals and to identify problematic buildings in the two sectors. This will help guide the borough's interventions, in particular with regard to salubrity.

The goal of the project was to provide older tenants with the knowledge and support to participate in the resolution of housing problems. The target population of this project was people over 60 years old living in low-cost housing or tenants on the private market. We set up training on housing law adapted to the reality of HLM tenants, which was presented in 5 HLMs intended for people aged 60 and over in NDG. To reach tenants in the private market, we made three presentations in partnership with neighborhood organizations. Thanks to the support of its organizations, we were able to transmit relevant information on housing law during presentations at the Café Boomers of the Food Depot, the Senior Citizen's Council and Contactivity. This project allowed us to transmit essential information to older tenants, to better target the issues that affect them and to increase the accessibility of our services.

Un toit comme chez soi pour les jeunes de NDG

This project aims to understand the housing needs of vulnerable youth in NDG between 18 to 24 years old. This project, in particular, aims to increase the number of social and affordable housing in the neighborhood by specifically targeting vulnerable young people. The project has largely three main components: an assessment of housing needs, partnerships with local organizations and the creation of an action plan for the implementation of the project.

At the beginning of the project, we created an advisory committee composed of members of the CIUSSS of Center-Sud-de-l'Île-de-Montréal, Head and Hands, Table de concertation jeunesse NDG, NDG Community Council, University of Montreal and Batshaw Youth and Family Centers. We also have a youth representative on our committee to ensure that the voices of youth are consulted and included throughout our project.

The committee met 5 times during the first year of the project. During the first year of the project, we focused on the needs assessment aspect of the project. We were able to organize 4 discussion groups with workers from 8 youth organizations. We received just over 60 questionnaires filled with young people who live in the neighborhood or who use the services of our partner organizations.

COMMUNITY LIFE

NDG Housing Table

LogisAction NDG and the NDG Community Council coordinate the NDG Housing Table. As part of the Housing Table, we study housing issues. This year, we focused on two objectives: improving housing conditions, in particular subsidized housing (social housing (HLM), NPOs and cooperatives), and increasing the number of social housing in the neighborhood. These two objectives aim in particular to meet the objectives detailed in the NDG strategic plan.

The NDG Housing Table supports projects that aim to improve rental and affordable housing in the neighborhood by writing letters of support. The Housing Table wrote letters of support for two projects aimed at improving housing in NDG. The first project is entitled "No to insalubrity in NDG" and is funded by the Community Housing Organizations Assistance Program (PAOC) of the Société d'habitation du Québec (SHQ). The second project is called "Cooperative: Partage Solidarité" and it was sent to the borough.

- CIUSSS du Centre-Ouest-de-l'Île-de-Montréal
- NDG Seniors Council Organization
- NDG Community Council
- Coup de balais
- Food Depot
- Le Groupe Conseil en Développement de l'Habitation
- Habitat for Humanity
- Les Habitations communautaires NDG
- Les Habitations Tango/Association des locataires de Tango
- Les Maisons Transitionnelles O3
- Office municipal d'habitation de Montréal
- Prévention NDG
- Regroupement des organismes du Montréal ethnique pour le logement
- Teninform

Member of Regroupement des comités logement et associations de locataires du Québec (RCLALQ)

The Regroupement des comités logement et associations de locataires du Québec (RCLALQ) is an organization that defends and promotes the right to housing. The RCLALQ advocates for measures to control the rental market, greater access to justice for tenants and promotes popular education on the right to housing. This year, we participated in several actions as part of the Justice for Tenants campaign. Indeed, we have observed that tenants are disadvantaged during proceedings before the Régie du logement.

Member of Front d'action populaire en réaménagement urbain (FRAPRU)

The Front d'action populaire en réaménagement urbain (FRAPRU) is a national group for the right to housing. FRAPRU is active on the challenges of urban planning, the fight against poverty and the promotion of social rights. Their mission is in line with our objectives of improving the condition of housing and greater access to affordable housing.

This year, FRAPRU demanded more social housing and protection for tenants against speculation, evictions and gentrification. At LogisAction, we support the demands of FRAPRU, in particular their requests to increase social housing. The number of social housing units in the neighborhood simply does not meet the growing need for low-income and affordable housing. Many tenants who use our services are facing housing problems due to increasing cost of rents. More and more rental units are becoming out of reach for many NDG tenants. We participated in several events organized by FRAPRU.

Member of the Coalition Salubrité

As part of this coalition, we worked with the borough's Permits and Inspections Service to discuss the issue of insalubrious housing conditions in the neighborhood. We were particularly concerned about the improvement of two specific subjects: the inspection and monitoring process for insalubrious buildings and the collaboration between the inspection service, borough officials and the coalition.

Regarding the insalubrity issues, we had meetings with Mrs. Magda Popeanu, one of the city councillors of our borough. The Coalition Salubrité is made up of the following organizations:

- NDG Community Council
- Project Genesis
- Corporation de développement communautaire de Côte-des-Neiges
- L'Organisation d'éducation et d'information logement de Côte-des-Neiges (OEIL)
- LogisAction NDG
- CIUSSS du Centre-Ouest-de-l'Île-de-Montréal

Strategic Planning Coordinating Committee

We participated in COCOPS. COCOPS is coordinated by the NDG Community Council and is made up of directors from 15 local organizations that serve different populations in the neighborhood. These meetings were used to develop the NDG Strategic Plan, but also to discuss best tactics to improve the activities of our organization.

In the end, COCOPS helped create the 2016-2021 NDG Strategic Plan and Action Plan. As an organization defending the rights of tenants, we worked in particular on the fourth objective of the Strategic Plan which aims to improve the accessibility and affordability of rental housing in the neighborhood.

Conclusion

We would like to thank all of our partners, board of directors, employees, interns and volunteers for making the past year a memorable one.

Thanks to all of your hard work, collaboration and dedication, we were able to meet the growing need for our services, strengthen our relationships with our community and participate in various housing-related events.

Please stay in touch with us by email and through our [Facebook](#) page.