



5 years of service to tenants in the neighborhood

Annual report 2020-2021

LogisAction NDG

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ABOUT THE ORGANIZATION

Our mission and our goals

Our mission is to provide a support service to tenants in Notre-Dame-de-Grâce and find solutions to problems related to their rental situation. Our main objective is, above all, to improve housing conditions in the Notre-Dame-de-Grâce district, but also in neighboring municipalities.

LogisAction NDG not only provides services to NDG residents but also offers tenants rights information and support to tenants who live in surrounding neighborhoods without a housing committee. Thus, tenants from Côte-Saint-Luc, Montreal West, Westmount, Hampstead, as well as the West Island are able to use our services if needed.

We also inform tenants about their rights and obligations and support tenants find social and affordable housing. Due to the current pandemic, we offered our services remotely (by phone, Zoom, or email) and presented numerous workshops to educate tenants about their rights. When the sanitary measures were lifted and allowed for more flexibility, we were able to return to our offices when possible. Providing our services in person is very much needed for some of NDG's most vulnerable tenants who use our services because some of them do not have access to a computer or the Internet.

Our history

Our organization has been serving tenants in NDG and surrounding areas for 5 years. This past year our team has mainly worked remotely due to the ongoing pandemic. Nevertheless, the situation helped us to consolidate the technical aspect of our organization. We now have our own email addresses and an improved online database. We are also currently working on a new online database which will significantly improve our services once completed.

Although we mainly work from home, we have also improved the physical environment of our workspace by purchasing office equipment to ensure not only our team members but also our service users have a pleasant experience in our office. While most of our interventions have taken place remotely, we are slowly returning to our office following the DRSP health protocols.

Board of directors

Sheri McLeod - President

Hannah Stratford-Kurus - Secretary

Jennifer Beeman - Treasurer (term lasted until December 2020)

Roy Pearsons - Administration

Patricia Pernica - Administration

Amanda Benn - Interim member of the board of directors

We would like to thank Jennifer Beeman for her contribution to our organization.

Amanda Benn is currently an interim member of the board of the directors. Her mandate will be voted on during the general assembly.

Employees

Fahimeh Delavar - Coordinator

Kiara Palanca - Community Organizer

Anne-Marie Leblanc - Community organizer (until November 2020)

Carolane Rebelo - Community worker

Gabrielle Murray-Coté - Community worker

Ashley Marie Arbis - Project manager

Interns and volunteers

Émile Denault - Law student intern

Jacqueline Chen - Law student intern

Wolfgang Kayitalire - Intern

Jean-François Gagnon - Technical support

Accounting services

Viorica Lortencova - Accountant

Partners

We would like to thank our funders, both organizations and individuals, mentioned below for their support this past year. Your help has helped us maintain our services for tenants, many who were experiencing both problems related to the housing crisis and the pandemic.

- Secrétariat à l'action communautaire autonome et aux initiatives sociales (funding for our organization)
- Centraide (funding for our organization)
- Société d'habitation du Québec : Programme d'aide aux organismes communautaires (funding for the No to insalubrity! project (postponed project))
- Direction régionale de la santé publique (funding for the Un toit comme chez soi pour les jeunes de NDG project)
- Fondation du Grand Montreal (funding during confinement)
- Ministère du Travail, Emploi et Solidarité sociale (wage subsidy from Emploi-Quebec)
- Emploi et Développement Social Canada (Canada Summer Jobs wage subsidy)

Provincial deputies and minister (discretionary funds)

Kathleen Weil, Member for Notre-Dame-de-Grâce

David Birnbaum, MP for D'Arcy-McGee

Borough councilors (discretionary funds)

Sue Montgomery, Lionel Perez, Peter McQueen, Magda Popeanu and Christian Arsenault

OUR ACTIVITIES

Over the past year, LogisAction NDG has continued to provide essential individual services to tenants. Due to the pandemic, we have had to adapt to provide much of our services online. Likewise, we also gave workshops online due to the strict sanitary measures.

Although it took us some time to adapt, our online services has also allowed us to reach a larger population who may not have had time to attend one of our workshops in person or at our office. At the same time, the move online also reminded us that some vulnerable tenants need much more than online help and more in-person help, especially those who do not have access to a computer, phone or the Internet. To reach vulnerable populations, we went door-to-door when possible to distribute brochures on rent increases and educate tenants on salubity issues.

However, we continue to offer valuable tenant information through online workshops. Finally, we also participated in various in-person activities such as information kiosks, marches and banner drops while respecting health measures.

Over the past year, we continue to emphasize the need for safe and healthy social and affordable housing in the neighborhood.

Individual tenant assistance service

Our service points

Before the pandemic, we had points of service at Bienvenue à NDG, the NDG Food Depot and the Walkley Community Center. Due to the pandemic, however, we have had to offer our services online and when possible and necessary, in person at our offices.

As such, the vast majority of our interventions were carried out either online via Zoom, by email or by phone. Although we were unable to physically meet tenants at our various service points, we continued to inform tenants of upcoming events and their rights through brochures as part of Food Depot's food basket program and online workshops with community organizations like Bienvenue à NDG. In urgent or special cases, we have met with tenants in person at our office.

From April 1, 2020 to March 31, 2021, we made 919 interventions.

Statistics on our service users

Residence of our service users

The vast majority of our service users are residents of NDG (74.7%). Tenants from surrounding neighbors, Côte-Saint-Luc (6.7%), Côte-des-Neiges (6.2%), Westmount (2.3%) Hampstead (1.5%), also use our services. We also receive tenants from the municipalities of the west of the island of Montreal, Dollard-Des Ormeaux (1.8%), which do not have a housing committee on their territory. Note: This information is based on 793 entries.

In addition, the majority of tenants who contact us are women (Figure 1) and the majority of our service users are over 30 (Figure 2). We don't have a lot of young people (under 30) who contact us.

Sex

Does not wish to specify
0.8%

Women
66.6%

Men
32.6%

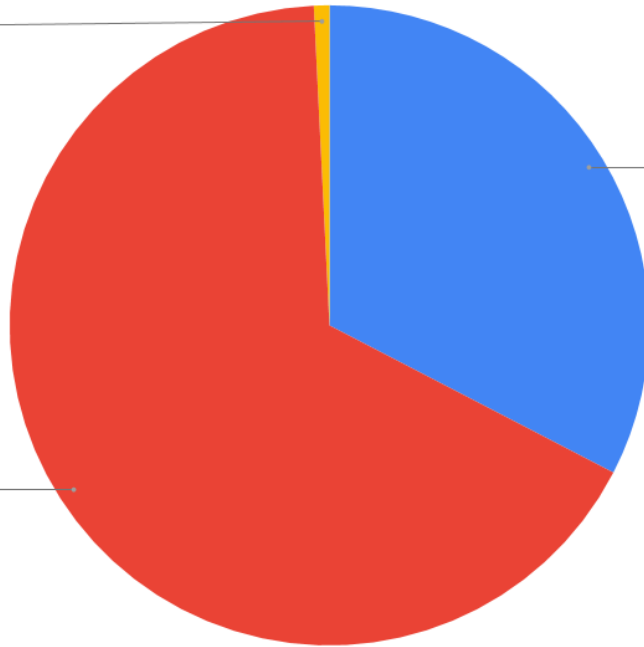


Figure 1. The gender of our service users

Number of entries for this chart: 642

Age

Does not wish to specify
2.4%

20 - 29 years old
12.8%

50 - 59 years old
11.6%

60 - 69 years old
18.2%

30 - 39 years old
17.3%

70 years and above
12.8%

40 - 49 years old
24.2%

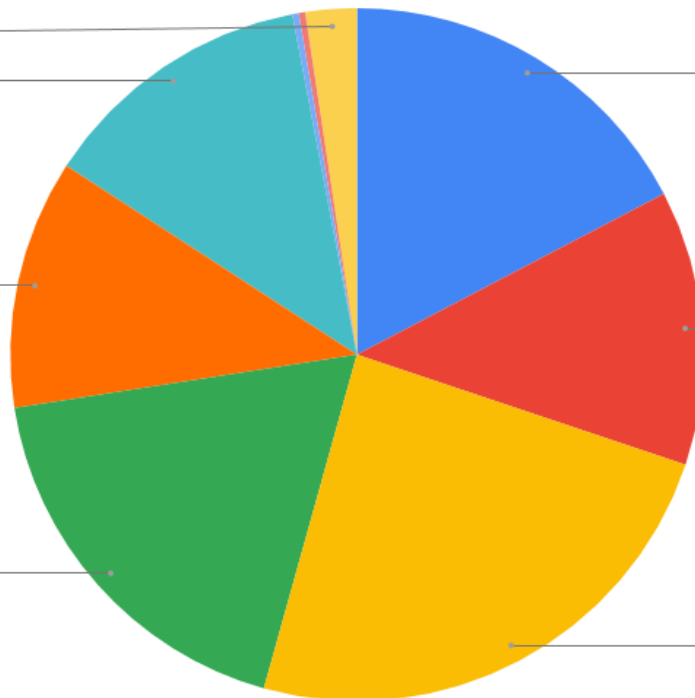


Figure 2. The age of our service users

Number of entries for this chart: 336

More than half of our service users live with someone, either with their family, partner, children or roommate (s). As for people living alone, they represent the majority of people who contacted us for information (Figure 3).

The majority of our service users are non-immigrants. However, there are a good number of immigrants and non-permanent residents who contact us for information (Figure 4).

The majority of our service users are English speakers. The rest are French speaking. Few of the tenants who contact us need an interpreter (Figure 5).

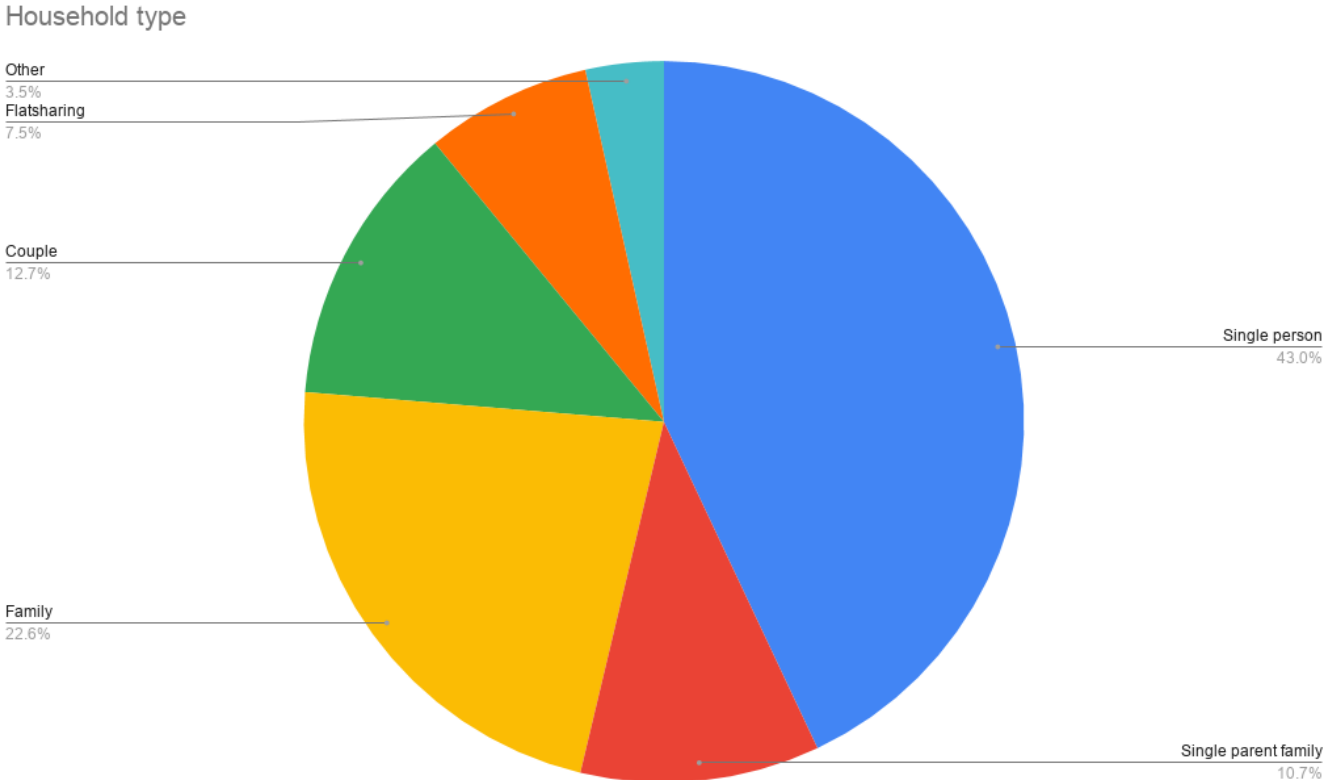


Figure 3. The types of households of our service users
Number of entries for this chart: 457

Immigration status

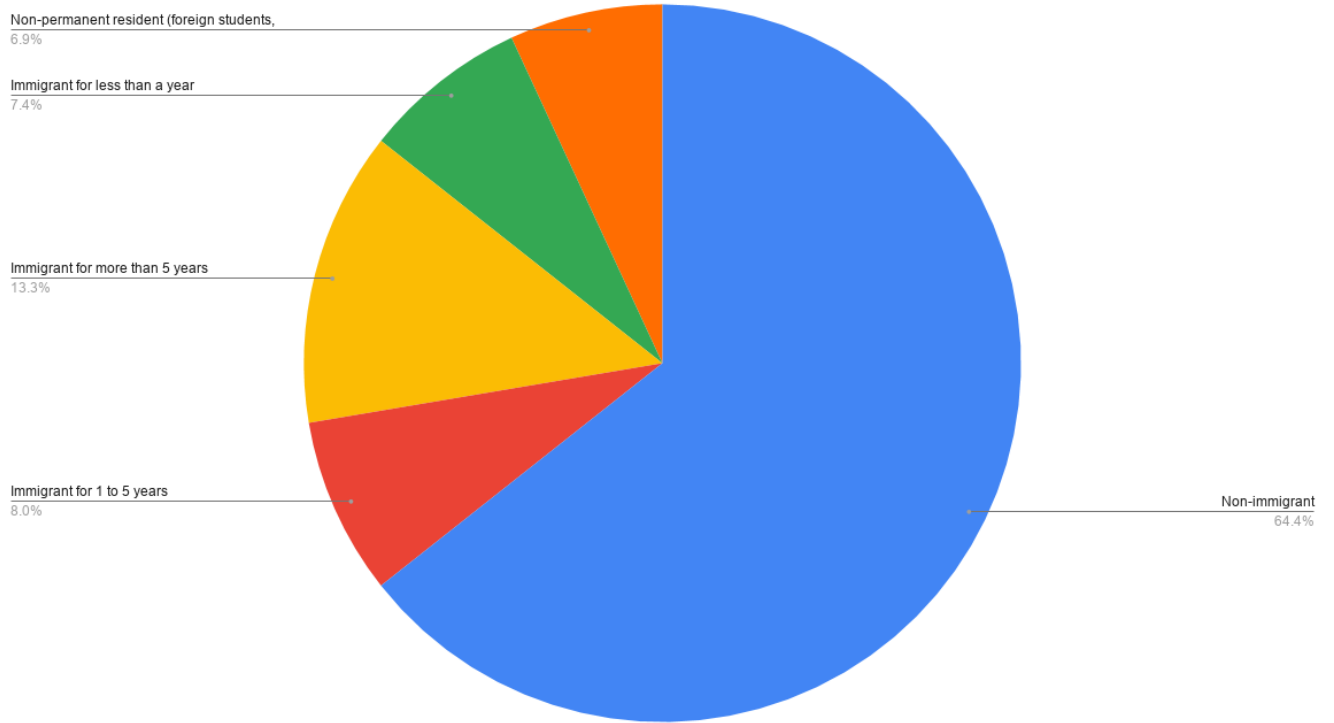


Figure 4. Immigration status of our service users

Number of entries for this chart: 189

Language

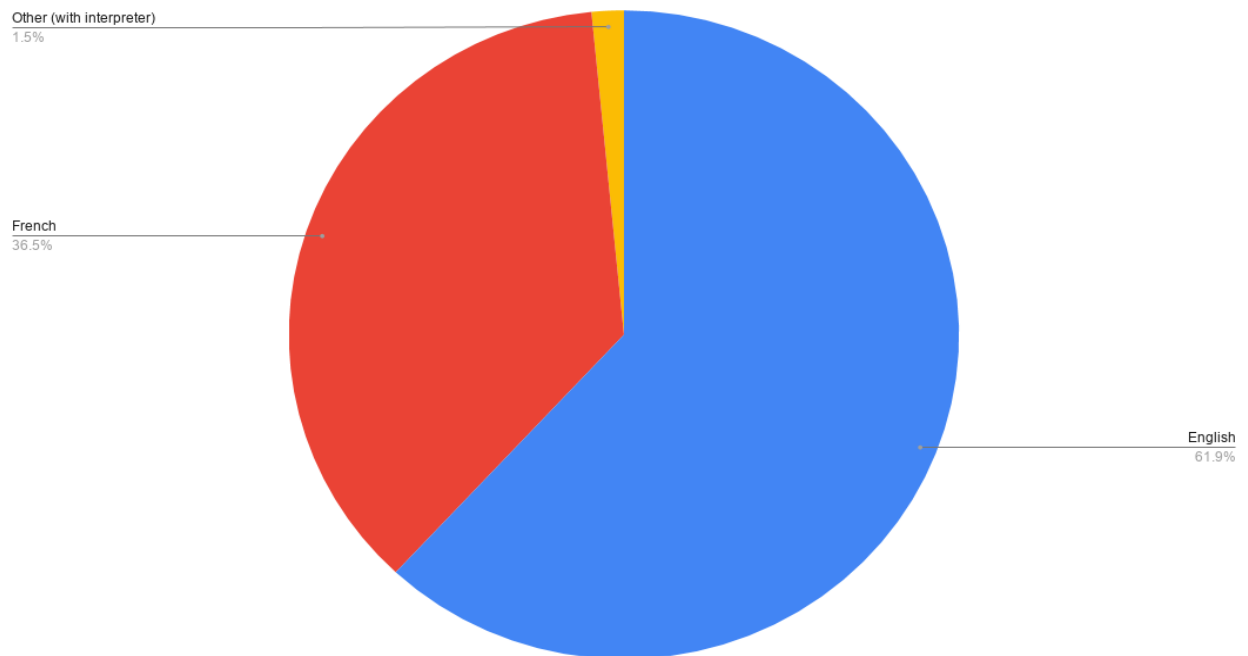


Figure 5. The language of communication of our service users

Number of entries for this chart: 647

Category of problem

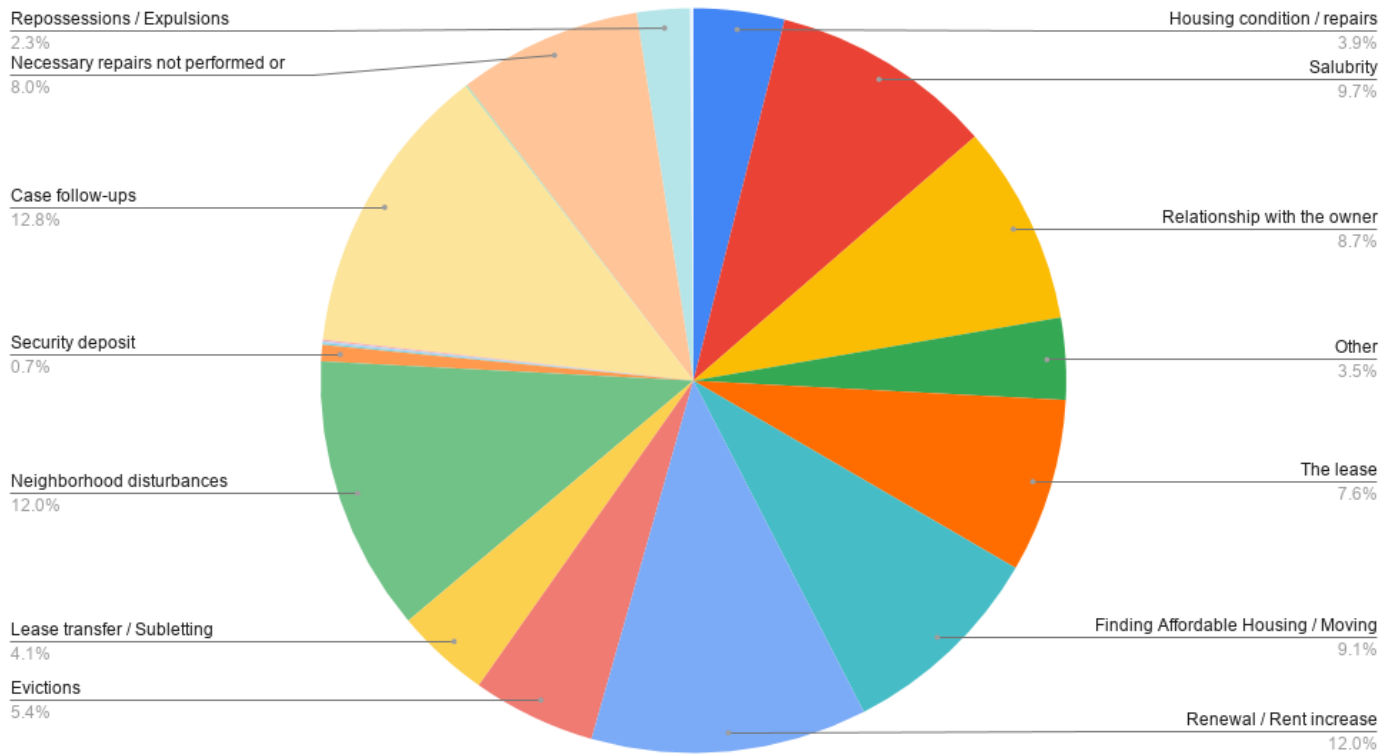


Figure 6. Categories of problems encountered by our service users

Number of entries for this chart: 1271

The most common problems that tenants face when they contact us are rent increases (12%) and neighborhood disturbances (12%). The following issues also come up often: salubrity issues (9.7%), search for housing (9.1%), relations with their landlord (8.7%). Finally, we do many follow-ups with tenants (12.8%).

Note: Many tenants contacted us because they had several issues. As such, in interventions that identified many problems, each problem was separate.

Workshops

Over the past year, we have continued to deliver workshops on a variety of tenant rights topics. However, due to the pandemic we were not able to do as many workshops as we would have liked. Nonetheless, our team presented workshops on various important issues facing tenants. The workshops were all held online.

In the past year, we were able to deliver a total of 16 online workshops. We presented 10 general workshops on tenant rights and 6 workshops on rent increases. We had approximately 145 participants in total for all our workshops. The themes of our workshops were: social housing, salubrity, tenants' rights, search for housing, community mobilization.

Unfortunately, the two last listed workshops mentioned did not attract many participants. Instead, the workshops helped to better prepare for similar workshops for the coming year.

Below is the list of workshops presented last year:

1. June 2, 2020 - NDG Community Council (5 participants)
2. September 30, 2020 - Bienvenue à NDG (around 30 participants)
3. October 3, 2020 - Bienvenue à NDG (around 15 participants)
4. November 26, 2020 - Chez Soi (1 participant)
5. December 9, 2020 - Social Justice Club of the Food Depot (1 participant)
6. December 14, 2020 - Residents of a transitional youth housing project in NDG - (4 participants)
7. January 28, 2021 - Chez Soi (11 participants)
8. February 16, 2021 - Bienvenue à NDG (14 participants)
9. February 18, 2021 - Bienvenue à NDG (6 participants)
10. March 10, 2021 - Promis (6 participants)

Rent increase campaign

Each year, LogisAction NDG participates in the RCLALQ Rent Increase Campaign. During this period, we present workshops to tenants to give them information on rent increases. This year, we were able to hold 6 workshops on rent increases between February and March 2021.

Below are the dates of the workshops and our partners:

1. February 25, 2021 - Carrefour Jeunesse Emploi NDG (8 participants)
2. March 11, 2021 - Women on the Rise (2 participants)
3. March 18, 2021 - LogisAction NDG (9 participants)
4. March 23, 2021 - Bienvenue à NDG (11 participants)
5. March 24, 2021 - Promis (10 participants)
6. March 27, 2021 - Bienvenue à NDG (12 participants)



Figure 7. Screen of the Rent Increase Workshop: March 11, 2021 with Women on the Rise

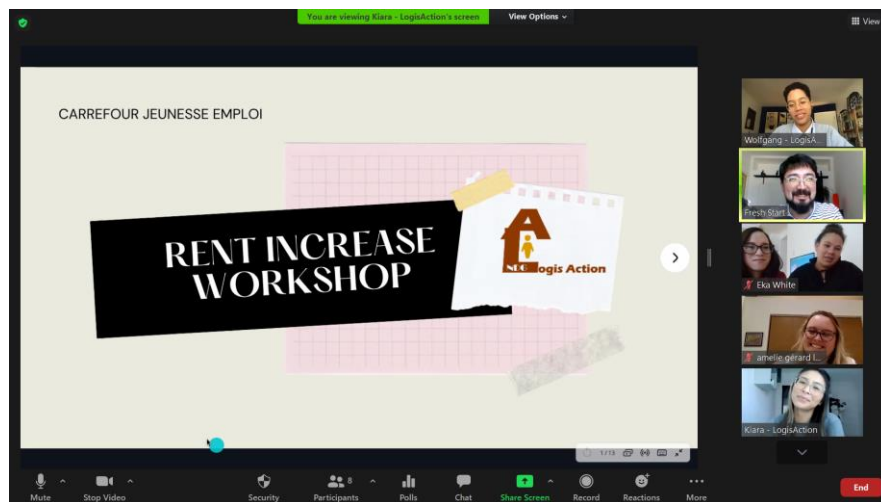


Figure 8. Screenshot of the workshop on rent increases: February 25, 2021 with Carrefour Jeunesse Emploi NDG

In total, we held 6 workshops on rent increases between February to March 2021.

In addition to the workshops, we also distributed brochures for the Rent Increase Campaign. In March 2021, we were able to conduct door-to-door activities related to the rent increase. As part of these outings, we distributed pamphlets produced by the RCLALQ without discussing with residents so as not to take risks related to the pandemic. A total of 784 pamphlets were distributed.

This campaign allowed us to educate tenants about their rights in terms of rent increases. The workshops were a popular education tool where tenants also had the opportunity to ask all their questions regarding rent increases and tenant rights in general. Our distribution of brochures by RCLALQ on rent increases was another popular education tool. In addition, the brochures distributed were in French and English to ensure that tenants received information in a language they understood.

Mobilizations

Marches

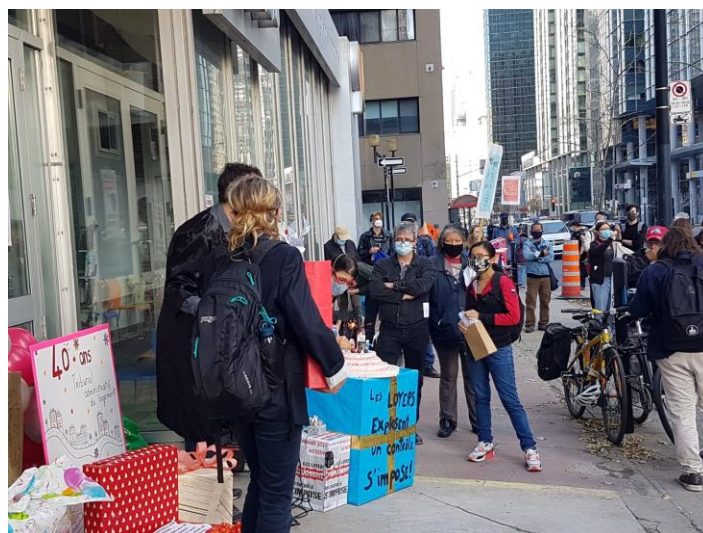


Figure 9. Rents are exploding: control is needed! - November 10, 2020 - RCLALQ

For the Regroupement des comités logement et associations de locataires du Québec (RCLALQ)'s campaign, Rents are exploding: a control is needed! , LogisAction NDG joined other housing committees before the Administrative Housing Tribunal to denounce abusive rent increases and demand mandatory rent control.

Theater workshop and event - FRAPRU - March 19, 2021

For the Front d'action populaire en réaménagement urbain (FRAPRU) campaign on For social housing now !, LogisAction NDG joined Point Saint-Charles' RIL and the Genesis Project for the presentation of a play inspired by the lived experiences of the tenants of NDG, Côte -des-Neiges and Point Saint-Charles. The play was presented by Temps Publique. Other housing committees joined the event in demanding more social housing.

Banner drops



Figure 10. For social housing now! - November 10, 2020 - FRAPRU

For the FRAPRU campaign on For social housing now !, LogisAction NDG collaborated with Project Genesis for a banner drop in de Maisonneuve, near the Vendôme metro station.

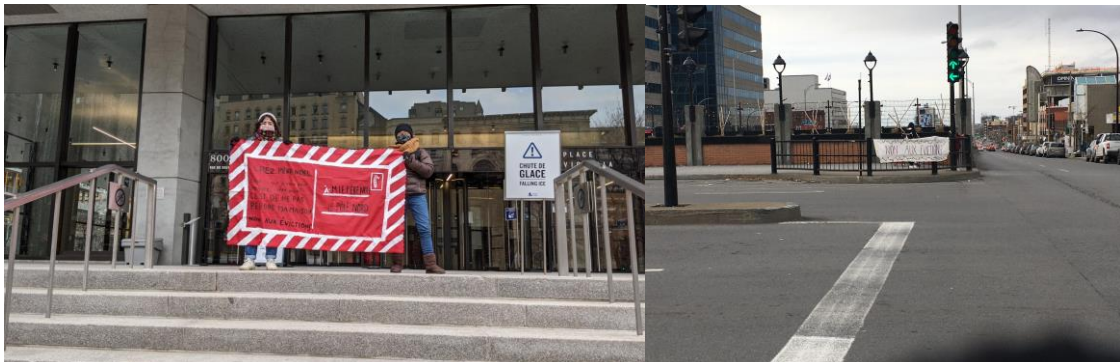


Figure 11. Against renovations - December 14, 2020 - RCLALQ

To denounce renovations, LogisAction collaborated with Project Genesis for some of the banner drops near the Snowdon metro. We also sent a large painted postcard to denounce the renovations to the Minister of Municipal Affairs and Housing, Andrée Laforest.

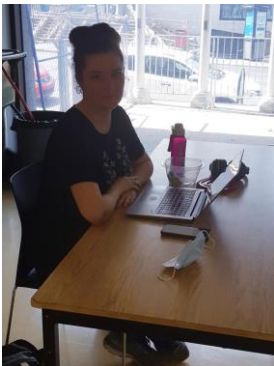


Figure 12. For social housing now! - February 1, 2021 - FRAPRU

For the FRAPRU campaign on For Social Housing Now !, LogisAction NDG collaborated with Project Genesis for banners around NDG and CDN.

Awareness Activities

July 1, 2020



In anticipation of July 1st, LogisAction NDG in partnership with Project Genesis made a banner drop near the Snowdon metro. The drop of banners was part of the local actions for the RCLALQ. In addition, one of our team member was on site at 6767 Côte-des-Neiges with borough inspectors, CDC CDN, Projet Genesis and l'Organisation d'éducation et d'information logement de Côte-des-Neiges (OEIL CDN) to help tenants who needed to move and find housing (Figure 13).

(Above) Figure 13. Anne-Marie Leblanc, community organizer, at 6767 Côte-des-Neiges

In preparation for July 1, we collaborated with Project Genesis in mid-June 2020 to create banners demanding more social housing from the provincial government. The banners were hung at the intersection of Decarie and Queen-Mary near the Snowdon metro (Figure 14).

In addition, we participated in various meetings with community organizations, inspectors and other housing committees and the OMHM to prepare the various activities that took place on July 1st.



Figure 14 - June 17, 2020 - RCLALQ

Neighborhood activities

Information kiosks

Due to the pandemic, we were unable to be present at many information booths. We took the opportunity to distribute brochures from LogisAction NDG and other community organizations to parents during an open house at Côte Saint-Luc High School.

In August 2020, we attended an information booth organized by the NDG Community Council at Cote Saint-Luc High School. We were able to distribute over 100 LogisAction NDG brochures and other community resource brochures. Bienvenue à NDG was also present at the booth.

Interventions to our borough councilors

We participated in 1 public consultation on the Règlement encadrement logement on September 30, 2020 and asked a question about tourist residences. We also participated in 2 borough council meetings on September 5, 2020 and October 5, 2020 and asked questions about short-term housing and the development of social housing in the neighborhood.

Door to door

Over the past few years, we have been going door-to-door in the various priority sectors of the neighborhood. However, due to the pandemic, we weren't able to do as many door-to-door visits. When health protocols were relaxed, we were able to go door-to-door in fall 2020 and winter 2021.

During August and September 2020, we went door-to-door four times in approximately 9 buildings. The buildings were in the Fielding-Walkley sector, with the exception of two buildings on Grand Boulevard. 21 tenants agreed to complete our questionnaire with us in September 2020. In August 2020, we were able to distribute 160 LogisAction NDG brochures. When we went door-to-door in September 2020, we noticed cases of vermin, water infiltration, heating issues and major repairs. Worryingly, the most common problem was vermin.

In September 2020, we were also able to improve the content of the questionnaire as well as the organization and planning of our door-to-door activities. Due to the confinement measure we have not been able to go door to door consistently for a few months. We were able to go door-to-door regularly in March 2021.

In March 2021, the visiting cards announcing our workshops were distributed to the number of 1,163. During these outings, we also distributed 80 posters to promote the theatrical action of FRAPRU and 28 pamphlets of targeted mobilizations for buildings where the inhabitants had received temporary relocation notices and 48 pamphlets for problems related to salubrity.

We have created our own brochures to educate tenants about salubrity issues and how to deal with them effectively. The door-to-door distribution of brochures helped us with the popular education of tenants who do not have access to a computer or the Internet. Nevertheless, they were able to receive essential information concerning salubrity and relocation. In total, during this campaign, we reached 300 addresses in the Fielding-Walkley sectors, on Sherbrooke Street and in the Benny Farm sector.

Mailings

We sent letters between June and October 2020 to 7 buildings in the neighborhood that were facing various issues such as illegal evictions and bedbugs. Our goal was to reach 114 people living in different buildings to raise awareness of their tenants rights. Sending information through the mail is one of the ways we were able to educate tenants during the pandemic. It also served as an alternative to going door-to-door.

Online mail campaigns

We sent an email to our federal representative, Marc Garneau, to make them aware of the urgent need for social housing in NDG. The letter was sent as part of an e-mail campaign to parliamentarians from different districts of the city. The action was part of the ongoing FRAPRU campaign called For Social Housing Now !.

We also sent an email to the borough concerning the Côte-des-Neiges and Notre-Dame-de-Grâce's Règlement d'encadrement logement. The letter was written by community organizations in Côte-des-Neiges and Notre-Dame-de-Grâce who work on housing issues.

Newsletter

In the last year, we kept our newsletter subscribers up to date with collective action events, workshops and other information that may be of interest to them. We sent out 11 newsletters from April 2020 to March 2021.

OUR PROJECTS

Un toit comme chez soi pour les jeunes de NDG

During the past year, we were able to complete the needs assessment part of the project. We finalized the questionnaires sent to the young people and organized a focus group with the young people. The project faced some problems, namely the difficulty of recruiting young people to participate in our youth focus group. Unfortunately, a few young people who wanted to participate were unable to participate because they did not have access to a computer. Additionally, some of the questionnaires distributed to various Notre-Dame-de-Grâce youth organizations were not completed due to the disruption of services due to the pandemic. Nevertheless, we were able to complete our needs assessment.

We presented the results of the needs assessment process to two local groups, the Table du logement de Notre-Dame-de-Grâce and the Table de concertation jeunesse Notre-Dame-de-Grâce, and also presented to the organizations that participated in the needs assessment process and to the borough councilors of the districts that represent our neighborhood. The presentations of the results of the needs assessment allowed us to raise awareness regarding the needs of at-risk youth to local organizations and community partners. A GRT offered to help us in the development of the project. The advisory committee started the preliminary document to define and clarify the project. During the past year, the advisory committee met 7 times.

We would like to thank the members of our advisory committee for this project: the CIUSSS, Bathsaw, the Notre-Dame-de-Grâce Youth Roundtable, a professor in social work from the University of Montreal, Notre-Dame-de-Grâce Community Council, Head and Hands and our youth advisor. We also thank ROMEL for their invaluable advice in the development of our project.

No to insalubrite in NDG (PAOC) - Project postponed (July 2022)

One of the main objectives of the project, funded by Programme d'aide aux organismes communautaires en habitation (PAOC) of the Société d'habitation du Québec (SHQ), was to go door to door in the neighborhood. Due to the current pandemic, it is not possible to go door

to door to visit unsanitary or problematic housing, or to support tenants in their housing problems. As such, the project was postponed until next year.

Summer Student (2020)

During the summer of 2020, as part of the Summer Student program, one of our team members provided much-needed support and services to tenants in Notre-Dame-de-Grâce, Côte Saint-Luc and Hampstead.

The housing crisis and the pandemic have exacerbated the housing problems and the obstacles affected tenants in the neighborhoods and in other neighborhoods in the city of Montreal. Thus, she was able to provide information on tenants' rights on a range of topics such as evictions and their rights in relation to visits. She has also helped some tenants search for an apartment; a task further complicated by the pandemic. In total, 150 interventions were carried out.

COMMUNITY LIFE

Notre-Dame-de-Grâce housing table

Over the past year, the Notre-Dame-de-Grâce Housing Table focused on various housing issues, particularly during the pandemic. The Table focused specifically on the coops and non-profit housing organizations that have experienced many difficulties in the neighborhood and how to improve these buildings.

Between March and September 2020, the Table met on a weekly or bi-weekly basis to ensure tenants receive the support they need, especially during the first months of the pandemic. July 1 was especially important due to moving day and the Table joined in planning for the day.

After September 2020, the Table met once a month or once every two months. La Table also worked on a list of social housing in the neighborhood and mapped them.

Here are the members of the NDG Housing Table:

- CIUSSS du Centre-Ouest-de-l'Île-de Montréal
- Conseil des aînés et aînées de Notre-Dame-de-Grâce
- Conseil Communautaire Notre-Dame-de-Grâce
- Coup de balais
- Dépôt centre communautaire d'alimentation
- Le Groupe Conseil en Développement de l'Habitation
- Habitat pour l'humanité
- Les Habitations communautaires Notre-Dame-de-Grâce
- 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

- A representative of the borough

Member of RCLALQ

During the past year, we participated in the Regroupement des comités logement et associations de locataires du Québec (RCLALQ)'s annual general assembly and in meetings with the mobilization committee and the Montreal Group. Both committees were particularly concerned about the increase in cases of renovations and abusive rent increases in Montreal and other municipalities. In particular, we participated in the activities of July 1, the RCLALQ campaigns for mandatory rent control.

Member of FRAPRU

During the past year, we participated in the annual general assembly of the Front d'action populaire en réaménagement urbain (FRAPRU) and in meetings with the Montreal Group, the sub-committee on the next municipal elections. During the meeting, other housing committees were particularly concerned about the urgent need for social housing across the province of Quebec. In particular, we participated in activities linked to the FRAPRU campaign "For social housing now", such as banner drops in the neighborhood and the theater workshop.

Meetings with Côte-des-Neiges and Notre-Dame-de-Grâce organizations on housing issues

During the past year, we participated in various meetings with housing committees and tables of Côte-des-Neiges and Notre-Dame-de-Grâce. In particular, we have come together to mobilize around the Housing Framework Regulation (Regulation RCA20 17331) of the CDN-NDG borough to demand that tenants be protected from renovations. We also met briefly to discuss the Blue Bonnets redevelopment project in Côte-des-Neiges. The committees have met 8 times in the past year.

Member of the Salubrity Coalition

Two meetings of the Coalition were held this year. The members of the Salubrity Coalition are, the Organisation d'éducation et d'information logement de Côte-des-Neiges (L'OEIL CDN) Projet Genèse, Corporation de développement communautaire de Côte-des-Neiges (CDC de CDN), LogisAction Notre-Dame-de-Grâce and the Notre-Dame-de-Grâce Community Council. The first meeting was on February 3, 2021 where the subjects of renovations, sanitation inspectors and a proposal of the lines of work for the coming months. The second meeting was held on March 15, 2021 and focused on the Coalition's mandate and the themes to be retained in the action plan.

CONCLUSION

This past year was a different year where we had to adapt quickly to ensure that our service users continue to receive much needed information about their tenant rights. We couldn't have done it without our employees, interns, volunteers and accountant. In addition, we would like to thank our Board of Directors, partners and funders for your continued support.

Over the past year, we have been able to forge new ties and strengthen ties with other community organizations. We would particularly like to thank the housing committees of Ville Marie and Montréal-Nord for helping us with our internal policies and other administrative matters. Thank you for taking the time to share your experiences with us so that we can grow and improve as an organization.

We also thank Jean-François Gagnon for voluntarily helping us with electronic services over the past year. With his help, we were able to continue to provide much-needed support and services to tenants in need.

To stay informed of our activities, do not hesitate to contact us by e-mail, visit [our website](#) or [our Facebook page](#).