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# LogisAction

2023-2024

ANNUAL REPORT



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# About our organization

## MISSION AND VALUES

LogisAction Notre-Dame-De-Grâce is a non-profit organization whose mission is to help tenants better understand their housing rights. We offer our individual services to residents of Notre-Dame-de-Grâce, Montreal West, Côte-Saint-Luc, Hampstead, and Westmount.

In addition to our individual service, we mobilize residents for collective actions through our workshops, by going door to door in areas of the neighborhood with recurring issues, as well as our partnership with neighborhood organizations to disseminate information on defending tenant rights.



*Wesley Community Center*

## YEAR IN REVIEW

LogisAction Notre-Dame-de-Grâce is an organization that was created in 2017 to help tenants better understand their housing rights and continues to serve tenants in the neighborhood to this day. With the housing crisis since 2023 we have an increase in demand for our individual service following rent increases however, the lack of social and affordable housing in the neighborhood is a growing concern for tenants facing a record increase in rents for a second consecutive year.

This year, we worked to get information faster on rent increases by collaborating with our community partners for rent increase clinics. This method helped us meet the ever-growing need for information about rent increases as this issue, as we will see later, is one of the biggest concerns of tenants in the neighborhood and surrounding areas.

In addition, we were able to promote popular education and tenant empowerment by inviting tenants of problematic buildings into our offices. During these meetings, tenants were able to meet their neighbors, share their experiences and concerns and view their situation as a collective effort to defend their rights. In this way, information was spread to a bigger crowd.

As such, the methods and popular education topics that we decided to focus on this year were based on the urgent and important needs of tenants. Indeed, as each issue comes up, our team adapts to try to get information to tenants as soon as possible.





We also adapted on our administrative side to improve our processes and software to become more efficient as a team and to get information faster to tenants. Throughout the year, we incrementally improved our Zammad system based off issues that arise and we are continually working to better improve our systems.



To better serve our customers, we continue to improve our processes with our software for individual help.

Finally, to make our services more accessible to more vulnerable residents, we work in partnership with neighborhood organizations as points of contact where we can organize workshops and consultations with local residents.



## OUR TEAM

### BOARD OF DIRECTORS

Patricia Pernica – President  
Roy Pearsons – Administration  
Georges Ohana – Administration  
Amy Lord – Secretary  
Alain Spitzer – Treasurer

### EMPLOYEES

Fahimeh Delavar – General Director  
Felicia Rotaru – Community Worker  
Aymeric Gaba – Community Organizer  
Catherine Plawutsky – Community Organizer  
Diane Rutayisire – Administrative Agent  
Meghan Couture – Summer Student  
Ashley Marie Arbis – Project Manager

### ACCOUNTING SERVICES

Viorica Lortencova – Accountant

### INTERNS AND VOLUNTEERS

Clare Milliken – Urban Planning Intern  
Meghan Couture – Law Intern  
Zoe Di Francesco – Law Intern  
Jean-François Gagnon – Technical Support  
Nooshin Maghrebian – Volunteer



## PARTNERS

With our funders' support, we provide important services to NDG tenants through educational and empowering activities. Thank you for your continued support in our work and our team.



### Funders

- Secretariat for Autonomous Community Action and Social Initiatives
- Centraide
- Community Housing Transformation Center (Cooperative: Partage et Solidarité Project)
- Employment and Social Development Canada (Summer Jobs Wage Subsidy Canada)

### MPPs and Minister (discretionary funds)

- Désirée McGraw, Member of Parliament (MP) of Notre-Dame-de-Grâce





# New this year

## ADMINISTRATIVE AGENT

This year, LogisAction hired an administrative assistant to help manage calls and clients. Our administrative agent was able to greatly improve both the client and work experience at LogisAction by taking charge of appointment scheduling and client management. By answering the calls from tenants and promptly returning their calls and emails, we are now able to offer support to clients much faster and help the urgent cases quickly. Additionally, as the community organizers did not need to answer messages from new clients anymore, they were able to take more appointments and take better care of their ongoing cases. We are also now able to help the tenants that simply “walk-in” by booking them an appointment at a later date with a community organizer.

★★★★★ 2 Avril 2024

It was a completely positive, reassuring experience all-round. [redacted] was warm and friendly as I walked into the LogisAction office. And my time spent with [redacted] who is also warm and friendly as well as patient and attentive, was extremely helpful and full of valuable information. If a tenant in the NDG/Cote Saint Luc area needs any type of help relating to tenant/landlord issues, I highly recommend making contact with LogisAction.

★★★★★ 18 Jan 2024

[redacted] were super helpful and friendly. We are very thankful for their support.

*Customer reviews on booking platform Setmore*

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# Services, Activities, Projects

## OUR YEAR IN NUMBERS

Across all our different activities at LogisAction, we:

- Answered **6593** calls
- Held **3779** interventions with **1566** unique clients
- Distributed **1482** pamphlets around the neighbourhood
- Facilitated **33** workshops for a total of **547** participants
- Went door-to-door at **120** buildings
- Attended **5** tenants' rights marches
- Had **3** special events
- Sent **6** newsletters to our members
- Made **3** press appearances



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## INDIVIDUAL TENANT ASSISTANCE SERVICE

LogisAction's main method of informing tenants about their rights is through one-on-one meetings with community organizers. This year, we were able to directly assist 1556 tenants, with 983 new clients between April 2023 and March 2024. We take appointments with tenants either in person or over the phone and provide information over email as well. We were able to give tenants legal information 5175 times throughout the year through in-person appointments, phone appointments, or emails.



In the last year, we saw an increase of 53 cases from the year prior. While we tried our best to collect clients' demographic information for statistics, we have less information for some categories than last year. This is because of the increase in "unknown/no answer" cases we had this year, which rose from 11% to 31.78%.

At points during the year, we were unable to keep up with the demand of questions and appointment requests that were coming in due to a lack of resources and could not respond to all clients in a timely manner. Many clients did not answer our follow-up inquiries, thus leading to the increase in cases with unknown issues or no response from the client.

We received a lot of calls this year due to more tenants wanting to know their rights and due to the hard work of our administrative agent answering calls more frequently. Indeed, we are now able to get back to our clients faster than the previous years. However, this means that there is also a higher rate of non-answered calls. This explains the threefold increase in "Unknown/No answer" cases.

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The months January to April tend to be extremely busy, as tenants are receiving lease renewal notices containing rent increases. There is an extremely high demand for interventions with community organizers to help tenants calculate a reasonable rent increase and receive guidance on how to respond to their landlord's lease renewal notices. We saw an increase in our Rent Increase cases from last year, from 18% to 23.61%. To accommodate more tenants, we took a different approach to our individual appointments with tenants this year and decided to take shorter appointments with tenants regarding rent increases, which we were able to do because the cases tend to be straightforward. This way, we were able to meet the high demand, seeing more tenants with our limited resources. We will try our best next year to keep up with the demand for our services, especially during rent increase season while also asking clients for statistical information more regularly.

We use the scheduling software Setmore to book our meetings and send out automated emails to clients with the appointment details. We track our meetings with clients on the program Zammad, where we can create a file on a tenant that gathers all the information about their housing issue and demographic information. Every year, we find new ways to use Zammad to keep our employees more organized, give tenants the best service we can, and collect useful information about what populations use our services.

Additionally, our community organizers help clients with more than just housing issues – many tenants come to us in situations of distress or needing support in areas other than housing. In the face of greater social issues that underlie clients' housing situations, our community organizers refer clients to other community resources, such as ones about immigration, employment, or social benefits.





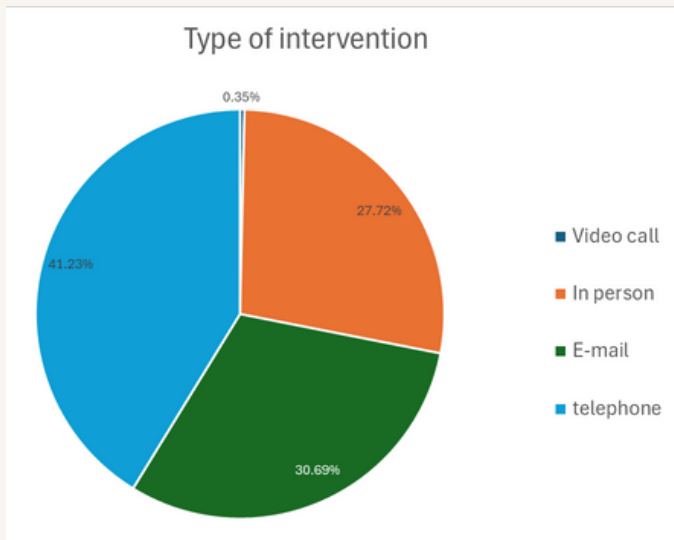


Figure 1. Total interventions by type

We did a lot of interventions by telephone (41.23%). The second largest type of intervention we did was by e-mail (30.69%). Finally, we did 27.72% of interventions in person.

Total: 1414

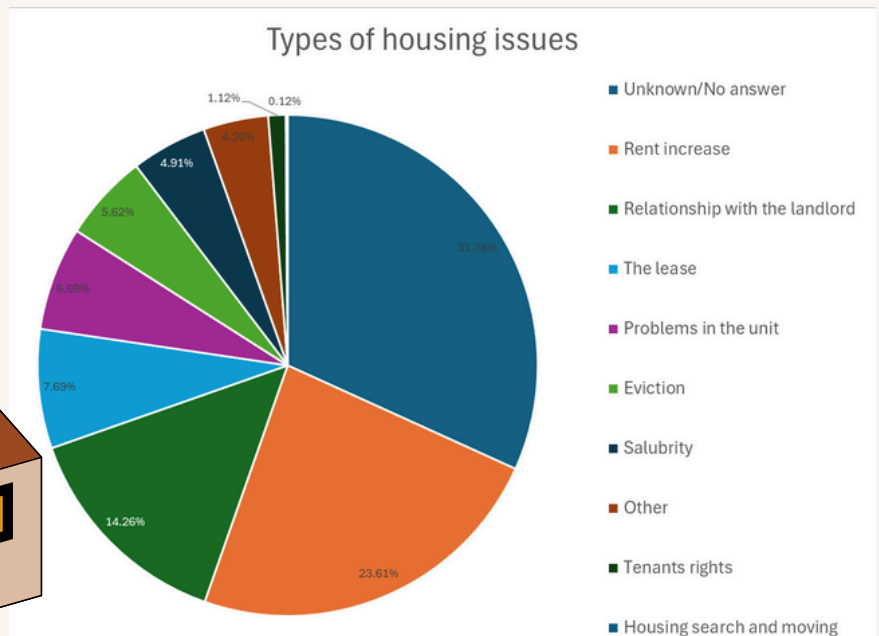
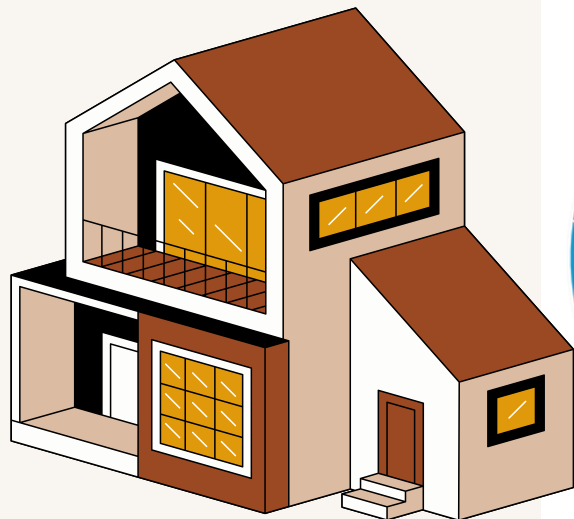


Figure 2. Types of housing issues

We had a lot of “unknown/no answer” cases (31.78%). This type of case is followed by “rent increases” (23.61%). The rest of the other issues are due to issues with their landlord, the lease, and the state of their apartment.

Compared to last year, we have fewer cases categorized as “tenants’ rights”. In the upcoming year, we will work to lessen the use of this unspecific type of case. Finally, we have a few cases related to housing search and moving (0.12%).

Total: 1690

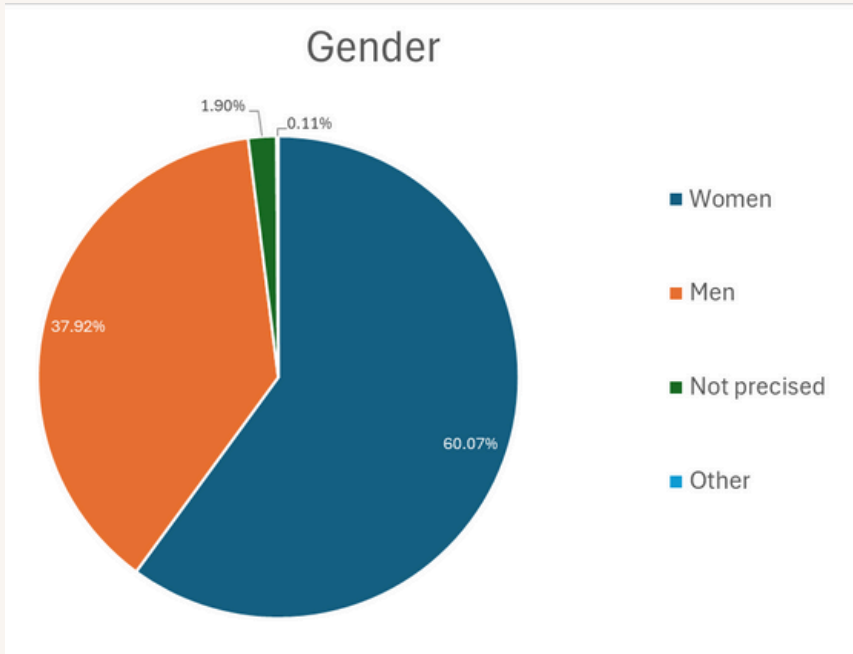


Figure 3: Gender of clients

The majority of our clients are women (60.07%).

Total: 894

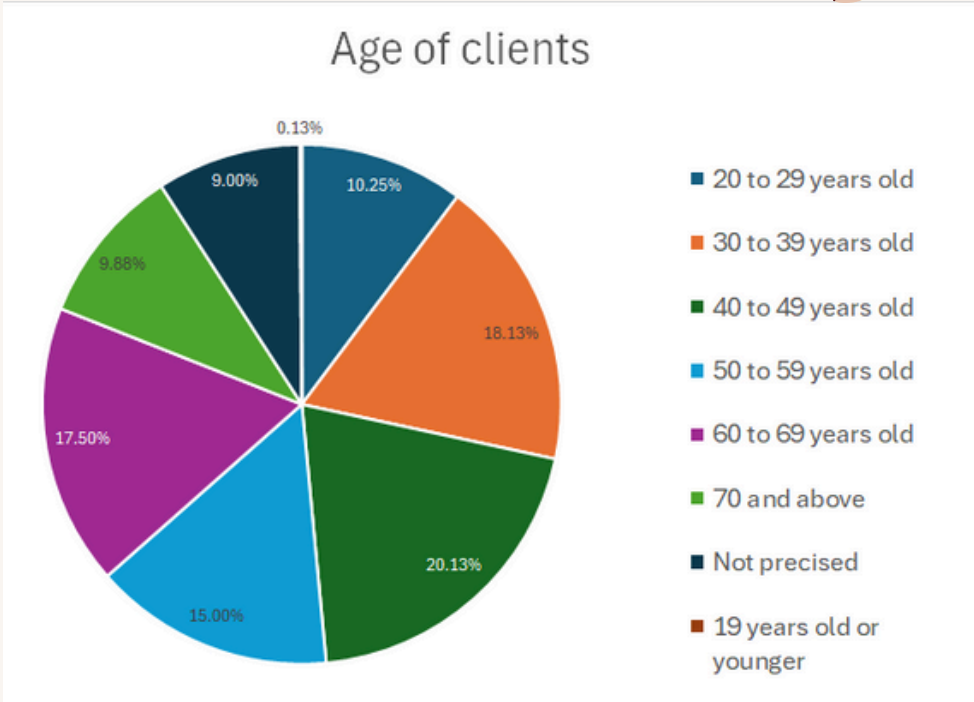


Figure 4: Age of clients

We offer help to a wide range of clients from different age groups. Our biggest age group this year are 40 to 49 years old at 20.13%. This age group is followed by 30 to 39 years old age group at 18.13%. Then, we have 60 to 69 years old at 17.50%. In all the vast majority of our clients are over 30 years old.

Total: 801

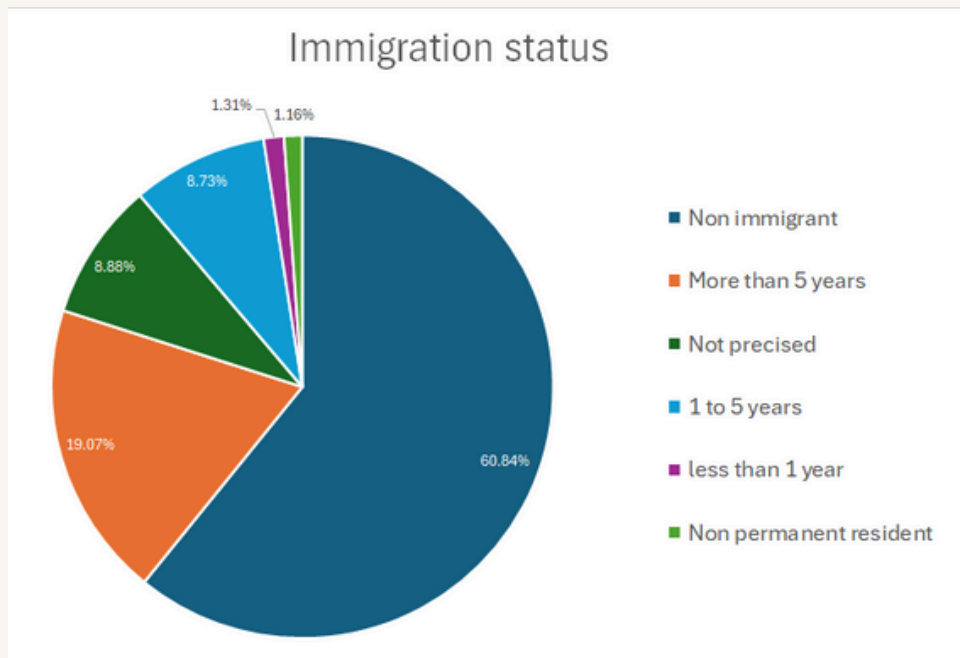


Figure 5: Immigration status

The majority of our clients are non-immigrants (60.84%). This category is followed by clients who have been living in Canada for more than 5 years (19.07%). This category is followed by clients who have not precised their immigration status (8.86%).

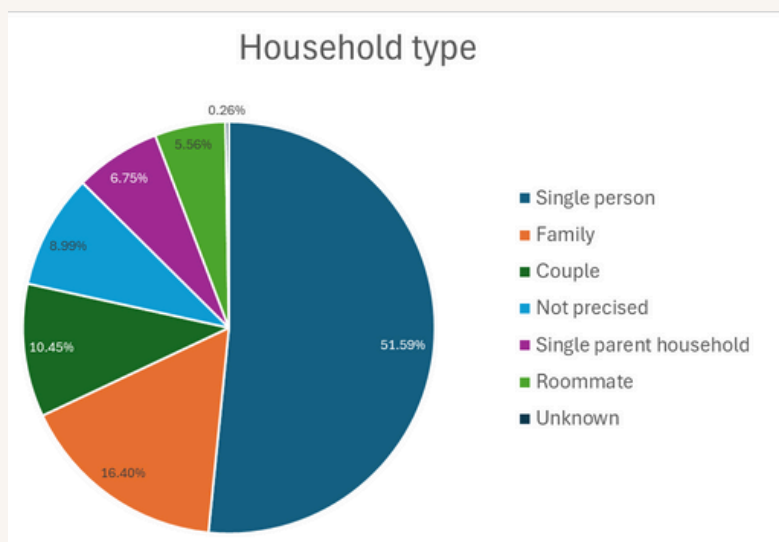
Total: 688



Figure 6: Type of households of clients

The majority of our clients live alone (51.59%). The next category of household type are families (16.40%), followed by couples (10.45%).

Total: 757



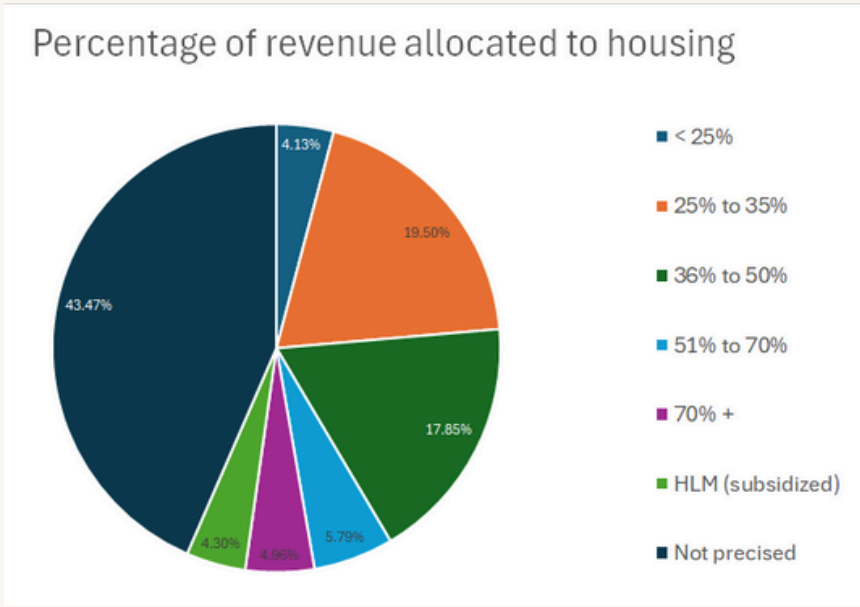


Figure 7: Percentage of revenue allocated to housing

Apart from those who have not precised their percentage of revenue allocated to housing; the next big category of clients is those who pay 25% to 35% of their revenue on rent (19.50%). This category is followed by clients who pay 36% to 50% of their revenue to housing (17.85%). We have a high percentage of clients who do not know their percentage of revenue allocated to housing which explains why we have a high number of “not precised” cases.

Total: 606

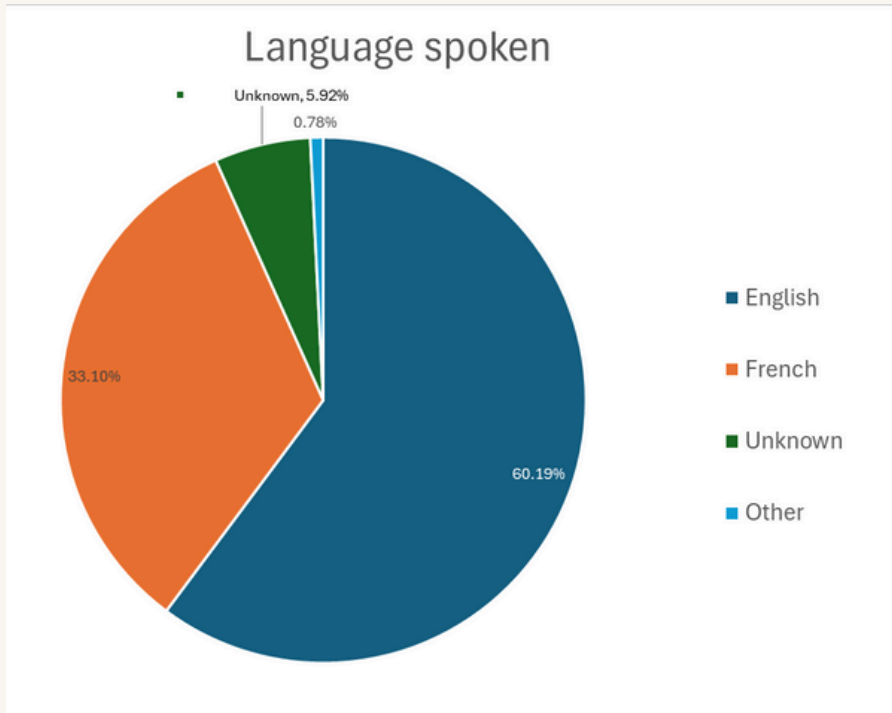


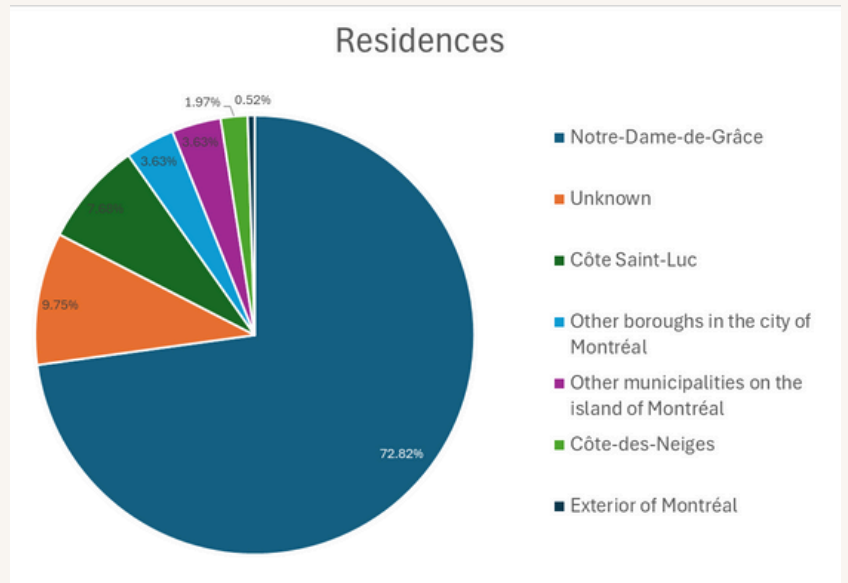
Figure 8: Language spoken of clients

The majority of our clients speak English (60.19%), followed by French (33.10%).

Total: 1149

Figure 9: Residence of clients

The vast majority of our clients live in NDG (72.82%). However, we also receive clients from surrounding boroughs and cities – 7.68% from Côte Saint Luc, 3.63% from other boroughs, and 1.97% from Côte-des-Neiges.



Total: 965



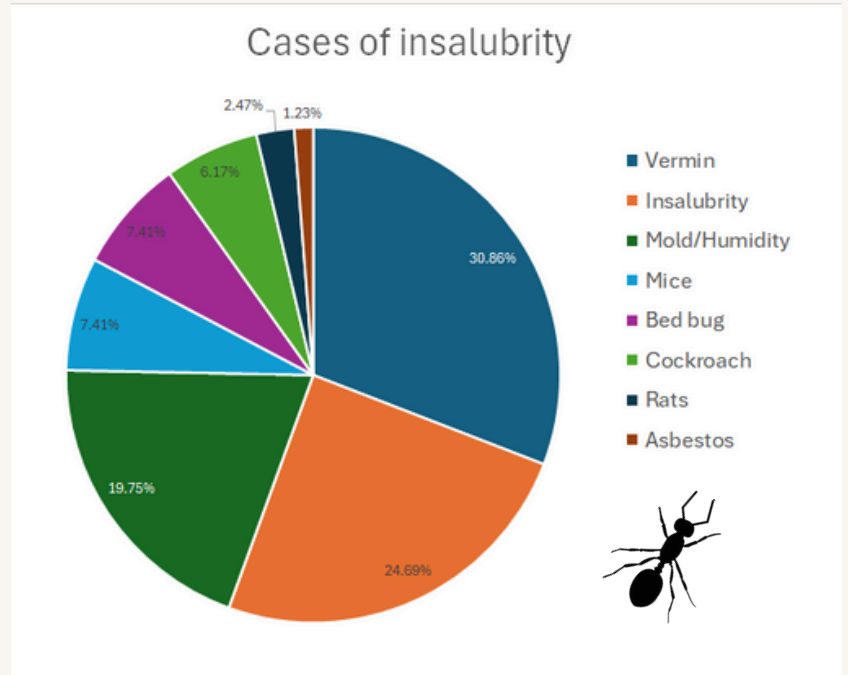
Figure 10: New clients referrals

The majority of our clients found us through a Google search. This is followed by the following five categories: don't know, referred by a friend, another organization, the NDG Community Council and their neighbor.

Total: 698

Figure 11. Cases of insalubrity

The majority of our salubrity cases are vermin cases (30.86%), followed by general insalubrity cases (24.69%), followed by mold/humidity cases (19.75%). The following four categories are different types of vermin such as mice, bed bugs, cockroaches and rats. Finally, we had a few cases of asbestos.



Total: 81

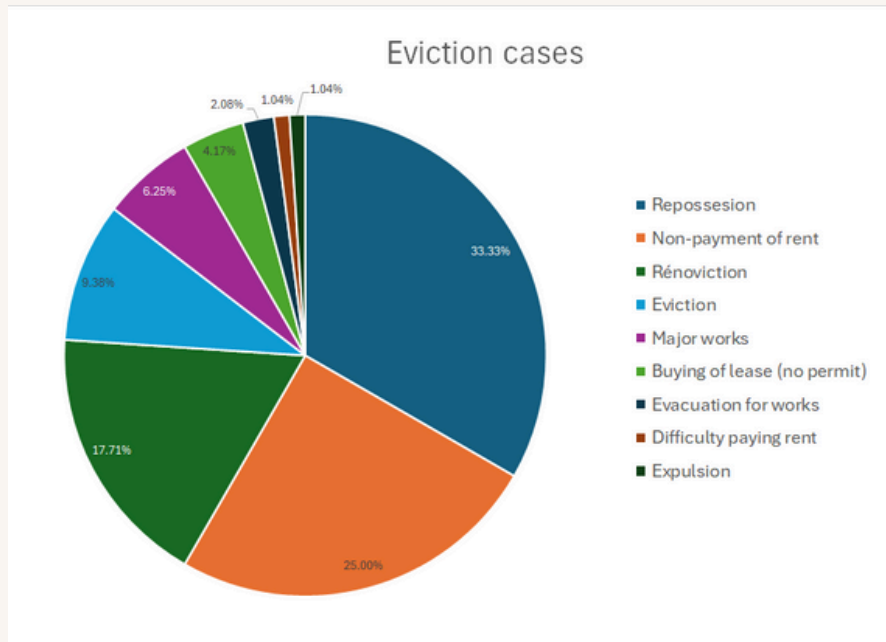
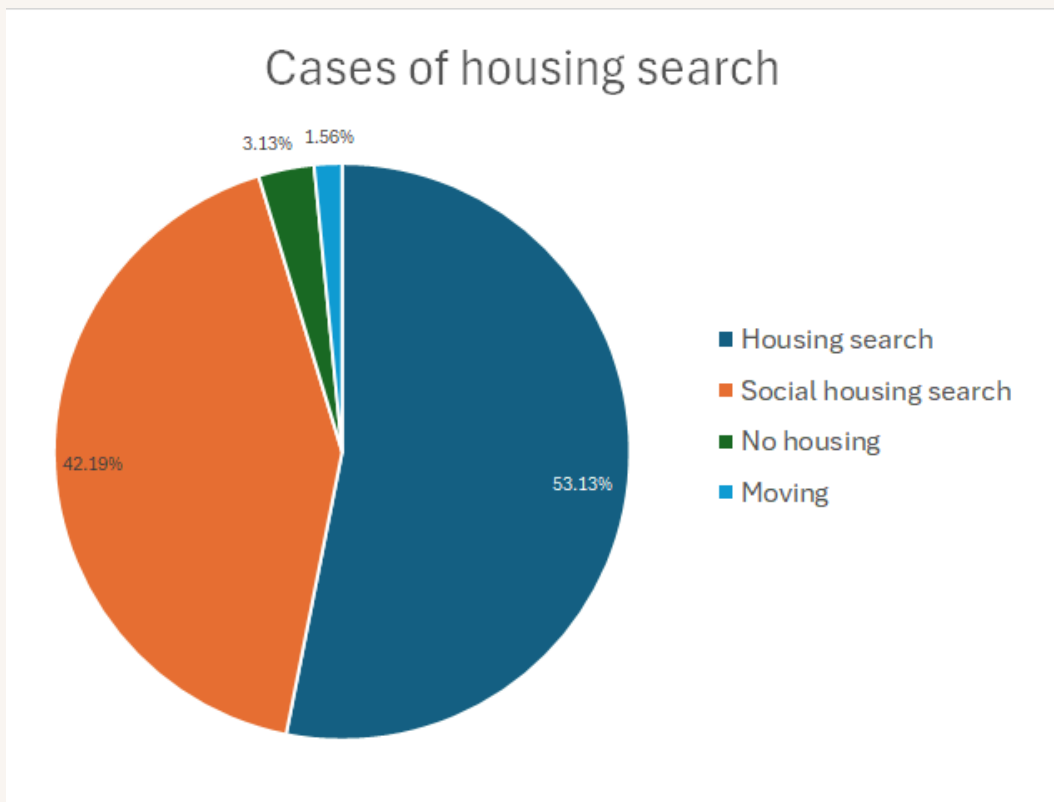


Figure 12. Cases of eviction

The majority of eviction related cases are repossession (33.33%), followed by non-payment of rent (25%). We had 17.71% of cases of renoviction under the eviction category.

While legal eviction, repossession, renovictions and expulsion are all different, we have combined them under the evictions category to be able to analyze these cases easier.

Total: 96



*Figure 13. Cases of housing search*

The majority of the housing search cases we had last year was for general housing search (53.13%) followed by social housing search (42.18%). We had 3.13% of clients who did not have a home when they contacted us. Finally, we had 1.56% moving cases within the housing search category.

Total: 128





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## Points of Service

We also have community organizers stationed at various service points around NDG to meet tenants at organizations that they visit already. Once a week for a couple hours, a community organizer will talk to tenants and answer questions at each location: Bienvenue à Notre-Dame-de-Grâce, the Walkley Center, and the Depot Community Food Center. We work with these organizations because they reach especially vulnerable populations – newcomers, priority sectors, and the food insecure respectively. By providing these service points, these organizations’ clients, who might not have been aware of LogisAction, can benefit from our services. Tenants have shared that they are appreciative that we meet them where they are and would not have necessarily made the trip to our office to get the information they needed.



## SOCIAL MOBILIZATION AND DEMONSTRATIONS

### April 24th 2023 – Tenant's Day

We once again participated in the annual Tenant's Day march organized by RCLALQ. Three NDG tenants joined our float, and we walked through a residential area of Quebec City along with many other tenants and housing committees.



Tenant's Day protest -  
24/04/23

### June 22nd, September 16th 2023 and February 3rd 2024 – Bill 31 protests

This year, many of the demonstrations we participated in revolved around Bill 31 and its major restrictions on lease transfers. Organized by RCLALQ, the protests took place in Montreal and many tenants and housing committees joined in. The LogisAction NDG team joined by some tenants from the area took part in these marches to voice our discontent regarding the new restrictions on lease transfers that the provincial government wanted to implement through Bill 31. We passed by apartment buildings going through evictions and many committees including RCLALQ and FRAPRU gave speeches about the situation at the start of the events. The last protest took place at the beginning of February 2024, and that same month, the Bill was implemented.



Bill 31 Protest - 16/09/23





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## September 20th 2023 – Demonstration before the Minister Responsible for Social Solidarity and Community Action

Last September, the Regroupement des organismes en défense collective des droits (RODCD) organized a protest in front of the office of Chantal Rouleau (Minister Responsible for Social Solidarity and Community Action) for the indexation of community organization funds. At the event, there were a couple of housing committees and many other community organizations from all over Quebec. We chanted slogans and gave a list of our demands to the minister.



Protest against minister Chantal Rouleau - 20/09/23



Social Housing Protest - 07/12/23

## December 7th 2023 – March for social housing

We participated in the Manif-Action for social housing. FRAPRU organized this demonstration to show the burning need for more social housing during this housing crisis. During the march we passed by the office of François Legault to make some noise and show our discontent.

## March 18th 2024 – Rally for Federal Investments in Social Housing

Finally, LogisAction participated in the Tintamarre à Ottawa FRAPRU to demand a larger federal investment in social housing. This took place in front of the Westin Hotel during the National Housing Conference, organized by the Canadian Mortgage and Housing Corporation (CMHC), to challenge the federal Minister of Housing, one month before the budget.



Social Housing Protest - 18/03/24

## WORKSHOPS

Another method we use to reach tenants is informative workshops. We collaborate with community organizations in the area to give their service users educational presentations on various topics related to tenants' rights and rental issues throughout the year. Some present general information on tenants' rights (for example a Tenants' Rights workshop), while others present more detailed information (for example a Renoviction workshop). We held **11** workshops with a total of over **92** participants.

- April 4th 2023 with **PROMIS** – Renovictions
- May 15th 2023 with **O3** – Information for New Tenants
- May 22nd 2023 with **O3** – Methods of Recourse
- June 28th 2023 with **PROMIS** – Tenants' Rights
- July 29th 2023 with **PROMIS** – Tenants' Rights Organizations
- August 21st 2023 with **Eva Marsden Center** – Tenants' Rights
- August 23rd 2023 at the **Côte Saint-Luc Library** – Tenants' Rights
- September 20th 2023 at **LogisAction** – Tenants' Rights
- November 1st 2023 with **PROMIS** – Tenants' Rights
- November 25th 2023 with **Papa et moi** – Tenants' Rights



*Tenants' Rights workshop with PROMIS - 01/11/23*



A total of over **100** informational pamphlets on the various topics presented were distributed at these workshops.



*Tenants' Rights workshop at LogisAction - 20/09/23*



# RENT INCREASE CAMPAIGN

In total, rent increase cases made up **23.6%** of our total cases last year. These cases make up the biggest portion of all of the types of problems faced by the tenants who use our services.

To try to respond to this demand, every year LogisAction organizes a rent increase campaign where we meet tenants door-to-door, distribute flyers, and run informational workshops. Many rent increase notices come to tenants between January and April, the 3-6 month notice window before the popular lease renewals in July. Through this campaign, we inform tenants about their rights concerning rent increases.


LOGISACTION NDG


**ATELIERS FÉVRIER 2024 /  
FEBRUARY 2024 WORKSHOPS**

Voici nos ateliers sur les augmentations de loyer avec nos organismes partenaires :  
Here are our workshops on rent increases with our partner organizations :

- ✦
  - Mer. 7, 14h / Wed. 7th at 2pm  
Bibliothèque Côte Saint Luc Library  
Inscription / Registration: [csllibrary.libcal.com](http://csllibrary.libcal.com)
  - Mer. 7, 19h / Wed. 7th at 7pm  
Bienvenue à NDG (Zoom)  
Inscription / Registration: [514-561-5850](tel:514-561-5850)
  - Jeu. 8, 10h / Thu. 8th at 10am  
CJE NDG 6370 Rue Sherbrooke O  
Inscription / Registration: [cje-ndg.com](http://cje-ndg.com) ✦
  - Lun. 12, 19h / Mon. 12th at 7pm  
Bienvenue à NDG (Zoom)  
Inscription / Registration: [514-561-5850](tel:514-561-5850) ✦
  - Ven. 16, 14h / Fri. 16th at 2pm  
Bibliothèque Côte Saint-Luc Library  
Inscription / Registration: [csllibrary.libcal.com](http://csllibrary.libcal.com)
  - Lun. 26, 18h / Mon. 26th at 6pm  
LogisAction NDG Inscription / Registration:  
[intervenants@logisaction.ca](mailto:intervenants@logisaction.ca) [514-360-7209](tel:514-360-7209)
  - Mar. 27, 19h / Tue. 27th at 7pm  
Bienvenue à NDG (Zoom) ✦  
Inscription / Registration: [514-561-5850](tel:514-561-5850)





Rent Increase workshop  
with Papa et Moi - 17/01/24

In 2022-2023, we found success distributing pamphlets about rent increases door-to-door and were able to distribute over 1000 pamphlets. However, this year, due to a lack of resources, we did not prioritize door-to-door interventions. Instead, we focused on workshops and developed the new strategy of

rent increase clinics to give tenants more in-depth explanations. In the future, we aim to maximize all approaches to provide a variety of support for the most tenants possible.



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## WORKSHOPS

From December 2023 to April 2024, we held **16** workshops on rent increases with a total of **288** participants.

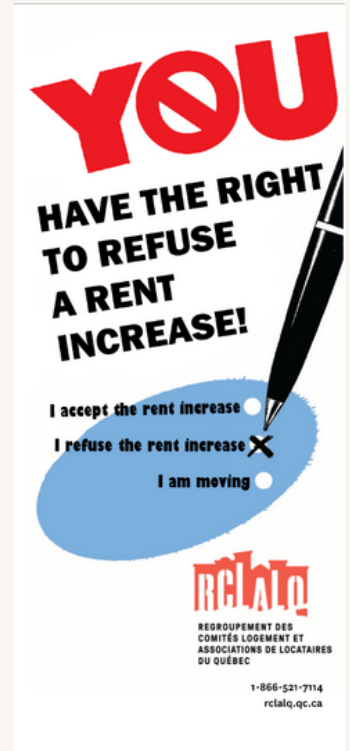
- December 14th with **Women on the Rise**
- January 12th with **PROMIS**
- January 17th with **Papa et moi**
- January 29th at **LogisAction**
- February 7th at the **Côte Saint-Luc Library**
- February 7th with **Bienvenue à NDG** translated into Persian
- February 8th with **Carrefour Jeunesse Emploi (CJE)**
- February 12th with **Bienvenue à NDG** translated into Ukrainian
- February 16th at the **Côte Saint-Luc Library**
- February 26th at **LogisAction**
- February 27th with **Bienvenue à NDG** translated into French
- March 11th with the **Cummings Center**
- March 18th at the **Westhaven Community Center**
- March 20th at the **Côte Saint-Luc Library**
- April 2nd at the **Benny Library**
- April 11th with **Contactivity Center**



*Rent Increase Workshop with CJE - 08/02/24*



At these workshops, we distributed a total of 97 pamphlets from RCLALQ on the topic of rent increases in various languages (English, French, Arabic, Creole, and Spanish). These pamphlets explain that tenants have three options when responding to a lease renewal notice: to renew the lease and accept its new terms, to not renew the lease, and to renew the lease but refuse its new terms, the latter of which landlords frequently leave out of their notices' options, leaving tenants unaware of this possibility. The pamphlets also explain the delay periods and response processes for the lease renewal.



**TENANT? LANDLORD? Know Your Rights!**

**Monday, March 11 • 7pm**  
 ONLINE • FREE

Join us for an enlightening session on **Tenant and Landlord Rights.**

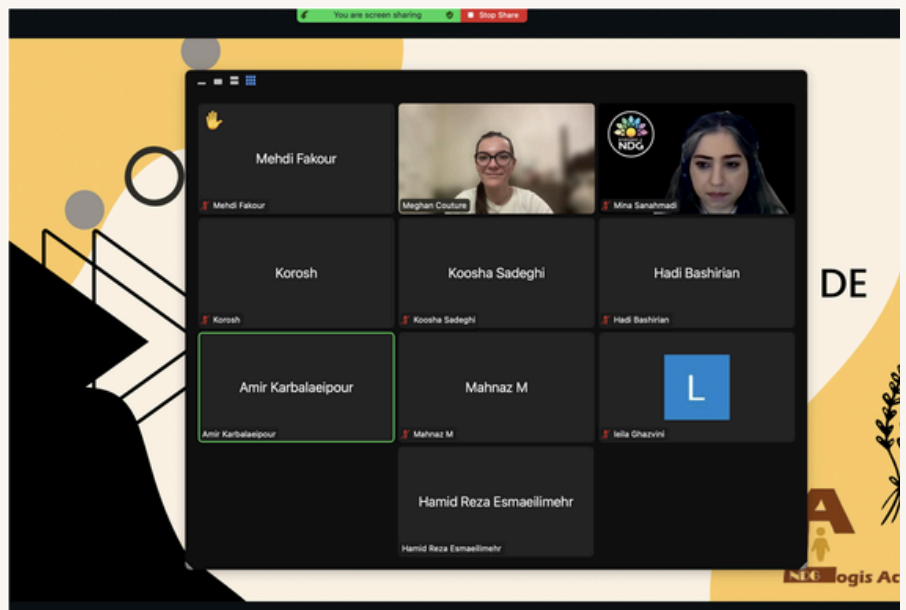
Our featured presenter Catherine Plawutsky from LogisAction NDG will discuss topics such as landlord obligations, tenant obligations, rent increases, evictions, and much more.

LogisAction informs the community about their rights and obligations as tenants and mobilizes the population around issues related to housing.



**Catherine Plawutsky**  
 LogisAction NDG

Simultaneous translation (English to French)  
 Traduction simultanée (de l'anglais au français)

Online Rent Increase Workshop with  
 Bienvenue à NDG - 07/02/24





## RENT INCREASE CLINICS

A new approach we took this year was to host rent increase calculation clinics. When looking for a more engaging and concrete way to assist tenants when they receive their rent increase notices, we hoped that brief, one-on-one interventions might be more useful for tenants than a presentation. We set up a few dates where we took appointments and walk-ins for short meetings to calculate a rent increase estimate and help them with the process of responding to their landlord.

In 2024, we held **3** rent increase clinics and saw a total of **41** tenants.

- March 13th at the **Food Depot** (15 participants)
- March 18th at **LogisAction** (11 participants)
- March 25th at **LogisAction** (15 participants)



At these clinics, we distributed over **45** pamphlets from RCLALQ on the topic of rent increases in various languages (English, French, Arabic, Creole, and Spanish).

We found this method to be quite successful, as we were able to see more people because of the shorter meeting times. It was also invaluable to go to the Food Depot and meet with vulnerable populations at a location that they were already going to be at. Many of those tenants let us know that they would not have made the trip to come to our office, so hosting rent increase clinics at partner organizations' locations would help us reach more people.

**Clinique d'augmentation  
du loyer**  
**Rent Increase Clinic**

*Les intervenants de LogisAction vont estimer une  
augmentation de loyer juste et raisonnable au Dépôt /*

*LogisAction organizers will estimate a fair and  
justifiable rent increase at the Dépôt*

**AMENEZ / BRING:**

- adresse / address
- loyer actuel / current rent
- type de chauffage / heating type
- rénovations faites / renovations done
- avis d'augmentation / increase notice

**MAR. 13 MARS**  
**10H À 15H**  
**WED. 13 MARCH**  
**10AM TO 3PM**

## EVENTS AT LOGISACTION

### RENOVICTIONS

When we are made aware of important issues in certain buildings, we try to organize meetings and information sessions for its tenants. We use this approach primarily in cases of renovictions, which we consider being when a landlord moves to terminate tenants' leases with the aim of renovating the vacant apartments and renting them at a higher price. When tenants come to us with stories of having been asked to vacate their apartment at the end of their lease, or having been offered a lump sum of money to terminate their lease early, we try to step in and inform tenants about their right to maintain occupancy in their lodging and what recourse they can take in the face of their landlord's tactics. These meetings also have the benefit of gathering tenants of the same building to build relationships, helping tenants to keep each other informed and collectively build resilience to their landlord's tactics.



*Renoviction Workshop for Côte Saint-Luc Residents - 25/03/24*

**RENOVICTIONS  
AND  
EVICTIONS**

What should you do if your  
landlord threatens to evict you?

(514)-360-7209  
aide@logisaction.ca  
www.logisaction.ca  
5964, Av. Notre-Dame-de-Grâce, #208

By appointment only

 Logis Action

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## **BUILDING IN NOTRE-DAME-DE-GRÂCE**

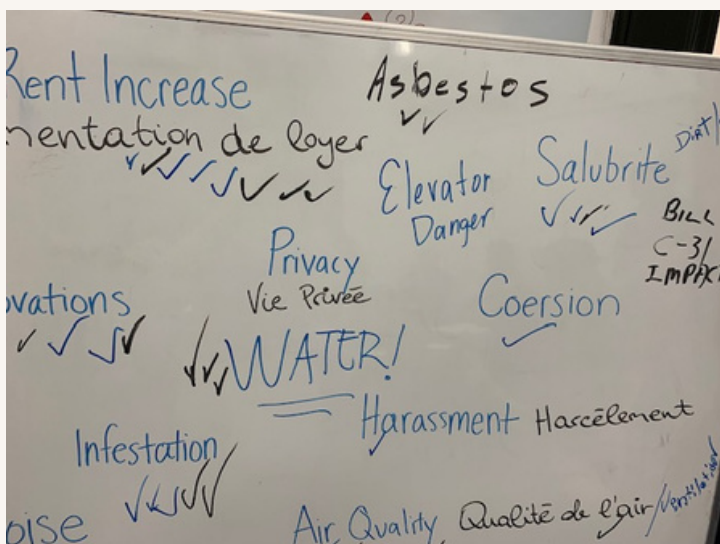
- July 4th 2023 – 5 à 7 with tenants (40 participants + 5 members of LogisAction)

To promote the event, we went door to door throughout the building and made calls to everyone in our files who lives at that address. Many others who came were notified of the event through word of mouth in the building. In total around 40 people came to the event, with people stopping in throughout the night. The main event comprised of a presentation on renovictions and evictions, followed by a Q&A and discussion period. Everyone chatted, shared their experiences, and participated in an interactive activity that we initiated to identify various conflicts and issues the tenants have been facing.

- October 18th – Follow-up with tenants (26 participants + 4 members of LogisAction)

The follow-up meeting with tenants of the building served to check in on where the tenants were in their grievance processes and how we could help them in their recourse. We explained the instructions on how to open cases with the Tribunal administratif du logement and distributed a flyer with the instructions listed on it.

56 pamphlets were distributed between these events.



Activities and discussion at the 5 à 7 - 10/07/23

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## **BUILDING IN CÔTE SAINT-LUC**

- March 25th 2024 at the Côte Saint-Luc City Hall – (60 participants)

To promote the event, we sent a poster publicizing the event to the Côte Saint-Luc Library and went to each building to put up posters with the event's information and put pamphlets about renovictions and evictions into tenants' mailboxes. The City of Côte Saint-Luc realized we were holding this event for tenants and got involved in the planning process, as they had also received complaints from tenants of those buildings. Many tenants who came to the event were notified by the library, the city hall, or through word of mouth in the building.

In total around 60 people came to the event. The main event comprised of a presentation on renovictions and evictions, introduced by Côte Saint-Luc Mayor Mitchell Brownstein, and councillors Mike Cohen and Dida Berku, followed by a Q&A with LogisAction community organizers and tenants' rights lawyer Justin Demers. Over 100 pamphlets on the topic of renovictions, evictions, and legal vs. illegal expulsions were distributed at this event.

We saw great success with this workshop; the numerous tenants in attendance shared that they felt better informed and less nervous about the situation. Part of the success of this event can be attributed to the massive assistance that the City of Côte Saint-Luc provided in the organization and publicization of the workshop. We hope to continue to collaborate with various partners where we can join our resources, reach more people, and hopefully be more effective in our interventions.

The event was covered in *The Suburban* and on Mike Cohen's blog (more in the section *In the Press*).



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## NEWSLETTER

This year we continued to better inform our **336** subscribers of our activities, workshops, neighborhood events and our social media. During the year, we sent **6** newsletters between April 2023 and February 2024.



## DOOR-TO-DOOR

When we see that there are multiple issues at the same building, or when someone comes to us with an issue that we fear might touch all the tenants in the building (such as pests or disturbing construction), we go door-to-door to distribute our contact information and informational pamphlets about the specific situation the tenants are experiencing.

We are finding that it is becoming increasingly difficult to do door-to-door interventions because of an increase in landlord's interference. We have experienced property owners or employees taking down our posters, throwing away our pamphlets, and asking our community organizers to leave the property.

- August 1st 2023 – **Grand Boulevard** (distributed 16 pamphlets)
- August 15th 2023 – **Coronation** (distributed 10 pamphlets)
- October 25th 2023 – **Cavendish**
- November 24th and December 1st 2023 – **Côte-Saint-Luc Road** (distributed 18 pamphlets)
- November 29th 2023 – **Benny Crescent**

Over **45** pamphlets on various topics relevant to the building were distributed door-to-door.

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## OTHER ACTIVITIES

### JULY 1ST 2023 (MOVING DAY)

In the weeks before the first of July, our team went door to door and gave out pamphlets for the 1st of July moving day, informing tenants that they can contact us if they are in a precarious housing situation. In those weeks, they visited **109** different buildings to distribute informational pamphlets. In total, we gave out **1040** pamphlets around NDG.

Typically, buildings were locked and secured, having cleaned lobbies, security cameras and necessary emergency amenities like fire hydrants. However, we took the opportunity to note of some buildings that might be concerning to follow up on.

## IN THE PRESS

### CJLO 1690AM – WHAT’S HAPPENING IN NDG – EPISODE 6

The Concordia University student radio, CJLO 1690AM, invited LogisAction and the NDG Community Council (CCNDG) to speak on a segment of their show What’s Happening in NDG on June 29th 2023. A representative from each organization spoke about the organizations’ joint and respective initiatives, including the Community Council’s strategic plan, the Table Logement NDG, LogisAction’s information distribution initiative ahead of July 1st, and project on cooperative housing.



*Recording the CJLO radio show - 29/06/23*

Link to the interview: <https://soundcloud.com/cjlo1690am/whats-happening-in-ndg-episode-6?in=cjlo1690am/sets/whats-happening-in-ndg>

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## **THE SUBURBAN – “CSL TELLS TENANTS TO STAY THE COURSE AGAINST RENOVICTION THREATS”**

April 3rd 2024, Joel Goldenburg covered LogisAction’s March 25th workshop, held in collaboration with the City of Côte Saint-Luc, on the topic of renovations and maintaining occupancy. The event mainly addressed tenants of buildings on Kildare Road and Sir Walter Scott, following their change in ownership.



*Renoviction Workshop for Côte Saint-Luc Residents - 25/03/24*

You can read the article here: [https://www.thesuburban.com/news/city\\_news/csl-tells-tenants-to-stay-the-course-against-renoviction-threats/article\\_4c3922b4-513d-52b2-9836-e46a6a57df7b.html](https://www.thesuburban.com/news/city_news/csl-tells-tenants-to-stay-the-course-against-renoviction-threats/article_4c3922b4-513d-52b2-9836-e46a6a57df7b.html)

## **MIKE COHEN’S BLOG – “TENANTS CONCERNED ABOUT RENOVICTIONS GET ADVICE AT CITY HALL MEETING”**



*Renoviction Workshop for Côte Saint-Luc Residents - 25/03/24*

Mike Cohen, City Councillor of Côte Saint-Luc, also covered LogisAction’s March 25th workshop on renovations and maintaining occupancy for tenants of Kildare Road and Sir Walter Scott. Councillor Cohen helped introduce the event and described methods of recourse via the Côte Saint-Luc City Hall for tenants with issues in their buildings.

You can read the blog post here: <https://www.mikecohen.ca/mikecohen/2024/03/tenants-concerned-about-renovictions-get-advice-at-city-hall-meeting.html>





## PROJECTS

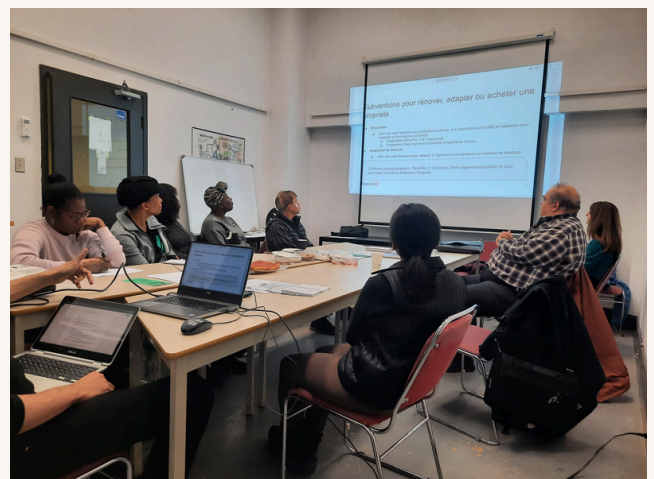
### COOPERATIVE (CO-OP): SHARING AND SOLIDARITY

The project aims to better understand the current state of housing cooperatives in NDG. We were able to do so by finally completing the questionnaires with cooperative residents. In total, we had 49 respondents. Initially, we went into the homes of cooperative residents to do the questionnaire. We ended up adding two more options: an online version of the questionnaire and the ability to do the questionnaire at our office. To ensure that more residents complete the questionnaire, we also sent out invitations by mail to complete the questionnaire.

Afterwards, we completed the analysis of the results of the questionnaire. The results were presented to the advisory committee of the project. The presentation also had a few statistics on the sectors where cooperatives are located and maps of community resources and services. In September 2023, we presented a shorter version of the results of the questionnaire to cooperative residents at the Walkley Center. All cooperative residents were invited. We also briefly presented the project at the Housing Table NDG.



Cooperative Project Presentation at the Walkley Center - 22/09/23



Cooperative Project Presentation at LogisAction - 09/11/23

From the results of the questionnaire and the results presentation, the advisory committee worked on planning four meetings in November 2023 on different subjects with cooperative residents. The four topics of the meetings were: the social aspect of cooperatives, financing and grant programs for renovations, opportunities in the neighborhoods of cooperatives, and the principles of cooperatives. Unfortunately, the events were not well attended, and the last two meetings had to be cancelled. However, we were able to see that cooperative residents were interested in the financing and subsidies of cooperatives.

Afterwards, we started working on the final report of the project. The final report will act as a tool that can be viewed by cooperative residents. The report itself will also list existing tools for cooperative residents. The report is currently in progress. We also submitted the project for an upcoming conference, RÉIACTIS 2024.

**COOPERATIVE: SHARING AND SOLIDARITY PROJECT**

**November-december 2022**

Questionnaire on your cooperative experience  
 Help us better understand the needs and realities of your cooperative! You will be **compensated 15-20\$** for your time.

**JOIN US**

- Complete our questionnaires.
- Includes questions on your experiences, challenges and aspirations in living in a cooperative

For more information, contact  
 Ashley Marie Arbis - (514) 360 7209 ext. 1012 or  
 ashley.marie.a@logisaction.ca

LogisAction NDG invite les coopératives pour / LogisAction NDG invites cooperatives for

**COOPERATIVE PROJECT PRESENTATION + DISCUSSION**

**GRATUIT / NOURRITURE/FOOD FREE / INCLUT/INCLUDED**

TIRAGE DE 3 CARTES CADEUX / DRAW OF 3 GIFT CARDS

**VENDREDI / FRIDAY / SEPTEMBER / 22 / 6:30-8 PM**

**WALKLEY CENTER**  
 6650 Côte-Saint-Luc  
 Montréal QC  
 H4V 1G8

**Inscription obligatoire/Registration required**

POUR S'INSCRIRE - TO REGISTER / Appeller/Call 514 360 7209 ext. 1012

SCAN [QR Code]

Email: ashley.marie.a@logisaction.ca

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# Community Life

## HOUSING TABLE OF NOTRE-DAME-DE-GRÂCE

The Housing Table is a multisectoral table that works on planning and coordinating different aspects of rental housing topics in the neighborhood. The Table is coordinated by LogisAction NDG and the NDG Community Council. The Housing Table continued to work on the three key abandoned housing projects in the neighborhood: Project Chance, Habitations Chester and Elmhurst Cooperative. The Housing Table met twice (June and October of 2023) and discussed the abandoned housing projects and the Housing part of the NDGCC's Action Plan.

Thanks to the work of the members of the Table, we were to obtain more information on the status of each of the abandoned housing projects and move forward towards the completion of the Housing part of the NDGC's Action Plan.

Below are the members of the Housing Table:

- CIUSSS of West-Central Montreal
- Council of Elders of Notre-Dame-de-Grâce
- Community Council of Notre-Dame-de-Grâce
- Coup de Balais
- Depot community food center
- The Housing Development Consulting Group
- Habitat for Humanity
- Notre-Dame-de-Grâce Community Housing
- Tango Habitations/Tango Tenants Association
- O3 Transitional Houses
- Montreal Municipal Housing Office
- Montreal Housing and Development Corporation (SHDM)
- A political attaché of our provincial deputy
- Prevention Notre-Dame-de-Grâce
- Grouping of Ethnic Montreal Organizations for Housing
- Teninform
- A representative of the borough
- Li-Ber-Ti House
- A resident of an HLM in the neighborhood

## RCLALQ

The RCLALQ is composed of housing committees and tenants' association throughout Québec. As an organization, they demand more protection of the rental stock and better tenants' rights. Some of their campaigns include rent control, better salubrity regulations amongst others.

As a member of the RCLALQ, we participated in general assemblies, and we regularly participated in regular meetings of the Montreal Group of the RCLALQ. The latter is a group comprised of several housing committees in Montreal.

During these meetings, we were able to share valuable information and resources related to tenants' rights. This year, the RCLALQ and its members mobilized throughout the year against Bill 31 since it was first announced mid 2023.

In addition, we continued the RCLALQ's outreach on rent increases by distributing their rent increase pamphlets during the months of January to March 2024.

Finally, we also contributed to the RCLALQ's forced evictions compilation in December 2023.





## FRAPRU

The FRAPRU is composed of housing committees and other community organizations that demand the development and protection of social housing. Throughout the year we have participated in general assemblies, congresses, and regular meetings of the Montreal Group of FRAPRU.

## CHANTIER SALUBRITÉ

The Chantier Salubrité is composed of local community organizations and housing committees in the borough of Côte-des-Neiges-Notre-Dame-de-Grâce. The members of the committee work on issues related to salubrity and collaborate with the borough on different housing issues. One of the topics discussed amongst the members of the Chantier Salubrité is renovictions. The Chantier held a lunch to discuss the issue at the local scale with community groups in March 2024.

The members of the committee are CDC Côte-des-Neiges, the borough of Côte-des-Neiges, CIUSSS, Project Genèse, ATLAS, OEIL Côte-des-Neiges, LogisAction Notre-Dame-de-Grâce and other community organizations.

## RODCD

The RODCD brings together organisations that work in defending rights in the province of Québec. This year, we participated in meetings and general assemblies. We were particularly interested in demanding indexation for community groups.

# Conclusion

We would like to thank our funders, our team, our partners and our volunteers for their support, continued collaboration and hard work.

To our funders, thank you for your continued support in helping us serve tenants in NDG. Thanks to you, we are able to get tenants the much-needed information and assistance they need.

To our partners, thank you for continually being open to existing collaborations during workshops and generally, throughout the year by referring your clients to us. Thank you for trusting us with your clients.

Thank you to our team for the hard work you all do every day. As you all know, no single day is alike at LogisAction NDG. Thank you for quickly adapting and welcoming new challenges head on.

We look forward to new opportunities and increased efforts to promote tenants' rights in NDG.

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Stay in touch with us for our upcoming activities and events.

Follow our social media for updates and stay up to date!

Facebook: LogisActionNDG

Instagram : logisaction.ndg

LinkedIn : LogisActionNDG

We also have a newsletter which you can subscribe on our website:  
<https://www.logisaction.ca/contact-1>



Are you an NDG resident? Do you want to support us? You can donate or become a member (it's free). Contact us or view this page on our website for appropriate forms: <https://en.logisaction.ca/copy-of-more>