

Annual Report 2022-2023



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Table of Contents

1.0 About the Organization	1
1.1 Mission and Objectives.....	2
1.2 Our History.....	2
1.3 Our Team	3
1.3.1 Administrative Council	3
1.3.2 Employees.....	3
1.3.3 Interns and Volunteers	3
1.3.4 Accounting Services	3
1.4 Partners	4
2.0 Services, Activities, Projects	5
2.1 Individual Tenant Assistance Service	6
2.1.1 Points of Service	6
2.1.2 Breakdown of Service Use	7
2.2 Marches	12
2.3 Workshops	13
2.4 Rental Increase Campaign	14
2.5 Events at Logis Action	15
2.6 Other Activities	16
2.6.1 July 1st 2022 (Moving Day)	16
2.6.2 Newsletters	16
2.7 Outreach	17
2.8 Our Projects	17
2.8.1 Cooperatives: Sharing and Solidarity	17
3.0 Community Life	18
3.1 Housing Table NDG,.....	19
3.2 RCLALQ	19
3.3 FRAPRU	20
3.4 Membre of the Coalition Salubrité	20
3.5 Other	20
4.0 Conclusion	21

List of Acronyms

CDC de Côte-des-Neiges: Corporation de développement communautaire de Côte Wdes-Neiges

FRAPRU: Front d'action populaire en réaménagement urbain

RCLALQ: Regroupement des comités logement et associations de locataires du Québec

OEIL Côte-des-Neiges: Organisation d'Éducation & d'Information Logement de Côte-des-Neiges

NDGCC: NDG Community Council

TAL: Tribunal administratif du logement

About Our Organization

Mission and Objectives

LogisAction Notre-Dame-de-Grâce is a nonprofit organization dedicated to educating and empowering tenants to understand and exercise their rights. We offer our services to individual tenants of Notre-Dame-de-Grâce and the areas of Côte-Saint-Luc, Hampstead and Westmount. In addition to our one-on-one services, we offer a variety of collective educational workshops that cover topics related to tenant rights. Our organization also manages projects and events designed to benefit tenants in the neighborhood.

Our History

LogisAction Notre-Dame-de-Grâce has been providing services to tenants in the neighbourhood for the past seven years and we remain dedicated to continuously developing and improving this support. This year we have observed a significant increase in demand for our individual services, particularly related to concerns about rental increases and housing security. To raise awareness for these issues, we have participated in many different collective actions organized by both RCLALQ and FRAPRU advocating for an increase in social housing. This year's project on Cooperative housing has highlighted the importance of community housing within the neighborhood and we are actively exploring ways to support this type of housing. Additionally, we have been able to plan and facilitate more internal activities for the tenants of Notre-Dame-de-Grâce to improve their awareness of their housing rights and opportunities.

We strive to improve our services to provide the best possible support to our clients. We have been actively enhancing our one-on-one service software and operations, making it more effective and user friendly for clients and staff. To achieve this, we have participated in numerous meetings, webinars and team gatherings, focusing on optimizing the functioning of our computer systems and improving our communication and teamwork skills.

Our Team

Administrative Council

- Sheri McLeod - President
- Hannah Stratford-Kurus -Treasurer
- Patricia Pernica - Secretary
- Roy Pearsons - Administration
- Amanda Benn - Administration

Employees

- Fahimeh Delavar - General Director
- Gabrielle Pitre - Community Organizer
- Valérie Sagine Toussaint - Community Outreach Worker
- Eunhye Lee - Community Outreach Worker
- Felicia Rotaru - Community Outreach Worker
- Julie Blain - Project Manager
- Ashley Marie Arbis - Project Manager

Interns and Volunteers

- Guillaume Laverdière - Law Intern
- Michaëlle Dyer – Law Intern
- Jean-François Gagnon – Technical Support
- Lianne Côté - Volunteer
- Nooshin Maghrebian – Volunteer

Accounting Services

- Victoria Lortencova - Accountant

Partners

Thanks to the support of our generous funders, we have been able to provide vital services and assistance to many tenants in our community. Their contributions have allowed us to continue fulfilling our mission of educating and empowering tenants, and for this we are deeply grateful.

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)



**Gouvernement
du Canada**



MPPs and Minister (discretionary funds)

- Kathleen Weil, Member of Parliament (MP) of Notre-Dame-de-Grâce
- Élisabeth Prass, Member of Parliament (MP) of D'Arcy-McGee

Borough Counselors (discretionary funds)

- Despina Sourias
- Peter McQueen

Services, Activities, Projects

Individual Tenant Assistance Service

This year we noticed a significant increase in demand for our individual tenant assistance service. Indeed, during the year, we had 1442 cases with tenants. During the period of rent increase, particularly during the month of March, we received a significant increase in demand regarding information related to rent increases. To better equip tenants, we supplemented our individual tenant assistance service with multiple workshops. The experience in demand in rent increase information reflects the rent increase experienced across Québec and the effects of the housing crisis.

While this period was busy, we continued to offer our services at our points of service, such as Bienvenue à Notre-Dame-de-Grâce and The Dépôt Community Food Centre, to be in contact with vulnerable populations in the neighborhood. As vulnerable populations frequent those services for various needs, it is important for us to be there so that we are able to offer information on tenants' rights and housing resources.

Please note: All sociodemographic information below is from tenants who used our services between April 2022 to March 2023.

Points of Service

We continue to serve tenants by several means of communication such as by telephone and videoconference. We also offer our individual assistance service from the premises of two community organizations: Bienvenue à Notre-Dame-de-Grâce and The Dépôt Community Food Centre.



Types of housing problems, 2022-2023 (Total 2073)

As previously mentioned, we received a lot of information demand regarding rent increases. This year, we received 370 information demands regarding rent increases, which makes up 18% of all our interventions. The others most concerning problems for tenants are cases related to their relationship with the landlord with 311 demands, which makes up 15% of our interventions.

Note: The category “Tenants rights” is a general category which is usually mentioned with other housing issues. We are working on better categorizing the different types of interventions in our database to have more precise cases.

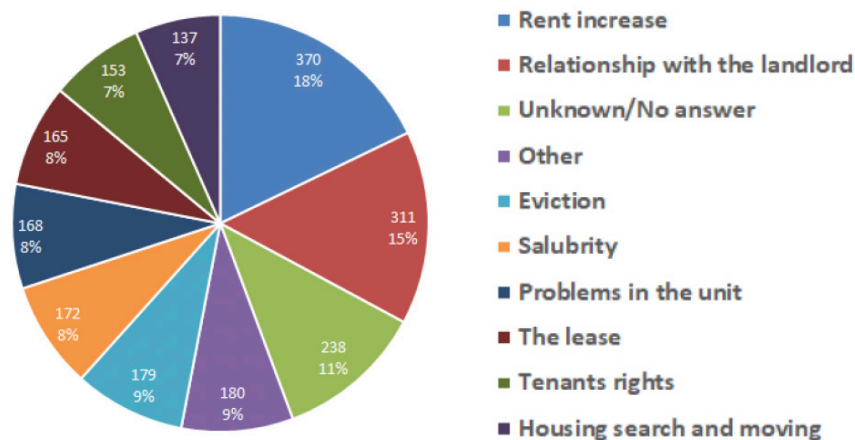


Figure 1. Types of housing problems

Cases related to insalubrity, 2022-2023 (Total 172)

Last year, we received 172 cases of insalubrity. The majority of the problems are related to vermin (14%). More specifically, the problems related to vermin include issues of cockroaches (15%), bed bugs (14%), mice and rats (10%).

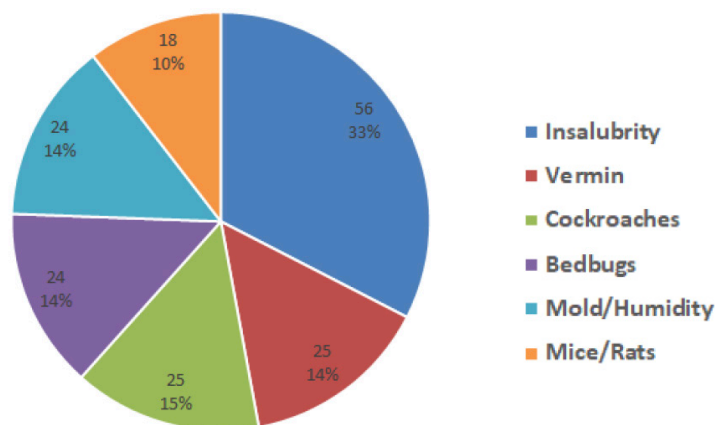


Figure 2. Cases of insalubrity

Gender (Total 1101)

We noticed that in this graphic the majority of the tenants who used our services are women (61%). Men make up 38% of tenants who used our services.

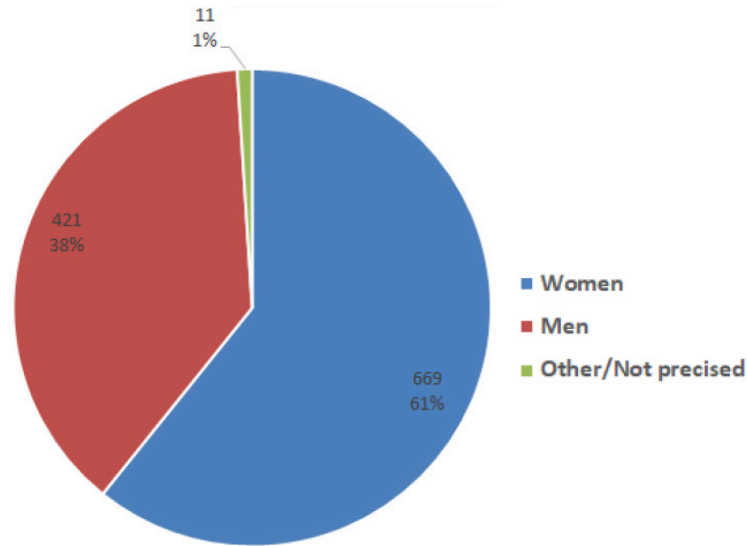


Figure 3. Gender

Age (Total 858)

The majority of tenants who used our services are 30 to 39 years old (24%) and 40 to 49 years old (20%). The next age groups show that we have a lot of tenants who are 50 and above: 14% of tenants are 50 to 59 years old, 15% are 60 and 69 years old and 13% are 70 years old and above.

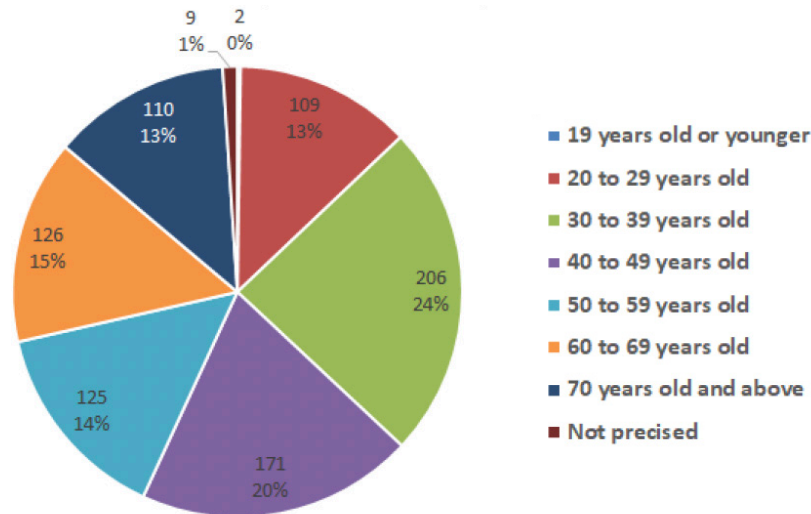


Figure 4. Age

Percentage of revenue allocated to housing (Total 382)

We see that the majority (26%) spend 36% to 50% of their revenues on their rents. The next category (25%) of tenants spends 25% to 35% or have no precised their answer (25%) of our revenues on the rents.

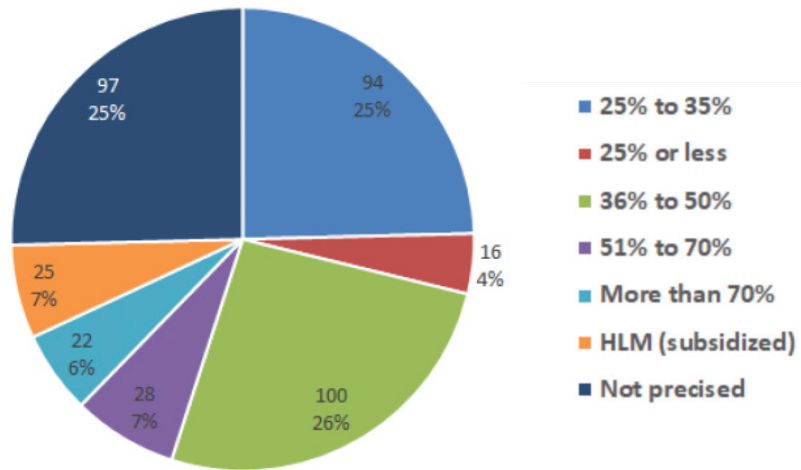


Figure 5. Percentage of revenue allocated to housing

Household type (Total 882)

The majority of tenants live alone (52%), followed by tenants who live with their families (25%) and live as a couple (8%).

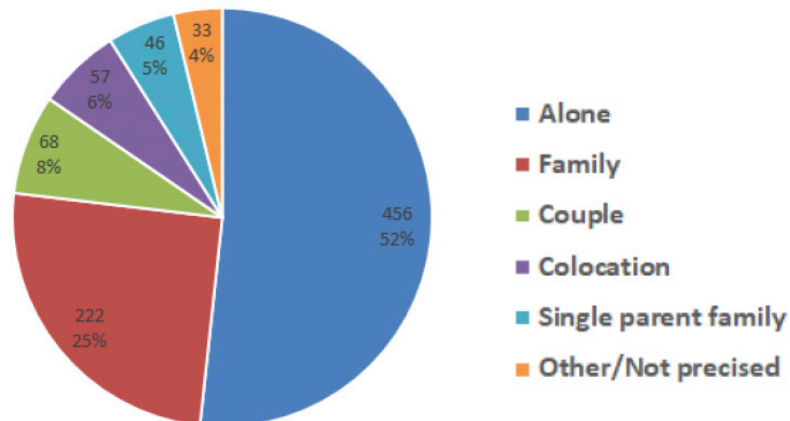


Figure 6. Household type

Spoken language (Total 1115)

Half of tenants speak English (66%), followed by tenants who speak French (32%). The tenants who speak other languages do not speak English nor French and need a translator.

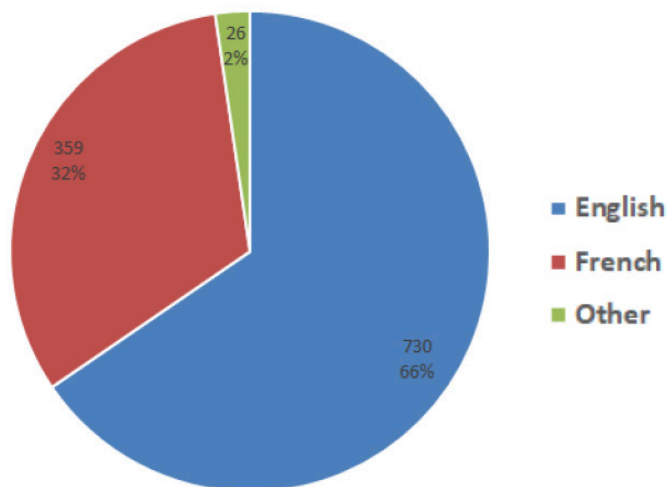


Figure 7. Spoken language

Residences (Total 941)

The majority of our tenants are Notre-Dame-de-Grâce residents (71%). We received a lot of tenants from surrounding neighborhoods such as Côte Saint-Luc, Hampstead et Westmount (12%) and Côte-des-Neiges (5%). However, we received 8% of tenants from other boroughs of the City of Montréal.

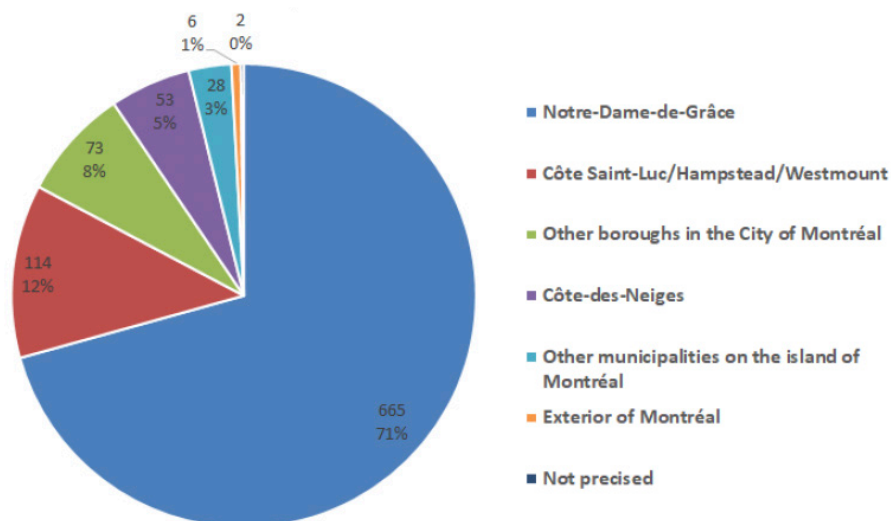


Figure 8. Residences

New clients (Total 720)

We noticed that 87% of our clients who have precise information in our database are new clients. This reflects the increasing demand from tenants for housing rights.

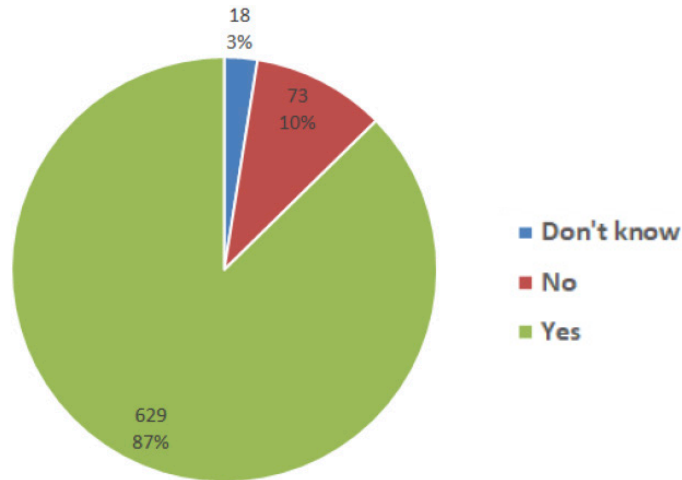


Figure 9. New clients between 2022-2023

References of our new clients (Total 629)

Last year, we had 629 new clients. The majority (25%) found us on Google or by a reference from one of the community organizations in the neighborhood or from the RCLALQ/FRAPRU (15%). Two community organizations refer us a lot of clients in need: 11% were referred by the NDG Community Council and 9% were referred by the Depot Community Food Centre. 12% of new clients were referred by a friend or neighbor.

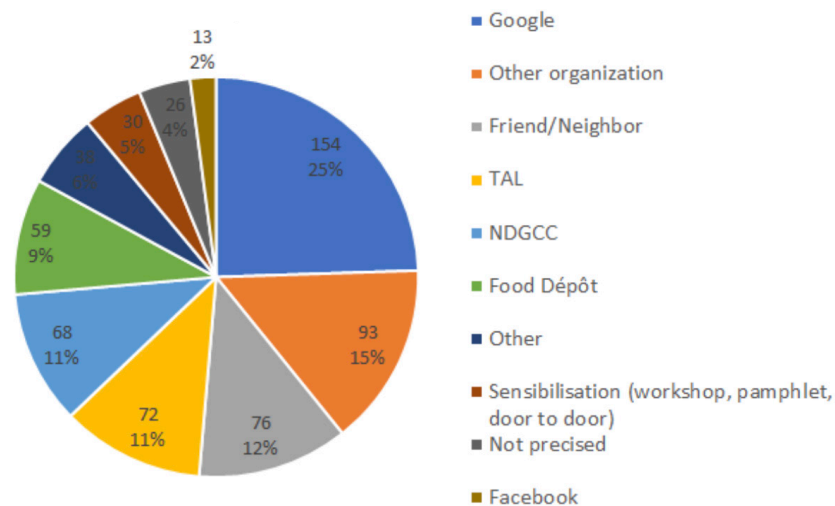


Figure 10. References of our new clients

Immigration status (Total 863)

The majority of our clients are Canadian citizens (56%). The next largest category are immigrants of more than 5 years (29%) followed by new immigrants of 1 to 5 years (10%).

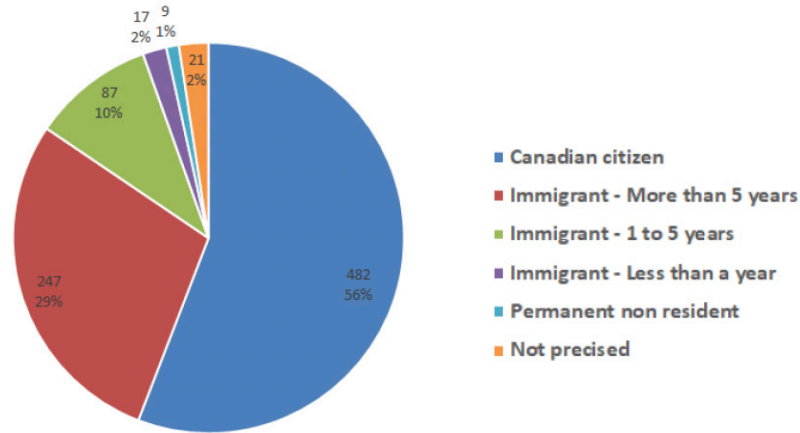


Figure 11. Immigration status

Marches

During the year, the team of LogisAction has participated in marches as a member of the RCLALQ and FRAPRU. More specifically, we participated in marches that demanded more social housing and more protection of the rental stock. We participated in events planned by the FRAPRU for their Float Manifestation ("Char allégorique"). Tenants from the neighborhood participated in some of the events as well.



Figure 14. December 8th, FRAPRU - Float Manifestation

Workshops

Throughout the year, LogisAction presents workshops on different housing issues. Some present general information on tenants' rights (for example a Tenants Rights workshop), while others present more detailed information (for example a Salubrity workshop).

We also partner with other community organizations to present information related to tenants' rights depending on their needs. For example, we offer workshops in collaboration with Bienvenue à NDG in multiple languages to present information to a wider population. We also present different topical workshops depending on the time of the year (example a Moving workshop before July 1st).

- April 2nd 2022 by LogisAction – Tenants Rights
- June 22nd 2022 by LogisAction – Moving
- July 12th 2022 by LogisAction – Salubrity
- August 12th 2022 by LogisAction – Renoviction
- August 17th 2022 with Promis – Tenants Rights
- October 19th 2022 with Promis – Searching for Housing
- November 3rd 2022 by LogisAction – Renoviction
- February 23rd 2023 with Contactivity
- March 15th 2023 with Promis - Subletting and Lease Transfers



Figure 12. November 3rd, Renoviction Workshop

In total, 98 people have participated in these workshops throughout the year.

Rental Increase Campaign

In total, rent increase cases made up 18% of our total cases last year. These cases make up the biggest portion in all of the types of problems faced by the tenants who used our services.

Every year, between January and March, the team of LogisAction conducts a Rent Increase Campaign in Notre-Dame-de-Grâce which consists of workshops, door to door campaign and interventions related to rent increases. For workshops, we schedule them within the organization, and we partner with community organizations in the neighborhood.

- February 8th 2023 with Promis (12 participants)
- February 23rd 2023 with Bienvenue à NDG (25 participants)
- February 24th 2023 with Bienvenue à NDG (10 participants)
- March 2nd 2023 with Bienvenue à NDG (45 participants)
- March 22nd 2023 with The Food Dépot (16 participants)

In total, 108 people have participated in our collaborative workshops on Rental Increases.

During January, February and March of 2023, we have been able to distribute 909 RCLALQ flyers for the Rent Increase Campaign in the neighborhood.

We would like to thank our community partners throughout the neighborhood and wider borough for their collaboration. Their support has enabled us to stay up to date on the latest information on tenants' rights, relevant policies and programs as well as opportunities within the community and to effectively communicate them with our clients.



Figure 13. March 22nd, The Food Dépot Trivia Night

Events at Logis Action

In the last year, we were able to plan neighborhood-level activities. This enabled community partners, tenants, elected officials and candidates to the provincial election and members to participate in activities to better be informed on tenants' rights and the current situation of community and social housing in the neighborhood. These activities have also enabled us to understand what the most important issues are to tenants. In addition, events such as these enable us to better plan local collective activities.

- **September 1st 2022 – 5 to 7 (12 participants + 7 members of LogisAction)**

During this event, our team met informally with community residents and community partners to discuss the current housing situation in the neighborhood. Participants discussed various issues such as gentrification, the lack of social housing projects in the neighborhood and more.

- **September 20th 2022 – Rally (17 participants + 4 members of LogisAction)**

This Rally was planned during the Québec Election Period to better inform candidates on the need for social housing projects in the neighborhood. To do so, we conducted a tour of the various abandoned social housing projects in the neighborhood. Community groups also participated, including a representative of FRAPRU who encouraged candidates to support social housing.

- **January 23rd 2023 – Meeting with Members (7 participants + 2 members of LogisAction)**

This is the first time that LogisAction has planned a meeting with its members. During the meeting, we discussed different topics that were of concern to members, including rent increases, Airbnbs and issues with their landlords. While this is the first meeting, we plan on meeting with the members on a regular basis throughout the year.



Figure 15. September 1st, Logis Action, 5 to 7



Figure 16. September 20th, Logis Action, Rally

Other Activities

July 1st (Moving Day)

As in previous years, the LogisAction team participated in Operation July 1 in the borough. In the past, we collaborated with the housing committees and organizations of Côte-des-Neiges and operated from the “headquarters” of the Operation in Côte-des-Neiges. Last year, we were able to gather at the Walkley Community Center for July 1st in NDG.

This year, in collaboration with the borough, a few volunteers from partner organization such as the CIUSSS and the The Depot Community Food Centre and the LogisAction team, we were able to design our plan for the Operation. We have prepared a document that details the distribution of the pamphlets, the most effective routes to take, and the most appropriate sectors to target. A volunteer team was organized and trained to carry out these actions throughout the neighborhood in the presence of a representative of the borough.

To support tenants in the understanding of their rights during the moving period, our team distributed more than 25 pamphlets on the RCLALQ’s Passe moi ton bail campaign in the days leading up to and following July 1st.



Figure 17. July 1st, Logis Action, Moving Day

Newsletters

This year we continued to better inform our subscribers of our activities, workshops, neighborhood events and our social media. During the year, we sent 7 newsletters between July 2022 and February 2023.

Outreach

LogisAction not only participates in collective actions with community groups, but the team also collaborates with actors across several levels of government. Frequent meetings are held with our elected officials to inform them of the housing needs of tenants in the neighborhood and to gain insights into the government's operational and decision-making processes.

- September 21st 2022 – Meeting with the candidates (NDGCC)
- February 6th 2023 – Meeting with Désirée McGraw (5 participants and 3 members of LogisAction)
- February 2023 – Meeting with the Mayor CDN-NDG
- March 7th 2023 – Meeting with the Boroughs inspectors (2 members of LogisAction)
- March 23rd 2023 – Chantier Salubrité (1 member de LogisAction)

Projects

Coopérative (Co-op): Sharing and Solidarity

The project aims to better understand the conditions of cooperatives in the neighborhood and to protect existing cooperative housing projects. This project is completed with the collaboration of cooperative residents and community partners.

During the year, we were able to advance the cooperative project on several fronts. We were able to better plan the development of the project, complete urban analyses, map the sectors of the cooperatives, as well as create and complete 45 questionnaires with residents of the cooperatives. The work, especially that of the questionnaires, was done with the support of the advisory committee which met three times during this year. Before conducting the questionnaires, we delineated zones to conduct door to door in an efficient manner. As such, we conducted door to door campaigns in three zones: Walkey, Benny Farm and Saint-Raymond. Documentation for the door-to-door campaigns were created to facilitate the scheduling of questionnaire appointments.

While we have had some difficulty getting in touch with co-op board members and tenants in the neighborhood, new strategies to increase participation and data collection are continuously being developed. For example, we conducted door to door campaigns during various times of the day, depending on the availability of cooperative residents. We were also in contact with board of director members to collaborate on methods to encourage resident participation.

Community Life

Housing Table of Notre-Dame-de-Grâce

The members of Table Logement have worked on the files of three key dwellings currently closed in the neighborhood: Project Chance, Habitations Chester and the Elmhurst cooperative. During the year, the Table met three times. The first meeting of the year was to discuss Operation July 1st. During the following meetings, the Table discussed new programs and strategies with a presentation by Marc Garneau, follow-ups from Project Chance and the AccèsLogis program.

Members of the NDG 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 have participated in general assemblies and participated in several committee meetings. In addition, we regularly participated in meetings of the Montreal Group of the RCLALQ. We have worked with them on several files including those on rooming houses, tourist/short term accommodation, and salubrity.

FRAPRU

The FRAPRU is composed of housing committees and other community organizations that demand the development and protection of social housing. During the year and especially during electoral periods, the FRAPRU demands more funding for social housing.

Throughout the year we have participated in general assemblies, congresses, and regular meetings of the Montreal Group of FRAPRU. We also took part in the Quebec Tour for Social Housing which started with the launch of the Tour in November 2022 and ran until the end of the event in February 2023. In addition, we collaborated with neighborhood tenants to organize a film screening related to social housing and contributed to the notes left in the Tour's allegorical float.

Member of the Coalition Salubrité

The Coalition Action Salubrité is composed of local community organizations and housing committees in the borough of Côte-des-Neiges-Notre-Dame-de-Grâce. As a Coalition, members work on issues related to salubrity and collaborate with the borough on different housing issues.

We continue to collaborate with the housing committees and community organizations in Cote des Neiges on issues of housing. We have had two meetings with members of the Coalition Action Salubrité where we discussed a plan of action with the Coalition. As a member of the coalition, we have also participated in meetings with inspectors and the Chantier Salubrité in March 2023. The members of the coalition are CDC Côte-des-Neiges, Project Genèse, 'OEIL Côte-des-Neiges, and LogisAction Notre-Dame-de-Grâce.

Conclusion

We would like to thank our funders, our team, our partners and our volunteers for their consideration and hardwork.

Don't forget to follow our social media for updates and information surrounding current and upcoming projects, events and services!

- [Facebook:](#) LogisActionNDG
- [Instagram](#) : logisaction.ndg
- [LinkedIn](#) : LogisActionNDG