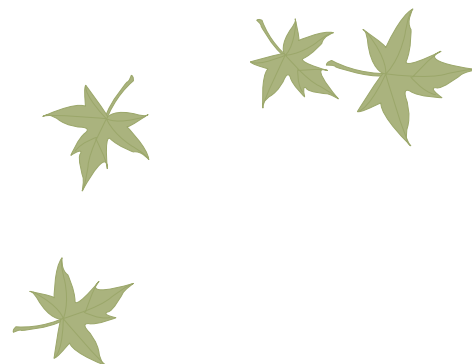




BC Non-Profit
Housing Association

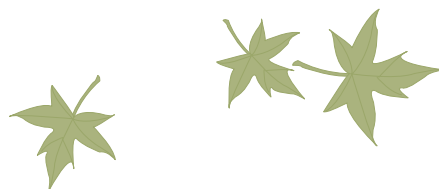
2002-2003 Annual Report



Serving Our Members



September 1, 2002 to August 31, 2003



Mandate and Mission

The BC Non-Profit Housing Association was formed in 1993 to meet the needs of non-profit rental housing providers around the province. The Association has built and maintained a positive relationship between non-profits and the various levels of government involved in the provision of affordable housing. The work of building, leading, supporting, and serving the non-profit housing sector

involved identifying, and meeting the needs of tenants, directors, and staff.

The BC Non-Profit Housing Association provides leadership and support to members in creating and supporting a high standard of affordable housing throughout British Columbia.

The Association:

- ▲ Provides opportunities for learning and information

sharing among our membership

- ▲ Promotes continued provision of new affordable housing
- ▲ Advocates for the highest possible standards of non-profit housing management
- ▲ Offers services which enhance the membership's ability to provide positive environments for tenants, staff, and directors.

Vision

The BC Non-Profit Housing Association is a voice for non-profit providers of affordable housing. The Association's primary goal is to provide leadership and excellence in the development and management of affordable housing in a way that will make a positive contribution to the membership and to local communities across the Province.

BCNPHA believes that affordable, secure, well-maintained appropriate housing is fundamental to individual and community health. Everyone deserves access to suitable housing, regardless of race, religion, socio-economic circumstances, sexual orientation, age or ability. The provision and long-term protection of affordable housing is a shared responsibility of all levels of government and the

private and non-profit sectors, and is best developed and managed by competent community-based organizations.

www.bcnpha.bc.ca



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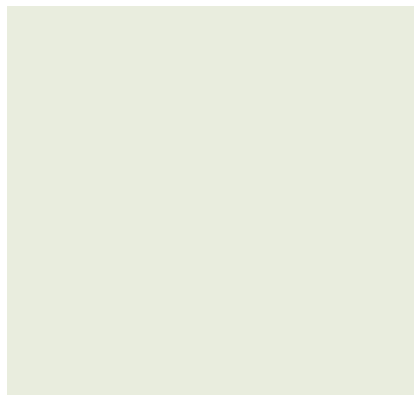
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Chair's Message



The past year has seen significant changes in the non-profit housing sector. While these changes have presented many challenges to the membership, the Association has persevered in its efforts to strengthen and build competencies in pursuit of excellence in leadership and to deliver membership support services. We have continued to build and maintain positive relationships between non-profits as well as with the various levels of government involved in the provision of affordable housing.

When looking back at the year in review it does not take one long to recognize the fruits of the hard work undertaken by the dedicated staff, management, and board members of BC Non-Profit Housing Association. These efforts have been primarily devoted towards the achievement of our strategic plan. As we reflect back on our strategic focus for the past year it is important to analyze how well we've accomplished our commitment to ensure enhanced organizational ability to respond to the needs of our members and stakeholders. The stated objectives of our strategic plan include raising the

standards of management and cost effectiveness in the non-profit housing sector; improving the financial viability and sustainability of the non-profit housing sector; enhancing access to information and improving coordination across the sector to influence public policy and better meet local needs; building sustainable community capacity to support new and existing non-profit affordable housing; and creating financial self-sufficiency for the Association. While much work remains to be done, we believe we have been relatively effective in the achievement of the objectives identified. This work has produced some excellent results in the areas of program delivery to members, organizational sustainability, and governance structures.

We remain ever aware of the fact that our Association exists to provide leadership and support to our members by creating and supporting a high standard of affordable housing throughout British Columbia. This is, of course, the very essence of our organization! And the reason we believe our most important task is to strongly pursue excellence in sustaining our sector. The numerous improvements made in the delivery of our services over this past year, I believe, have been accomplished in an objective, straightforward, and unbiased manner. I look forward

to the coming year, of which we are currently well into the planning stages, and am enthusiastic that we can and should anticipate further successes in the near future.

I very much want to take this opportunity to offer my sincerest thanks to the Executive Director and staff members of BC Non-Profit Housing Association for the great job they do day-in and day-out, year-in and year-out! Fiscally this organization is in sound financial order and, as such, is well able to continue its delivery of quality leadership and member support services. It is with much gratitude that I recognize and applaud the dedication of the Association's board, management, staff, and membership for their dedication to the lifeblood of this organization. Congratulations to each you and THANK YOU for a job well done!

Janice Bradshaw

Janice Bradshaw
Chair

Executive Director's Message



With a membership of over 400 housing societies, BCNPHA delivers a wide range of services to members and advocates on their behalf for continued and enhanced affordable housing. As the Association enters its second decade, our membership is facing new challenges in meeting the affordable housing needs of communities across BC. Provincial government budget reductions have affected both development and operation of non-profit rental housing. Housing providers are expected to operate their buildings with fewer subsidy dollars, and funding programs for new affordable housing for families have been eliminated.

The BCNPHA directors and staff have developed an ambitious three year plan to assist our members in meeting these challenges. Over the next three years, the Association will dedicate its resources to ensure that the non-profit housing sector can not only survive, but also thrive and grow.

There are five key areas of activity for the Association:

- ▲ Develop and implement strategies that promote high standards of management and cost effective-

ness in the non-profit housing sector

- ▲ Provide tools and opportunities that assist members to improve the financial viability and sustainability of the non-profit housing sector
- ▲ Enhance access to information and improve coordination across the sector to assist members to influence public policy and better meet local needs
- ▲ Assist members to build sustainable community capacity that supports new and existing non-profit affordable housing
- ▲ Continue to increase the financial self-sufficiency of the Association

It is critical that the non-profit housing sector preserves the existing housing assets and expands the stock of affordable rental housing. Because of reduced government assistance and involvement, BCNPHA needs to continue to help member housing providers to find innovative approaches to sustaining what has been built.

Affordable housing is integrally linked to other community issues such as health, recreation and economic development. Protecting current affordable housing stock and developing new affordable housing will require innovative community partnerships. BCNPHA encourages

links and connections among community-based organizations to enhance the ability of all of them to achieve common and complementary goals.

During this past year, the Association directed its resources towards continuing, developing and implementing services and programs that assist members in sustaining the affordable housing stock that has been created over the past several decades. The Best Practices initiative was completed and launched on the website at www.bcnpha.bc.ca. The website itself was restructured to enhance ease of use and interactivity. New training courses were developed and delivered; a Member Partners program was designed and launched to encourage partnerships among housing providers and the companies that provide services and supplies to them; major work was completed on an innovative investment program that will increase returns on replacement reserves and other long-term funds.

During the past year BCNPHA kept the concerns of non-profit housing providers on the provincial government agenda. Input was provided in the form of position papers, letters, meetings

continued on next page

*Executive Director's message
cont'd*

and consultations with a variety of ministries and agencies. BCNPHA was the voice of the sector on the issues of assisted living and supportive housing, residential tenancies, homelessness, health and housing and the need for affordable housing for families with children.

To ensure that the Association can be the agent for the non-profit housing sector in achieving these goals, it is vitally important to be financially independent of government funding for our administration and operations. I want to thank all of our members for demonstrating their support of the work of the BC Non-Profit Housing Association with their ongoing membership and involvement. I look forward to another year of achievement and growth.

Respectfully submitted,



Alice Sundberg
Executive Director



Member Services

BCNPHA provides many tools to members who recognize and promote well-managed, cost-effective housing development and management. Accordingly, BCNPHA experienced a very busy and rewarding year as both membership and participation in all our programs and services grew.

With changes to provincial social assistance policies and reduced budgets, the non-profit housing sector is now faced with an enormous challenge: to sustain what we have and to continue to maintain buildings, provide good quality housing for tenants, manage finances, honour contracts and mortgages and be accountable to funding agencies.

Regional Networking Sessions

During April, May and June 2003, BCNPHA visited 14 communities in our seven provincial regions, to host Regional Networking events for people involved in non-profit housing. This tour of the province provided a window into the world of non-profit housing providers. We heard real-life stories that told us how policies of the government and its agencies are affecting communities and the people who live and work in them. The opportunity to be in each community, to talk to our members, is invaluable to BCNPHA's understanding of the issues and challenges that each face.

Networking with members helps us build a better Association by using the information gained to shape future Association strategies and goals.

Conference

The biggest event of each year is our annual Conference. 2002's conference celebrated our 10th Anniversary and was held at the Westin Bayshore Resort & Marina in Vancouver. In a record-breaking year, the conference topped 800 delegates, speakers and trade show exhibitors. The 2002 conference theme was ***The Road Travelled – The Road Ahead***. The conference was opened by Lieutenant Governor of BC Iona Campagnola and the keynote speaker was Rick Hansen who told his story of how he raised the world's awareness of the potential of people with disabilities and became a testament to the remarkable potential

continued on next page

Member Services cont'd

that lies in the human spirit. This was followed by over 60 workshops in an action-packed 3-day event.

The 10th Annual Conference brought together delegates from all over the province and provided excellent opportunities to network and build partnerships together. A big “thank you” to everyone whose hard work brought this conference to fruition. And of course we wouldn't be able to do it without the support of our wonderful members and all those who make BCNPHA the strong Association that it is.

Attendees have two key motivations for attending the annual conference and trade show – networking and education. Nearly all attendees that we have surveyed in the past believe that networking is an important reason for attending the conference and nine in ten go to the conference to make new contacts. The conference is also a valuable source of learning and professional development. Nearly all attendees share what they learned from the meeting

with others back at the office or with peers in their sector.

Much of this year was spent on planning the 2003 Conference. Choosing the conference theme of “*Sustaining Our Sector – Working Together To Find Solutions,*” arranging 60 workshops, a 43-booth trade show, plus the *Supporting Seniors Independence Seniors Housing Forum*, kept the member services department very busy.

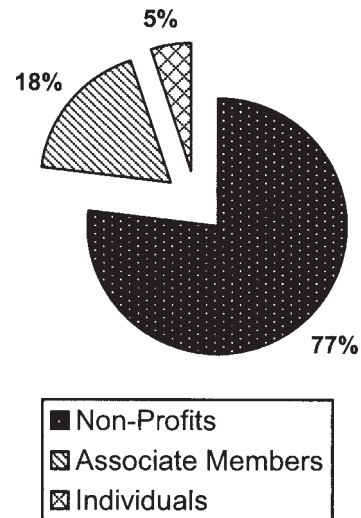
Membership

BCNPHA membership continues to grow. At the end of our fiscal year August 31, 2003, membership had increased to 427 members, a 5% increase.

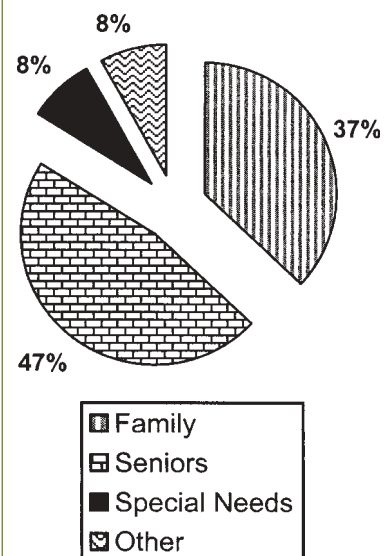
Association membership ensures that we can all work together to represent non-profit housing to every level of government, to the public and to other organizations.

An Associate Membership category was established in 2002, to foster and build the relationships among suppliers and members to the mutual benefit of both. Associate members are also offered partnership opportunities to create a range of programs that bring additional value to our membership through special

BCNPHA Membership



Units Managed by Membership



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Member Services continued

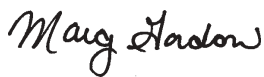
price discounting. During the year, BCNPHA developed and introduced partnerships with Home Depot Commercial Direct, CMHC, BC Housing, Phelps, and Coinamatic.

BCNPHA's partnership with Marsh Canada Limited continued to provide a bulk insurance program for property and liability which ensured our members received the best broad based coverage at the best price.

As well, PWI Insurance Services continues to offer an Employee Benefits Program to BCNPHA members - a flexible plan with competitive premiums.

We have had an extremely active and positive year and we look forward to another.

Respectfully submitted,



Marg Gordon
Member Services Coordinator



Education & Communications

I am pleased to report that once again, it was a very busy year in the Education and Communication areas, as a number of projects were initiated and completed.

Regional and Customized Workshops

In conjunction with the spring 2003 regional networking tour, we offered two new workshops across the province: *The New RTA* and *RTA Dispute Resolution*. These workshops focused on new or revised sections of the Residential Tenancy Act and Regulations that have an impact on the non-profit sector. The amendments to the act are anticipated to be passed into law in the fall of 2003.

In addition to the RTA workshops, we also offered our popular *Maintenance Works!* Series and *Affordable Housing Partnerships* workshop. This resulted in a significant increase in workshops delivered and number of participants at the spring sessions. A total of 30 workshops were held, compared with 12 in 2002; 203 participants attended this year, compared with 119 last year.

A 6-hour site-specific course on preparing a Capital Plan for a housing society's property was taught to potential instructors and field-tested. Columbia Housing Advisory Association developed this customized workshop, *Creating Your Replacement Reserve Plan*, and the first workshop was delivered in September 2003. BC Housing provided funding for the development of the courses, instructor training and to reduce the costs of the delivery for the first twenty courses delivered.

Conference

In response to participant requests and based on the excellent feedback we received the year before, we offered a number of advanced professional development workshops at the 2002 Conference. These were incorporated into a Professional Development Day, which featured courses such as *Strategic Planning*, *Advanced Board Training* and *Replacement Reserve*

continued on next page

*Education & Communications
cont'd*

Planning. This day was targeted to managers and boards to allow them the opportunity for professional development.

Other Projects

BCNPHA has arranged with Kwantlen University College to administer the distance course, *Social and Affordable Housing*. This 3-credit course is part of a certificate program and is also transferable to other educational institutions. In late spring we sent out a flyer asking for participants for the pilot session. We received an excellent response: a total of 26 students registered, including two from Ottawa. The course is eight weeks long and takes three months to complete. We anticipate running another session in 2004.

We received funding from a federal program on crime prevention called the Community Mobilization Program to conduct a series of seminars for tenants and managers, free of charge on site. The objective is to raise awareness of the ways to reduce crime within housing communities, in particular what tenants and housing managers can do.

This was the fifth year offering the four-part series on *Seniors' Friendly Housing – Tools, Tips and Resources for Building Managers*, held from February to May 2003. This series is offered free of charge to building managers in the Vancouver area, and is presented in partnership with Seniors Housing Information Program, BC Housing and the Vancouver Coastal Health Authority. Plans are underway to offer the series in 2004, following another successful year.

Communications

A lot of time was spent expanding the BCNPHA web site. BCNPHA, in conjunction with the Best Practices committee and consultant Robert Chesterman, developed the Best Practices web page to help housing providers implement best practices. The site was designed by Poissy Design and launched in December 2002.

In September 2003, Poissy Design re-designed our main web site, making it easier to navigate and more user friendly, implementing a number of new features such as a members-only resource page, on-line membership directory and supplier directory. The online versions complement our printed

directories which are published annually.

The Education and Communications programs continue to play a vital role in disseminating information to our membership, and helping raise management standards. I look forward to another exciting year ahead working with our instructors, consultants and staff to deliver quality programs and education services.

Respectfully submitted,



Kate Nielsen
Program Coordinator -
Education & Communications

Treasurer's Report



The financial pressures on non-profit housing providers increased significantly in 2003. The sector as a whole felt the effects of provincial government budget constraints as BC Housing cut the budgets of non-profit housing societies. Subsidy reductions will again be part of the strategy to reduce the government's contribution to non-profit and co-operative housing operations beginning January 1, 2004. Other provincial policies are also having an effect on the tenants, buildings and finances of non-profit housing providers. The year ahead will be more challenging and more complex as both diminishing government funding and program changes affect the landscape of the social housing sector.

The BC Non-Profit Housing Association's mandate of being self-sufficient with non-reliance on direct governmental funding continues to be an important priority. To ensure true autonomy and member control it is critical that membership dues and fees for services offset the cost of operating the Association in the long term.

As a result of revenue generation initiatives as well as careful monitoring of

expenses, the Association was successful in completing the year with a modest surplus. As in the past two fiscal years, the restricted reserve for future operations will be increased as a hedge against serious financial pressures.

In recognition of the current economic challenges faced by our non-profit members, the Association's Board of Directors has once again decided to defer membership dues increases for the coming year. The one exception to this decision is Associate Membership dues, which will experience a modest increase.

The Board will continue to review feasible options that will allow us to creatively generate revenues from the diverse applications we offer to both our membership and other related groups. The Association has been successful in deriving additional income from suppliers, trade shows, endorsement fees, government contracts and general fundraising. A Member Partnership initiative was launched in 2003, to generate financial contributions from certain Associate Members who wish to demonstrate their support for the non-profit housing sector.

Through these troubling economic times the worth of the Association to our membership continues to be invaluable.

BCNPHA provides a collective voice to continue to strive and lobby government for additional housing initiatives for both now and in the future.

Our combined efforts will ensure that current housing stock will be retained and assist housing providers to fulfill their mandates through these difficult economic times. The Association will continue to reach out to members and be a voice for the non-profit housing sector.

Your continued participation as a member in good standing allows the Association to fulfill its mandate of supporting and representing the non-profit housing sector. Together we can ensure that the non-profit housing stock is well managed, sustainable over the long term and that the government addresses affordable housing concerns in all communities of British Columbia.

I would like to acknowledge and thank the BCNPHA staff for all their hard work and dedication, along with our auditors Staley, Okada and Partners, for a successful year-end audit.

A handwritten signature in black ink, appearing to read 'Tom Gil I'.

Tom Gil I, CMA

Financial Statements

AUDITORS' REPORT

To the Members of the British Columbia Non-Profit Housing Association:

The accompanying condensed financial statements of financial position, operations and changes in net assets, are derived from the complete audited financial statements of British Columbia Non-Profit Housing Association as at 31 August 2003 and for the year then ended. In our auditor's report on the complete financial statements dated 8 October 2003, we expressed an unqualified opinion. The fair summarization of the complete financial statements is the responsibility of management. Our responsibility, in accordance with the applicable Assurance Guideline of The Canadian Institute of Chartered Accountants, is to report on the condensed financial statements.

In our opinion, the accompanying condensed financial statements fairly summarize, in all material respects, the related complete financial statements in accordance with the criteria described in the Guideline referred to above.

These condensed financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Readers are cautioned that these statements may not be appropriate for their purposes. For more information on the entity's financial position, results of operations and cash flows, reference should be made to the related complete audited financial statements.

"Staley, Okada & Partners"

Surrey, B.C.
8 October 2003

STALEY, OKADA & PARTNERS
CHARTERED ACCOUNTANTS

British Columbia Non-Profit Housing Association

Statement 1

Condensed Statement of Operations and Changes in Net Assets

For the Years Ended 31 August

Canadian Funds

	2003	2002
Revenue		
Registration fees	\$ 192,910	\$ 176,834
Other income	182,937	108,706
Membership fees	142,160	129,493
Sponsorships and special project grants	106,397	77,752
BC Housing	56,255	56,255
	<u>680,659</u>	<u>549,040</u>
Expenditures		
Salaries and benefits	208,946	198,086
Office and general	122,644	89,726
Consulting fees	105,110	38,139
Venue rental and catering	88,436	51,181
Professional and management fees	32,131	29,555
Board activity	22,446	30,145
Travel and education	21,474	13,264
Advertising and promotion	19,185	29,573
Speakers and instructors	10,280	15,164
Amortization	7,369	7,574
Tenant sponsorship	6,926	4,428
	<u>644,947</u>	<u>506,835</u>
Net Income for the Year	35,712	42,205
Net assets - Beginning of year	207,658	165,453
Net Assets - End of Year	<u>\$ 243,370</u>	<u>\$ 207,658</u>

Financial Statements

British Columbia Non-Profit Housing Association

Statement 2

Condensed Statement of Financial Position

As at 31 August

Canadian Funds


ASSETS	2003	2002
Current		
Cash and term deposits	\$ 270,191	\$ 148,659
Accounts receivable	152,459	54,878
GST receivable	-	5,308
Prepaid expenses	19,281	25,715
	<u>441,931</u>	<u>234,560</u>
Restricted Cash	228,527	191,439
Capital Assets, net	10,750	12,725
	<u>\$ 681,208</u>	<u>\$ 438,724</u>

LIABILITIES AND NET ASSETS

Current		
Accounts payable	\$ 8,683	\$ 9,203
Unearned revenue	242,024	118,933
Deferred grants	182,012	100,882
Current portion of deferred lease inducement	1,228	1,054
	<u>433,947</u>	<u>230,072</u>
Deferred Lease Inducement	3,891	994
	<u>437,838</u>	<u>231,066</u>
Net Assets - Statement 1		
Invested in capital assets	10,750	12,725
Internally restricted	228,527	191,439
Unrestricted	4,093	3,494
	<u>243,370</u>	<u>207,658</u>
	<u>\$ 681,208</u>	<u>\$ 438,724</u>

ON BEHALF OF THE BOARD:

 _____, Director

 _____, Director

Board of Directors



Back Row (from left): *Tom Gill*, Treasurer; *Gerald Rougeau*, Fraser Valley Director; *Jim Spinelli*, Past Chair; *Larry Nelson*, Lower Mainland/Coast Director; *Wayne Cybak*, Okanagan Director; *Kevin Albers*, Vancouver Island Director.

Front Row (from left): *Sherry Kulchyski*, Vice-Chair; *Janice Bradshaw*, Chair; *Carmen Robertson*, Tenant Director; *Marsha Goldford*, Director at Large.

Missing: *Nancy Chiavario*, Vancouver City Director; *Maxine Dell*, Secretary and *Margaret Morgan*, Tenant Director.

Staff

Alice Sundberg
Executive Director



Marg Gordon
Member Services Coordinator



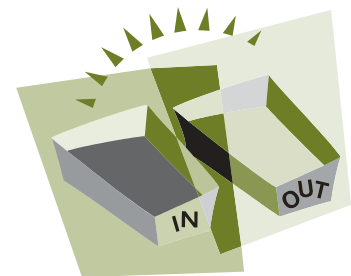
Kate Nielsen
Program Coordinator - Education & Communications



Wing-Yee (Winnie) Kwong
Financial Coordinator



Fran Richardson
Administrative Assistant



BCNPHA provides a wide range of services, including:

- ~ Education Program
- ~ Regional Networking Sessions
- ~ Bi-Monthly Newsletter
- ~ Funds Pooling Program
- ~ Annual Conference
- ~ Employee Benefits Program
- ~ Membership Directory
- ~ Supplier Directory

**BCNPHA:
Your Voice
for the
Non-Profit
Housing
Sector**



**BC Non-Profit
Housing Association**

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