

ANNUAL REPORT

2003-2004



September 1, 2003
to August 31, 2004



**BC Non-Profit
Housing Association**



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.



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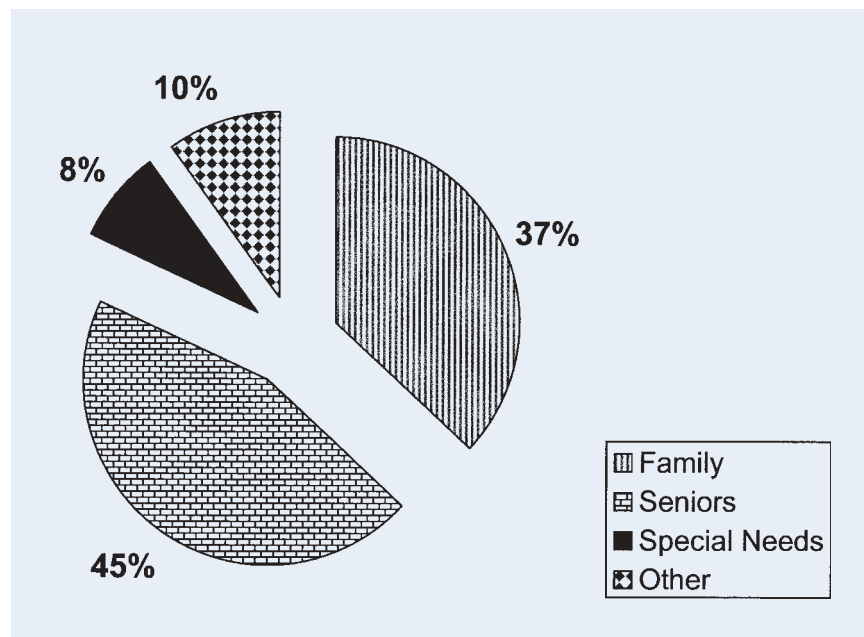
Our Membership

BCNPHA's members recognize that safe, secure and affordable housing translates into healthier residents and communities. They are committed to finding and providing housing solutions for families, seniors, the physically and mentally disabled, those fleeing abuse and violence, and the homeless.

BCNPHA members consist of:

- Non-profit housing providers
- Resource groups
- Community and health agencies
- Shelter providers and transition houses
- Other Member Associations in the housing industry
- Developers
- Tenants of non-profit housing, students and individuals
- Suppliers of goods and/or services to the housing industry

Units Managed by Membership



Chair's Message

A Year of Change

BCNPHA keeps our members abreast of changes. New privacy, tenancy and care facility legislation meant that members had to re-educate and make adjustments to meet the new requirements. Getting familiar with new forms, new partners and new ways of conducting business presented new and interesting challenges. These challenges provided the substance for the Board's planning session for the year.

At the board planning session, the group prioritized five goals as the focal point of its efforts. The main thrust of those five goals was to achieve financial sustainability for both the sector and our Association. Strategies that promote high standards of management and cost effectiveness; providing tools and opportunities to assist members to improve financial viability and sustainability; enhancing access to information and improved coordination to influence public policy; assistance in building sustainable community capacity; and Association self sufficiency were the basis of the Association's efforts this past year.

Building community capacity, especially in a trying financial environment, is one of the goals that your board and staff continue to work on. By

working closely with our membership, we are hoping to achieve viable partnerships that will prove to be cost effective and produce efficiencies that will benefit both large and small communities. Our Executive Director, Alice Sundberg, has been spearheading these endeavours by working with various levels of government and community housing providers in an effort to build community capacities that will lead to operating efficiencies and new housing opportunities.

The present Provincial housing initiative, ILBC, introduced housing providers to another partner. Working with health authorities has been a new experience for many of our members who have participated in the program and also for our Association. With a new partner came new challenges, and your Association has been working towards building a liaison with the various health authorities to ensure your needs are met and your voices heard. We have a long way to go, but our resolve is to continue to build links between the health and housing sectors that will improve communication, understanding and recognition.



“Reflecting on the efforts of this past year, I’m happy to report it is apparent we have made great strides in realizing the objectives of the five goals. I want to thank Alice Sundberg and staff for their timeless energy and dedication that goes a long way towards making this Association a success. I also want to thank my fellow enthusiastic and committed board members, whom it is a pleasure to work for and with.”

**Wayne Cybak,
Chair**

Promoting High Standards of Management and Cost Effectiveness

We developed and implemented a range of tools to help non-profit housing providers in achieving management excellence.

- ◆ **Information and Technology Guide for Affordable Housing Providers.** This guide helps societies to prepare for selecting, implementing and supporting information systems technology.
- ◆ **Privacy Policy Template.** We secured legal advice to help develop this easy-to-use template which incorporates the principles of the *Personal Information Protection Act*.
- ◆ **Tenancy Agreement Template.** This interactive electronic guide helps users customize their tenancy agreements, and incorporates recent changes to the *Residential Tenancy Act*. 200 copies were sold in 2004.
- ◆ **Our Best Practices website and self-tests** continue to be an invaluable tool to help societies assess how well they are doing in seven categories of management, and we continually update resource links.

We delivered a number of education courses for non-profit housing Boards and management.

In September 2003 the Association introduced a distance-learning college level course, *Social and Affordable Housing*, aimed specifically at non-profit housing executive staff. The pilot course was completed successfully by 18 students. The course content is being revised and improved and will be offered again, in conjunction with Langara College, in 2005.

There has been a significant increase in participants at the education sessions this past

spring. 350 participants attended this year, compared with 203 in 2003. Changes to the RTA legislation were covered in our *Landlord-Tenant Relations* workshop, and participants were educated about the *Personal Information Protection Act*, as outlined in our *Privacy Primer for Non-Profit Housing Providers* workshop. We have also provided 14 customized workshops since September 2003, helping societies to create their own replacement reserve plan. Levels of satisfaction of the courses from those evaluated was very high, at 99%. We continually strive to deliver topical and timely workshops.

Participants learn about legislative changes in our popular Landlord-Tenant Relations workshop



Improving the Financial Viability and Sustainability of the Non-Profit Housing Sector

We continue to promote active involvement in the Housing Investment Pool. This program is administered through VanCity, in which BCNPHA members can open separate chequing/savings accounts at a special prime interest rate due to the “pooling” of individual accounts. As of August 2004, 22 members have participated in the program, with a cumulative total of \$7.6 million on deposit. Interest earned on these accounts is prime minus 2.057%.

We also held a series of marketing/networking sessions to promote the Affordable Housing Investment Program (AHIP). This program, managed by Phillips, Hager & North, is a family of six professionally managed investment funds selected to meet the varied needs of non-profit housing providers in BC. As of August 2004, 16 members have invested \$11.5 million in money market and bond funds.

We continue to explore opportunities for joint purchasing of goods and services, as well as the use of shared services and member discounts. Regular articles in our newsletter, *InfoLink*, have profiled examples of societies who have partnered with others to share resources, to ultimately save money.

In addition, we have encouraged members to participate in the Housing Registry. A brochure about the services was completed and distributed to the non-profit and co-op housing sector. 33 housing providers are active members of the province-wide Registry.



7.6 Million
in HIP

11.5 Million
in AHIP



Helping Members to Influence Public Policy and Better Meet Local Needs

BCNPHA has enhanced access to information and improved coordination across the sector, in order to help members influence public policy and better meet local needs. One of the ways we do this is through the regular publication of our bi-monthly newsletter, *InfoLink*, which reaches approximately 1,100 readers per issue.

As of August 2004, we had 24,634 visits to our website, www.bcnpha.bc.ca. Our discussion board was completed in November 2003, giving those with housing questions and issues an easy and effective forum for communication.

We continue to build and maintain strong external relations with key stakeholders across all levels of government. Over the last year, we met with the previous and current provincial ministers and senior staff of the Ministry of Community, Aboriginal and Womens' Services; minister responsible for Mental Health and Addictions; BC Housing's CEO, CFO and Director of Operations; Acting Director of the Residential Tenancy Office; and the Assisted Living Registrar. We also participated in consultations with government around changes in legislation with respect to the *Residential Tenancy Act*, and the *Community Care and Assisted Living Act*. In addition, we provided input to the government on the issues of consumer protection for tenure and hospitality services in supportive housing and assisted living.

In order to secure ongoing recognition and support for the work of the non-profit housing sector by senior governments, local municipalities and the public, Executive Director Alice Sundberg has been regularly meeting with three out of five health authorities, and is building a relationship with two others. She also maintains regular contact with the Assisted Living Registrar, as well as the Union of BC Municipalities.

A number of research reports and initiatives related to local housing needs were undertaken on supportive housing, challenges and opportunities in the non-profit housing sector and partnerships in housing and homelessness. These reports were published in *InfoLink*, and distributed at our Annual Conference.

BCNPHA's work also includes collaborating with other organizations and sectors with common interests and priorities. We have shared information about success stories, good practices and lessons learned with Co-operative Housing



“BCNPHA directors and I take every opportunity to be the voice of the non-profit housing sector, with all levels of government and the general public.

One of the best ways I have found to make sure our sector's issues are heard is to work together with other groups who share our interests and concerns.”

**Alice Sundberg,
Executive Director**

continued on next page

Influencing Public Policy cont'd

Federation of BC (CHFBC), Seniors Housing Information Program (SHIP), Assisted Living Centre of Excellence (ALCE), Seniors Health and Housing Coalition, and ShelterNet BC.

The Board of Directors have favoured the idea of putting together a provincial political strategy working group, which would develop a strategy to help the non-profit housing sector prepare for next May's provincial election.



Board of Directors

Your Board is made up of volunteers who work hard to direct the Association. Appreciation is due to their individual organizations who support their involvement and contribution of time.

Back Row (from left):
Gerald Rougeau, Fraser Valley Director; *Kevin Albers*, Treasurer; *Wayne Cybak*, Chair.

Middle Row (from left):
Blake Armstrong, Lower Mainland/Coast Director; *Ann Roberts*, Tenant Director; *Dave Eddy*, Vancouver City Director; and *Maxine Dell*, Secretary.

Front Row (from left):
Marsha Goldford, At-Large Director; *Alice Sundberg* (BCNPHA Executive Director); *Sherry Kulchyski*, Vice-Chair; *Janice Bradshaw*, Past Chair.

Missing: *Jim Spinelli*, At-Large Director.



Helping to Build Sustainable Community Capacity to Support New and Existing Non-Profit Affordable Housing

BCNPHA has a strong membership base of non-profits and continues to recruit new members. As of August 2004, 342 non-profit housing providers across the province were members of BCNPHA.

The Association encourages and facilitates networking among housing providers and other community groups. Last year's conference brought over 415 delegates together to explore issues around Sustaining Our Sector. During the conference we held six networking sessions; and throughout the year, 15 regional sessions were held in four out of seven provincial regions.

We also support local partnership initiatives for housing solutions. We had very successful networking sessions in Vancouver for the Building

Bridges - Building Capacity project. Member Services Coordinator Marg Gordon worked hard with ShelterNet BC to arrange these sessions. The final step will be a report at the November 2004 Building Bridges Forum on the last half-day of the conference.

Alice Sundberg and Kate Nielsen, Program Coordinator, have been working with Sherry Kulchyski of the Northern Health Authority to plan and deliver a series of networking sessions in northern communities. This series of seminars will bring together health authority staff with non-profit housing management, staff and directors of seniors' rental housing. This will be modeled on the successful series we have run for four years in Vancouver, in partnership with

BC Housing, Vancouver Health Authority, and Seniors Housing Information Program (SHIP).

We conducted a 10-month pilot project, funded through Justice Canada's Community Mobilization Program to guide and support a tenant-led process to enhance building and personal safety in a senior tenant community. The project was very successful, and the outcomes will be highlighted in a workshop at the 2004 Conference.

BCNPHA continues to build and maintain cross sectoral alliances with groups such as CHFBC, SHIP, ALCE, Seniors Health and Housing Coalition; ShelterNet BC; and the Sustaining Community Partnerships Committee.



Participants exchange ideas and solutions at the Building Bridges - Building Capacity networking sessions

Continuing to Increase the Financial Self-Sufficiency of the Association

Self-sufficiency for our organization was a goal that was recognized and embarked on several years ago. We have been working towards and making great strides at achieving that goal. 77% of revenues are generated from membership dues and program fees. Our net membership increase was 2.5%.

Education workshops saw an increase of 72% in number of attendees, and a 350% increase in the number of customized workshops held. Members gave an 85% satisfaction rate with the 2003 Annual Conference.

We received four special projects grants: CMHC Sustaining the Non-Profit Housing Sector Research; SCPI Building Bridges; National Homelessness Initiative Research; and the Community Mobilization Project. Government contributions and grant revenues make up approximately 22% of total revenues.

In June 2004 the Board voted to establish an education arm - **the Association for Affordable Housing Education, Awareness and Development (AHEAD) Society**. It is hoped that this new entity will open up opportunities that will lead to greater self-sufficiency and will help us to expand services.



“Again in 2004 BCNPHA kept its focus on diversification to continue in the pursuit of self-sufficiency. We all understand the importance of this goal and we continue to move closer to it each and every year. BCNPHA continues to keep costs down, while maintaining and even increasing the services to our membership.

I would like to take this opportunity to acknowledge firstly our Auditors, Staley, Okada and Partners, but more importantly the staff of BCNPHA, who continue to work hard and who maintain the highest degree of dedication to this organization and our entire membership. Thank you all for a successful audit for 2004.”

**Kevin Albers, CGA
Treasurer**

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 2004 and for the year then ended. In our auditor's report on the complete financial statements dated 18 October 2004, 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.
18 October 2004

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

	2004	2003
Revenue		
Sponsorships and special project grants	\$ 210,720	\$ 106,397
Other income	203,659	182,937
Registration fees	180,275	192,910
Membership fees	151,364	142,160
BC Housing	58,000	56,255
	804,018	680,659
Expenditures		
Salaries and benefits	256,952	208,946
Consulting fees	152,459	105,110
Office and general	118,121	122,644
Venue rental and catering	75,971	88,436
Professional and management fees	32,987	32,131
Travel and education	26,437	21,474
Speakers and instructors	22,099	10,280
Board activity	18,043	22,446
Advertising and promotion	12,170	19,185
Tenant sponsorship	9,366	6,926
Amortization	5,934	7,369
Cost of goods sold	2,271	-
	732,810	644,947
Net Income for the Year	71,208	35,712
Net assets - Beginning of year	243,370	207,658
Net Assets - End of Year	\$ 314,578	\$ 243,370

Financial Statements

British Columbia Non-Profit Housing Association

Statement 2

Condensed Statement of Financial Position

As at 31 August

Canadian Funds


ASSETS	2004	2003
Current		
Cash and term deposits	\$ 286,012	\$ 270,191
Accounts receivable	206,471	152,459
Prepaid expenses	21,239	19,281
	<u>513,722</u>	<u>441,931</u>
Restricted Cash	233,104	228,527
Capital Assets, net	7,274	10,750
	<u>\$ 754,100</u>	<u>\$ 681,208</u>

LIABILITIES AND NET ASSETS

Current		
Accounts payable	\$ 44,856	\$ 8,683
Unearned revenue	241,096	242,024
Deferred grants	149,679	182,012
Current portion of deferred lease inducement	1,228	1,228
	<u>436,859</u>	<u>433,947</u>
Deferred Lease Inducement	2,663	3,891
	<u>439,522</u>	<u>437,838</u>
Net Assets - Statement 1		
Invested in capital assets	7,274	10,750
Internally restricted	278,104	228,527
Unrestricted	29,200	4,093
	<u>314,578</u>	<u>243,370</u>
	<u>\$ 754,100</u>	<u>\$ 681,208</u>

ON BEHALF OF THE BOARD:


_____, Director


_____, Director

Helping Members Get The Most for Their Money

BCNPHA Membership in 2003/04 gave housing providers:



- The “Sustaining Our Sector” Conference in November 2003, with workshops, trade show and networking and 50% off the registration fee
- A voice at provincial and national levels, including regular meetings with BC Housing, involvement in consultations about residential tenancy, assisted living and homelessness
- Up-to-date news and information through our bi-monthly *InfoLink* newsletter
- Access to the “Members Only” section of the BCNPHA website, Best Practices and Discussion Board
- Discounted fees for education and training workshops on the new *Residential Tenancy Act*, *Personal Information Protection Act*, Replacement Reserve Planning and Board Training, just to name a few
- Opportunities to network, enjoy a meal and enhance knowledge at free presentations and seminars throughout the province
- The Privacy Policy Template and Tenancy Agreement Template developed specifically for housing providers
- Access to professionally managed investment options through the Affordable Housing Investment Program (AHIP)
- Bulk insurance programs and special discounts with Associate Member Suppliers
- Annual membership and supplier directories - Associate Member businesses received a FREE listing!



Association Staff

*Alice
Sundberg*
Executive
Director



It is indeed rewarding to be a part of such a practical and productive organization. I am honoured to be guided by a knowledgeable and committed Board of Directors. And I am most fortunate to have a dedicated and hard working team who are really quite fun to work with.

Marg Gordon
Member
Services
Coordinator



Our Association members love a lot of information and we spent the year providing it. Networking sessions, Affordable Housing Investment Program information sessions, and our Annual Conference drew lots of participation from members. Listening to you, our members, and responding to your wants and needs is the most important part of my job, and the part I truly enjoy. Thank you for valuing our service - I look forward to another year of successful partnering.

Kate Nielsen
Program
Coordinator -
Education &
Communica-
tions



I am always proud of the high quality instruction and content of our BCNPHA education workshops. We worked hard to deliver our Spring workshop series, and I was pleased to see that we had 350 participants. This, I believe, reflects an interest of the sector in wanting to educate themselves on legislative changes and practical applications to managing housing.

*Wing-Yee
(Winnie)
Kwong*
Financial
Coordinator



This past year has brought on some new projects, notably three on the homelessness issue, which has certainly kept me very busy! I am very honoured and proud to be part of a team of such dedicated professionals—both board and staff—who are always willing to strive for more efficient and effective ways to contribute to our sector. Looking forward to another year of learning, growth and successful accomplishments!

*Dianna
Hurford*
Executive
Assistant



I am extremely pleased to have recently joined the BC Non-Profit Housing Association. For the past four years, I have been working in the non-profit housing sector as a community-based social policy researcher. In fact, my first project in the Lower Mainland was presented at the 2001 BCNPHA Annual Conference. I am looking forward to expanding upon my knowledge and experience with non-profit housing here at BCNPHA.



BC Non-Profit Housing Association

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