

Joint Message from the Chair and Chief Executive Officer

It is a pleasure to submit BC Housing's Annual Report for 2010/11. This report describes progress in meeting the goals, objectives and performance measures described in our 2010/11 Service Plan. Our work is directed by the provincial housing strategy, *Housing Matters BC*, and is making a positive difference in people's lives across the housing continuum.

Making a difference in people's lives

Our programs and initiatives are helping to break the cycle of homelessness in communities across the province. Last year, 584 housing units for the homeless were completed with a further 535 units under construction. These developments represent a significant achievement in creating partnerships between the province, local governments, non-profit, charity and community organizations. Of greater importance, however, is the fact that these developments will become home for individuals making the transition from the street and emergency shelter to safe, affordable and stable housing. Other programs are also making a difference for the homeless. In 2010/11, 7,403 chronically homeless individuals were housed through the *Homeless Outreach Program*, including the *Aboriginal Homeless Outreach Program* and the *Emergency Shelter Program*.

Last year more than 4,123 new low-income working families and 3,283 new senior households benefitted from our programs by providing cash assistance to help them afford their monthly rent, bringing the total to 25,188 households who have participated in these programs since their inception. The successful *Rental Assistance Program*, in particular, has gone a long ways in helping families make ends meet and, in many instances, move towards greater financial independence.

Together with our government and non-profit partners, we are also working to renew and revitalize affordable housing for British Columbians who need it most. In 2010/11 renovation projects were underway at 42 social housing developments across the province through the *Housing Renovation Partnership*. These renovation projects affect positive change for the people and the communities who call them home.

This was BC Housing's first year with new responsibilities under the *Homeowner Protection Act* with a mandate to provide consumer protection for new home buyers and foster continuous improvements in the quality of construction of new homes. Our new industry partnership with the Professional Builders' Institute is a key step towards enhancing the professionalism of the residential construction sector.

ABOUT THIS ANNUAL REPORT

The 2010/11 BC Housing Annual Report was prepared under the Board of Commissioner's direction in accordance with the *Budget Transparency and Accountability Act* and the BC Reporting Principles. The Board is accountable for the contents of the report, including what has been included in the report and how it has been reported.

The information presented reflects the actual performance of BC Housing for the twelve months ended March 31, 2011.

The measures presented are consistent with BC Housing's mandate, goals and strategies, and focus on aspects critical to the organization's performance. The Board is responsible for ensuring internal controls are in place to ensure performance information is measured and reported accurately and in a timely fashion.

All significant decisions, events and identified risks, as of March 31, 2011, have been considered in preparing the report. The report contains estimates and interpretive information that represents the best judgment of management. Also identified in this report are any changes to mandate, direction, goals, strategies, measures or targets made since the 2010/11 – 2012/13 Service Plan was released, and any significant limitations in the reliability of data.

Performance results

In 2010/11 we met or exceeded the majority of our performance measure targets. For example, we were successful in meeting targets for creating new homes for those in greatest need, adapting existing units to higher priority need, and achieving a high level of employee engagement. We are particularly proud of our efforts to reduce the impact on the environment by reducing greenhouse gas emissions by 25 per cent (compared to 2005) in our directly managed public housing. Indeed 2010 was BC Housing's first year as a carbon neutral organization.

In the area of tenant satisfaction, disruptions brought about by the large number of renovation projects underway at our public housing buildings contributed to lower satisfaction levels than we would have liked. We are working to conduct repairs on a timelier basis and to improve communications and tenant supports where needed.

Financially we were able to deliver our programs within our total budget of \$764 million, including a provincial operating budget of \$481.5 million. As in the previous year we implemented budget measures to mitigate cost pressures. This required working closely with housing providers, government partners and the community to identify strategies and leverage resources to help offset some of these pressures. This focus is expected to continue in the year ahead. Our partnerships with the non-profit housing sector will benefit from the Shared Purpose Statement that was jointly initiated in 2010/11. The principles contained in the statement are intended to build on our common purpose of providing stable, safe and affordable housing, and to strengthen relationships through fostering a shared culture of respect and collaboration.

Through our social housing programs and initiatives we made a difference in the lives of about 95,000 individuals and families in 2010/11. Through the Homeowner Protection Office our programs offered value-added research and education for the benefit of 5,300 licensed residential builders as well as consumer protections for 24,000 buyers of new homes. We look forward to working with our partners to build on these achievements in the year ahead.



Brenda Eaton
Chair



Shayne Ramsay
Chief Executive Officer

Creating New Supportive Housing for the Homeless

Under the *Provincial Homelessness Initiative*, the Province works in partnership with local communities, the federal government, and non-profit providers to develop new housing options with integrated support services to help people who are homeless or at risk of homelessness move beyond temporary shelter to more secure housing.

As part of the *Provincial Homelessness Initiative* and partnerships with local governments, BC Housing completed 541 housing units for the homeless in 2010/11. These agreements with eight municipalities across the province – Vancouver, Victoria, Surrey, Kelowna, Abbotsford, Campbell River, Maple Ridge and Nanaimo – will see the development of over 2,300 new supportive housing units.



Rock Bay Landing in Victoria (above left) and Willowbridge in Kelowna (above right) both opened last year. The 7th and Fir site (below left) and 525 Abbott Street (below right), both in Vancouver, are also under construction. These sites are amongst 32 being developed around the province as a result of partnerships the Province has with local governments.