



Habitat
for Humanity®
Mid-Vancouver Island

Annual Report 2019

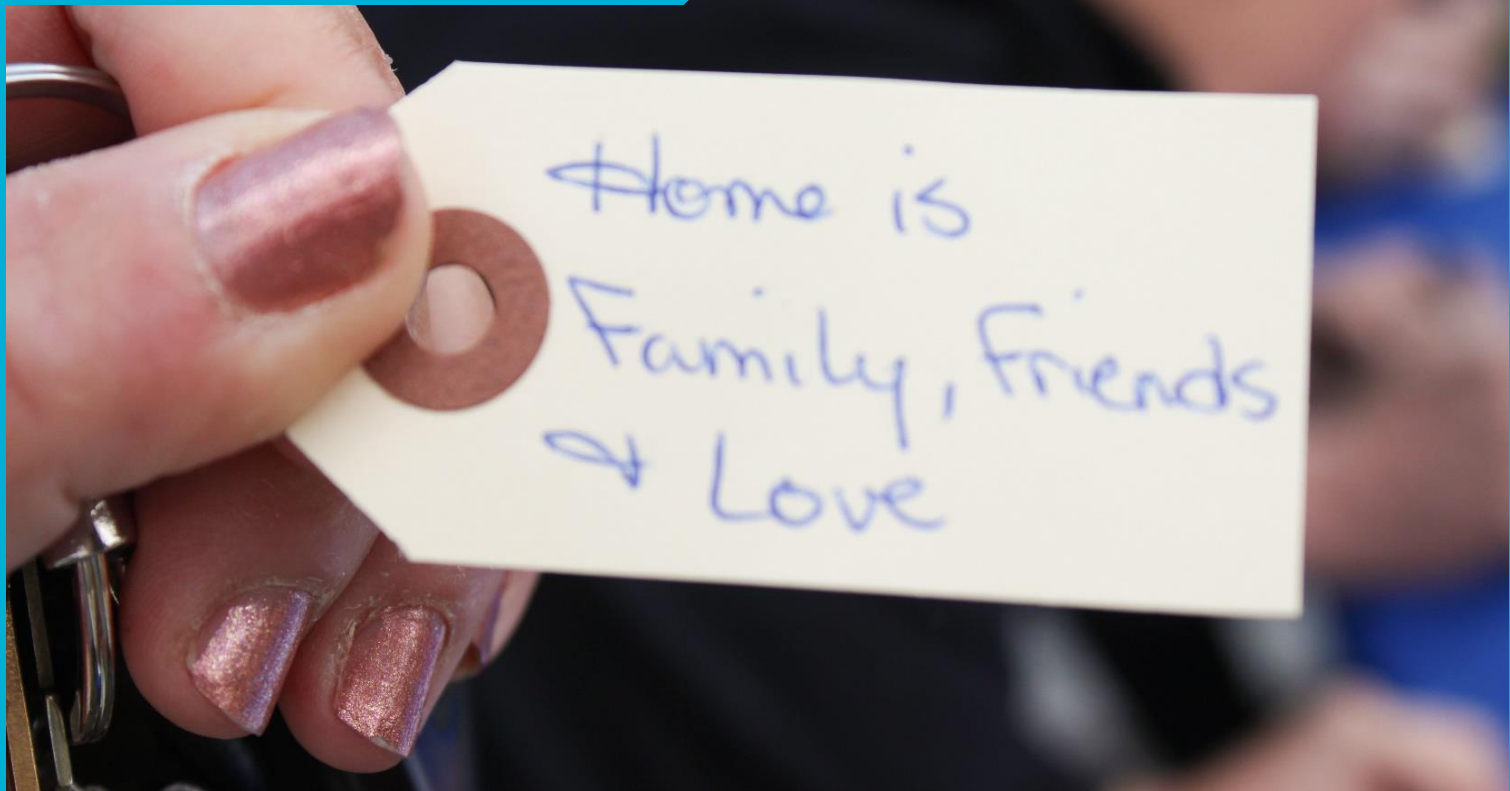


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Introduction to Habitat for Humanity Mid-Vancouver Island

Our Vision

A world where everyone has a safe and decent place to live.

Our Mission

Habitat for Humanity Mid-Vancouver Island brings communities together to help families build strength, stability and independence through affordable homeownership.

Our Values

Respect – We believe in the worth and dignity of every human being – respecting the people we serve and those that help us in this effort and recognise them as our greatest resource.

Community Building – Our mission is best achieved through meaningful and mutually beneficial partnerships within the communities we serve.

Faith in Humanity – We believe and work with people of all faiths and beliefs in a spirit of justice and compassion.

Inclusiveness – There is a role for everyone committed to our vision, mission and values and we seek to enrich our organization through diversity.

Accountability – Through our actions both internally and externally, we practice transparency and integrity in all we do.

History

Habitat for Humanity Mid-Vancouver Island marked its 25th anniversary in 2019 after starting as Habitat for Humanity Nanaimo in December 1994.

Our first home was completed in 2000 in Nanaimo and we opened the first Restore in British Columbia in 2001.

At the end of 2019 Habitat for Humanity Mid-Vancouver Island has built 22 homes and served 24 families in the Mid-Vancouver Island region.

Executive Director's Annual Report

Habitat for Humanity MVI had a very successful year in 2019. One of our biggest achievements was the completion of our first build in the Cowichan Valley, a duplex. Our collaborative team had several key events that supported the build including a donor event at VIU, ground-breaking ceremony, several build days including a dignitary (politician) build, a mixer with the Duncan Cowichan Chamber and a key ceremony which included a local Elder from Cowichan Tribes.

We also began work on our 6-plex development on Jubilee Street, Duncan which included several build days to demolish the existing home. We were able to establish the necessary requirements in time to complete much of the foundation before winter set-in.

Our build days continue to be supported by Panago Pizza and Tim Horton's providing our staff and volunteers with food and beverages. As well, the business and trades communities in the Cowichan Valley have been very supportive of our projects in reducing costs and building continued relationships.

We've been able to focus 2019 on several key initiatives including:

- **Communication**
 - We have improved our internal communication among staff and volunteers: conducting regular meetings, taking meeting minutes and acknowledgement of both staff and volunteers who continue to support in their roles. The recruitment of a dedicated volunteer coordinator enabled us to focus on supporting our volunteers more on a daily basis and steps are being taken to increase our recognition of them.
- **Human Resources**
 - We strategically recruited key positions including our Volunteer Coordinator, Marketing Coordinator and Duncan ReStore Manager alongside some new ReStore staff and volunteers. Our executive Assistant was promoted to Operations Manager.
- **Fund Development**
 - We have diversified our revenue generation to include successful applications to Home Depot, United Way, Canada Summer Jobs and BC Housing. We also received several build day funds from organizations such as MNP, Royal Bank, Royal Bank Dominion, Coast Capital Savings and many more. Our proposed budget for 2020 included the hiring of a fundraiser specialist that would diversify this portfolio that much more
- **Scaled Project Management**
 - We have a timeline of build projects and events that is communicated to all administrative members and board of directors. There continues to be considerable communication among the team to decipher when to build, build days, events, volunteers and how this is communicated internally and externally.

In addition to building stronger relationships with staff and volunteers we have also continued to build positive relationships with our current Habitat families. We hosted our first annual family barbeque at Beban Park which included food & beverages, music and an inflatable obstacle course. The event included several staff and board members and was well-received by the families.

Our Nanaimo ReStore continued to streamline services, building more operational efficiencies which in turn gave us the highest profit-margin we have seen to date. The Duncan ReStore continued to work through some of its challenges earlier in the year and with new management, staff and volunteers the ReStore is now running more effectively.

Our Board of Directors were exceptional in providing the necessary direction in collaboration with the administrative team. In November we hired Tracy Smyth to facilitate a one-day strategic planning session with our board and administration which reiterated our vision, mission and values and provided a path forward for the next 3 years.

The Nanaimo Chamber of Commerce held its annual business awards gala in April 2019 and we were honoured to receive the award for Corporate Social Responsibility for the second year in a row. We have been nominated for three awards in 2020.

In closing, I am deeply honoured to work alongside a team of staff and volunteers that carry themselves with such high integrity and continue to do what it takes to get it done.

With respect,

Marcel Aubin



Finance Report

Habitat For Humanity Mid-Vancouver Island Society Statement of Financial Position

As at December 31, 2019

	2019	2018
Assets		
Current		
Cash	76,235	74,275
Accounts receivable (Note 3)	23,597	25,582
Prepaid expenses and deposits	72,369	10,985
Current portion of mortgages receivable (Note 4)	208,047	179,332
Construction in progress	1,018,825	1,735,412
	1,399,073	2,025,586
Capital assets (Note 5)	121,865	145,109
Mortgages receivable (Note 4)	3,418,620	2,231,627
	4,939,558	4,402,322
Liabilities		
Current		
Accounts payable and accruals (Note 6)	144,135	108,337
Demand loans (Note 7)	1,317,831	1,004,825
Deferred contributions (Note 8)	95,331	263,471
	1,557,297	1,376,633
Commitments (Note 9)		
Subsequent events (Note 13)		
Net Assets		
General fund	28,065	2,502
Capital asset fund	121,864	145,108
Fund for humanity	3,232,332	2,878,079
	3,382,261	3,025,689
	4,939,558	4,402,322

Approved on behalf of the Board

Director

Director

Board of Directors and Staff 2019

Board of Directors

Lynne Henshaw – Chair
Jeff Krafta – Vice Chair
Dave Hitchcock – Director
Jessie Magee-Chalmers – Director
Bill Anderson – Treasurer

Staff - Administration

Marcel Aubin – Executive Director
Les Orcutt – Build Manager
Libby Hunns – Operations Manager
Betty Donald – Financial Controller
Kaileyne Stevenson – Marketing Assistant
Robyn Mor-Bagshaw – Volunteer Coordinator

Staff – ReStore

Dawn McHarg – Nanaimo ReStore Manager
Ivy O'Brien – Duncan ReStore Manager

Wendi Bazant*

Phil Dixon*

Joe Gelley*

Thelma Jim*

Katie Lyons*

Lisa O'Brien

Miguelle Roberts

Jennifer Ryper*

Bill Day

Dana Drew

Terry Hook

Zsuzsanna Lenarth

Myra Marshall*

Patrick Orchard

Nathan Rogers

Lena Smith*

*Denotes staff member left employment with Habitat MVI before the year end

Build and ReStore Corporate Donor List

\$10,000+

Home Depot Duncan
Home Depot Nanaimo
Costco

\$4,000 - \$10,000

City of Nanaimo
City Tile
Lowe's
McPherson Cabinetry
Motion Carpet
Mullen Trucking Corp
Rona Cobble Hill
Valley Carpet One

\$1,000 - \$4,000

Abba Flooring
Cloverdale Paint
Coast Environmental
Coastal Community Credit Union
Cowichan Valley Regional District
Den Mar Electric
Dulux Paint
EMCO
E.Roko Distributors
Gentek
Kenyon Wilson
MNP
Richardson Woodwork
Ridgeview Irrigation
SB Windows and Doors
Sherwin Williams
SIMS Real Estate
Vista Radio
Wolseley Duncan

Thank you to all our generous build and ReStore Corporate Donors 2019

Volunteer Report

Our volunteers are key to our success at Habitat for Humanity Mid-Vancouver Island. We are proud to have such a dedicated team of hardworking individuals who are willing to volunteer their time and skills with us.

During 2019 our volunteers helped us in numerous ways, from driving our truck to assisting with pick-ups and deliveries, to preparing and fixing donated items for sale, to keeping our stores tidy and organised, to cashier work, to helping on our build site in the Cowichan Valley, assisting in the administration office and being part of our community presence at parades and events.

Our successful student volunteer program continued in 2019, offering high school students the opportunity to complete their volunteer requirements with us and learn useful skills at the same time.

We are extremely grateful to all the volunteers who have their valuable time to Habitat Mid-Vancouver Island this year:

2019 Volunteer Statistics

Total number of volunteer = 101

Total number of volunteer hours worked = 6891

Number of volunteers who gave over 40 hours = 39

Number of volunteer who gave over 100 hours = 19

The following volunteers gave over 200 hours:

Dwight Lorenz

Michael Houlding

Bill Harney

Ray Ganderton

Eiber Alfonz

Trevor Dendy

Harvey Dendy

One volunteer gave over 500 hours = Joe Pereira

A HUGE THANK YOU TO ALL OF OUR VOLUNTEERS

Build Report

2019 was an active year for the Build Committee at Habitat for Humanity Mid-Vancouver Island with one major project completed and another started.

Construction on our Duplex project in the Cowichan Valley broke ground in the first week of May and was complete by November.

Throughout the construction phase of the duplex we received approximately 600 hours of volunteer help with various tasks. This project greatly increased awareness of Habitat and what we do within the Cowichan Valley, which led to significant support from the community, trades and businesses, many of whom became partners in the build. Major donations from local businesses included flooring, cabinets, plants and paint.

Seven build days were held with the support of groups from Home Depot, Royal Bank, Coast Capital Savings, Sims Realty, EMCO, MNP and local dignitaries. The build days included everything from painting, small carpentry jobs (i.e. building sundecks), demolition and landscaping.

The project completed with an open house for members of the Duncan Cowichan Chamber of Commerce. This was a well-attended event that saw approximately 60 representatives from local businesses learning more about Habitat and taking a tour of the build.

The year also saw Habitat Mid-Vancouver Island get started on our 6 Plex project on Jubilee Street in Duncan. Pre-planning included putting in place a Development Permit that required Board of Variance approval and Design approval, prior to the actual demolition of the existing house to make the site ready for construction. Once underway the site stability assessment revealed some issues that ultimately required the construction of a raft slab to facilitate the site bearing requirements for the new building.

Once this was complete, the footing and foundation were poured and the site made ready for the building structure to commence. At this point work was stopped and put on hold to wait for the spring weather with the plan to build in the drier season in early 2020.

Family Selection Committee Report

The Habitat for Humanity Mid-Vancouver Island Family Selection Committee had an active year in 2019 which resulted in one new family becoming homeowners before the year ended.

Duplex:

Two families had been selected for our three and four-bedroom duplex homes in 2018 and in early 2019 both families were starting to work on their volunteer hours. Unfortunately, due to a change in personal circumstances, the family chosen for the four-bedroom home pulled out of the opportunity just before the ground-breaking ceremony in May. As such, the selection process for this home had to be re-run throughout the summer of 2019.

The family chosen for the 3-bedroom home, the Isaachsen's, were able to spend the summer watching their future home grow and gaining volunteer hours helping with many aspects of the build. The family completed their volunteer hours by November and were thrilled to attend their key ceremony and move in just before Christmas.

The second selection process for the 4-bedroom home completed just as the year ended with the Mitchell family being selected. The family will begin working on their volunteer hours with a view to achieving homeownership in 2020.



Jubilee Street 6-Plex:

The selection process for the six homes on Jubilee Street launched in spring 2019 looking for families for three 3-bedroom and three 2-bedroom homes. The initial stage of the recruitment was run alongside the 're-run' for the 4-bed duplex home and generated 22 applications for the 6 homes.

The Family Selection Committee took the decision to pause the Jubilee selection process while they focussed on selecting a family for the built duplex. They then resumed with reviewing applications for the three bedroom homes initially and was anticipated that a final recommendation on those families would be in place by early 2020 with completion of the two-bedroom process shortly after.



In addition to the application processes which took place over the year, Spring 2019 also saw three existing Habitat families from the Meadow Hill development in Nanaimo all progress to homeownership after completing their volunteer hours.

Habitat for Humanity Mid-Vancouver Island would like to thank all the independent members of the Cowichan Family Selection Committee, whose dedication in volunteering many hours of time and attention to these process over the entire year was invaluable.

Family selection is not an easy job and we are grateful for their consideration and insight throughout the process.

Operations Report

Community Engagement

In addition to the ongoing build and family selection work going on during 2019, Habitat for Humanity Mid-Vancouver Island also focussed on increasing our community presence and building relationships with our current families.

We took part in community events including Duncan 39 Days of Summer event, The Panago Duncan Parade and the Nanaimo Silly Boat festival. In June we held a fun and informal BBQ event for our current Habitat families.

Marcel Aubin, Executive Director attended a number of local Rotary, Kinsmen and Freemason groups to present about what we do.

We held a number of events to celebrate our build including a ground-breaking ceremony, a key ceremony and a mixer event with the Duncan Cowichan Chamber of Commerce. Each of these events allowed us to connect with the local community and thank those who contributed to our build.

After the addition to our team of a Marketing Coordinator and the establishment of a Marketing and Fundraising Committee, our presence on social media has increased substantially, with more frequent and consistent messaging and engagement with the public.

During November and December, we conducted our first annual giving campaign, called the \$25 for 25 campaign to commemorate our 25th anniversary and our 25th family served. The campaign raised just over \$8,000 primarily via social media.

Other operational achievements

In addition to events, the operations team worked on streamlining a number of policies and procedures particularly around the family selection and transition to mortgage processes.

The team also worked to develop an online version of the Family Education program, to replace the in-person lessons delivered previously. This online program is believed to be unique across Habitat Canada.

ReStore Sales Analysis Report



ReStore Sales Report - 2019

NANAIMO

	<u>2019</u>	<u>2018</u>	<u>Variance</u>
Gross Revenue	\$811,933	\$876,709	-\$64,776
Net Revenue	\$410,623	\$265,617	\$145,006
Number of Transactions	43,738	44,600	-862
Fee to Habitat Canada	\$28,348	\$34,631	-\$6,283
Volunteer Hours	4,865	5,450	-585
Net Sales/sq. foot	\$133.10	\$139.16	-\$6.06
Basket Size	\$18.56	\$19.66	-\$1.10
Sales Per Labour Hour	\$69.14	\$63.58	\$5.56

Dawn McHarg, ReStore Manager

ReStore Sales Report - 2019

Duncan

	<u>2019</u>	<u>2018</u>	<u>Variance</u>
Gross Revenue	\$251,833	\$272,642	-\$20,809
Net Revenue	\$19,459	-\$13,432	\$32,891
Number of Transactions	10,909	16,300	-\$5,391
Fee to Habitat Canada	\$9,262	\$6,814	\$2,448
Volunteer Hours	1,510	610	\$900
Net Sales/sq. foot	\$61.42	\$66.50	-\$5
Basket Size	\$23.08	\$16.73	\$6
Sales Per Labour Hour	\$62.96	\$42.80	\$20

Ivy O'Brien, ReStore Manager