Copy Deck EN

Table of Contents

Table of Contents	1
Presentation of the FLHLMQ	4
How the FLHLMQ works	5
The FLHLMQ's Governing Body	6
FLHLMQ Team	9
The 25th anniversary of our federation (history of the FLHLMQ)	10
Democratic life	25
Your tenants' association	27
Role of an association	29
Positive impacts of associations	30
Complaints and mediation	32
Portrait of the associations	33
Association, CCR, Tenants on the Board	35
Foundation of an association	36
Types of associations	38
The municipal association	40
How to get there	42
Model minutes of a foundation meeting	44
General regulations	48
How an association works	50
Kick an admin	53
Teamwork on the Board	54
Sharing tasks on the Board of Directors	57
Develop a team spirit	60
Why volunteer on the Board?	61
Volunteer Reward	62
Engage new tenants	64

Consultation with tenants	65
Motivating the members of the association	67
Do we have to incorporate?	69
Opening our boards to tenants	70
Opening our boards to tenants	71
Sell membership cards?	72
Convening a general meeting	74
Community Hall	76
Model Agreement for the Management of a Community Hall	77
Get a community room	78
Religion in the Community Hall	79
A gossip-free community room	81
Finance	81
OMH Grants	83
ID ² EM	86
Other Government Programs	89
Self-financing.	92
Bingo, lottery and liquor licences	93
Other sources of funding	95
Avoiding fraud	97
All associations are insured without knowing it	98
Completing a grant application	101
Activities	104
Community Service Activities	105
Make a schedule of activities	107
Make an activity report	109
Opening up to the neighbourhood	110
Send an email to support Alexis!	111
"I live in a social housing project and that's a chance I have"	113
Petition for quality social housing	115
The contempt has lasted long enough!	118

Groundbreaking ceremony for Unitaînés in Rimouski	129
Community safety in a Montreal low-cost housing project	134
September 15 demonstration in Quebec City	136
Record demand for low-cost housing in Saguenay	137
Solange takes out her garbage cans!	141
A new fast track for developers	145
Flooding in Lanaudière	147
Prefabricated social housing?	149
A strategy that limits the number of social housing units to 4%	150
Reception	153
Membership and subscription	154
Topicality	155
Contact Us	156
Page not found	158

Presentation of the FLHLMQ

https://flhlmq.com/fr/presentation-de-la-flhlmq

Founded in 1993, the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ) brings together more than 300 low-rent tenant associations and residents' advisory committees (RCCs) throughout Quebec.

The mission of the FLHLMQ is:

- to promote and defend the interests of tenants and work to improve their quality of life;
- to provide support for the work carried out locally by tenants' associations;
- to promote the involvement and care of tenants in low-cost housing;
- to represent tenants before political and administrative bodies.

The FLHLMQ is governed by a board of directors of 18 tenants representing the different regions of Quebec. They are elected for two years at the FLHLMQ convention. Each of them is responsible for the links with the associations and CCRs in their region, in addition to being the organizer of the FLHLMQ's regional activities.

If you want to know more about the democratic functioning of the FLHLMQ, you can consult our general by-laws.

Document

GENERAL BY-LAWS OF THE FLHLMQ- 2021.pdf
[https://flhlmq.com/sites/flhlmq.com/files/202209/R%C3%88GLEMENTS%20G%C3%89N%C3%89RAUX%20DE%20LA%20FLHLMQ%202021.pdf]

The FLHLMQ employs 4 people: Robert Pilon, Élisabeth Pham, Patricia Viannay and Anik Leroux. The federation's offices are located in Montreal.

How the FLHLMQ works [https://flhlmq.com/fr/le-fonctionnement-de-la-flhlmq]

FLHLMQ Bodies [https://flhlmq.com/fr/les-instances-de-la-flhlmq]

FLHLMQ Team [https://flhlmq.com/fr/equipe-de-la-flhlmq]

25 years of our federation (history of the FLHLMQ) [https://flhlmq.com/fr/les-25-ans-de-notre-federation-historique-de-la-flhlmq]

How the FLHLMQ Works > [https://flhlmq.com/fr/le-fonctionnement-de-la-flhlmq]

How the FLHLMQ works

https://flhlmq.com/fr/le-fonctionnement-de-la-flhlmq

The FLHLMQ is a non-profit organization (NPO) that operates thanks to the volunteer involvement of its member associations and the work of a small team of employees. Its funding comes mainly from the Government of Quebec and its members' dues. Democratic life is important and is governed by general by-

laws[https://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/R%C3%88GLEMENTS%20G%C3%89N%C3%89RAUX%20DE%20LA%20FLHLMQ-%202016.pdf] adopted and revised at annual conventions.

An activity report is also presented at the congresses.

Our MembersThe FLHLMQ has more than 300 member associations in all regions of Quebec. To be a member, you must be constituted as an association or a CCR or be an organization working in HLM where the majority of the board of directors is made up of HLM tenants.

Here are the administrative regions that the FLHLMQ serves and where it has member associations:

- Abitibi-Témiscamingue
- Lower St. Lawrence
- Capitale-Nationale

- Centre-du-Québec
- Chaudières-Appalaches
- North Shore
- Eastern Townships
- Gaspésie-Îles-de-la-Madeleine
- Lanaudière
- Laurentian Mountains
- Laval
- Mauricie-Bois-Francs
- Montérégie
- Montreal
- Ottawa
- Saguenay-Lac-St-Jean

It is also possible to become an individual member of the FLHLMQ as a tenant on the board of directors of an office.

To join the FLHLMQ, simply send us the membership form

[https://www.flhlmq.com/sites/flhlmq.com/files/FormulaireAdh%C3%A9sion%20Flhlmq.pdf] with your membership fee.

The FLHLMQ's Governing Body

https://flhlmq.com/fr/les-instances-de-la-flhlmq

Our Board of Directors (BOD)



The Board of Directors is composed of 15 voting tenants elected at the convention. Their term of office is two years. They generally meet four times a year to decide on the operation and major orientations of the FLHLMQ. The last election of the Board of Directors took place at the June 2023 congress.

The following are the members of the FLHLMQ Board of Directors elected at this convention:

Region Representative Function

Abitibi Cécile Nadon Administrator

Bas-St-Laurent Lucien Dionne Treasurer

Centre-du-Québec Normand Caron Administrator

Chaudière-Appalaches Sylvie Nadeau Administrator

North Shore Vacant

Eastern Townships Vacant

Gaspé Peninsula Nicole Larocque Administrator

Lanaudière Sylvie Lebeau Administrator

Laurentian Mountains Liette Houle Administrator

Laval Liette Bergeron Administrator

Mauricie Gabrielle Couture Administrator

Montérégie Isabelle Talon Administrator

Montreal Carole Guilbault Administrator

Montreal Chantal Daneau Administrator

Ottawa Yves Dubé President

Quebec Marie-France Poirier Vice president

Saguenay Diane Morin Secretary

Our congresses

The FLHLMQ holds an annual conference to which all member associations and CCRs as well as tenants on the OMH boards of directors are invited. It is a large gathering where tenants from all over Quebec come to share their experiences, receive training on various topics and, above all, make decisions together that will improve the living conditions of low-income housing tenants.

Our team of employees

The FLHLMQ team is made up of four people who work out of Montreal. Employees share files and representations and they also have certain specific responsibilities.

Patricia Viannay Elisabeth Pham [https://flhlmq.com/fr/nous-joindre]

Robert Pilon

Anik Leroux

Coordinator Administrative Manager Community Organizers

Category

CA FLHLMQ [https://flhlmq.com/fr/categories/ca-flhlmq]

FLHLMQ Team

https://flhlmq.com/fr/equipe-de-la-flhlmq



The FLHLMQ office has four employees:

Robert Pilon, Community Organizer - robert.pilon@flhlmq.com

Élisabeth Pham, Executive Director - elisabeth.pham@flhlmq.com

Patricia Viannay, Coordinator - patricia.viannay@flhlmq.com

Anik Leroux, Community Organizer - anik.leroux@flhlmq.com

The 25th anniversary of our federation (history of the FLHLMQ)

https://flhlmq.com/fr/les-25-ans-de-notre-federation-historique-de-la-flhlmq

To mark its 25th anniversary, the FLHLMQ published a series of short articles on its history in the form of a weekly series. Thanks to André Giroux for writing these articles.

-1-

In Quebec, HLMs were really created in the '70s to house citizens evicted from their homes to make way for the major revitalization projects of the time. We can remember the demolitions caused by the crossing of Highway 40 through Trois-Rivières, by the construction of the Radio-Canada building in Montreal and the Place du Portage on the island of Hull, as well as by the closure of villages in the centre of the Gaspé Peninsula. To avoid protests, all displaced people were invited to come and live in beautiful brand new social housing at a very low rent. It is therefore a diversity of populations that made up the first HLMs ensuring a right to housing for all.

In the 1980s, as social policies became tougher, governments in Quebec City decided to restrict access to low-income housing to the poorest populations only. Amendments to the regulations on the fixing of rents and on the rules for the allocation of housing gradually drove out working households. As a result, from 1978 to 1989, the proportion of renters declaring work income fell from 20% to 7%. To put another nail in the door of the concept of social housing accessible to all, the Conservative government of Brian Mulroney announced in 1993

that the federal government was unilaterally withdrawing from the construction of new low-income housing. The shortage of social housing in the country had just begun.

It was in this context that the Front d'action populaire en réaménagement urbain (FRAPRU) had the good idea, in 1993, to encourage eight HLM tenants' associations to create the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ). Funnily enough, the only FRAPRU employee who voted against this project became coordinator of the FLHLMQ and has been for 25 years.



From the outset, the main objective that animated the Federation was democracy. In some offices, such as those in Montreal, Quebec City and Trois-Rivières, the creation of tenants' associations was supported, while in other cities, they were prohibited. It was therefore necessary to have the right of association of HLM tenants recognized to give them a voice in the face of OMH managers.

Quickly, other issues were added to the Federation's battles to make tenants feel at home in a low-income housing project. Both small battles on a daily basis, especially over the right to own pets or simply choose the colour of the paint in one's home, as there are bigger battles to prevent our rents from rising, to obtain budgets for the renovation of our buildings or to prevent the privatisation of low-cost housing.

In the coming weeks, we will present the events and issues that have marked the history of the Federation over the past 25 years, in order to take stock of the achievements made and what awaits us in the coming years.

Photo: Members of the FLHLMQ Board of Directors in 1995.

-2-

Battles for democracy

As early as 1993, the first challenge facing the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ) was the need to obtain recognition of the right to set up a tenants' association. The theme of the first conference, held in 1995, was "A Greater Place for Tenants." This theme reflected the spirit of the time particularly well.

"We felt that some HLM administrators, fortunately not all of them but there were several, were acting as if the tenants were less than nothing," recalls Robert Pilon, coordinator of the Federation from the beginning. Their management was paternalistic at best, and very authoritarian at worst. This reflected the fact that the tenants of social housing considered themselves to be a failure: failure in employment, in married life, failure at school, in leisure and in consumption. »

Hence the theme of the first congress in order to emphasize that HLM tenants are citizens in their own right and capable of assuming their lives in HLM.

The battle for democracy has been about the right to be informed, consulted and to form an association. The reality was that in Longueuil, Chicoutimi and Bromont, the leaders refused to recognize the tenants' associations. At the time, in practice, the recognition of associations was at the discretion of local leaders, who decided whether to accept them with the funding and the provision of premises that this entailed, to tolerate them or to reject them.

Some boards, such as the one in Montreal, accepted recreation committees by building, but did not want them to get together to negotiate. This was the most progressive practice at the time. Many boards boasted that they did not have tenant associations and made it clear that they did not want them, on the grounds that it would create trouble.

In Bromont, wonderful women tenants, including Isabelle Marrisal who would later become president of the FLHLMQ, had received letters from lawyers stating that they had to leave the following July 1 because they had tried to create an association.

In Longueuil, courageous women fought for seven years to set up a tenants' association. The OMH refused to recognize it under the rule of Mayor Claude Gladu.

The Federation obtained its first victory in April 1998, after submitting a petition of 30,000 names to obtain recognition of the right of association in HLM and holding the largest demonstration of HLM tenants, more than 700, in front of the National Assembly and the convention of the Regroupement des offices d'habitation du Québec. In June 1998, the SHQ issued a directive asking the OMH to recognize, fund and consult tenant associations. At the time, the president of the Federation, Claude Gelderblom, of Rivière-du-Loup, enthusiastically declared that this win represented a "real quiet revolution for HLMs." This is for two reasons:



Giving tenants who wish to do so the chance to be actively involved in the management of their building will improve the quality of services and contribute to a more positive image of public housing, both in the eyes of politicians and the population;

This commitment of tenants gives them the opportunity to revalue themselves in their own eyes, thus reclaiming their dignity

Despite this first gain, tenants experience the hard way that the offices ignore the administrative directive because it does not have the force of law. The FLHLMQ is therefore going on the offensive again to have the right of association of tenants enshrined in the law of the Société d'habitation du Québec.

In April 2002, the SHQ Act was amended to include two new rights for low-income housing tenants: the obligation for the authorities to recognize all associations that comply with the SHQ's directives and the obligation for all the offices to create a residents' advisory committee (RAC). According to the president of the Federation at the time, Jean-Marie Doyon, of Rock-Forest, "the establishment of the advisory committees will give us the chance to change the face of low-cost housing."

Over the next fifteen years, these achievements made it possible to create dozens of Resident Advisory Committees (RACs) throughout Quebec. Several CCRs are very proud of what they have achieved since then. On the other hand, more than half of the offices have never set up a RACs.

According to Élisabeth Pham, who has worked at the FLHLMQ since 2003, "this shows us that it was much easier to obtain a legislative change than to obtain a real change in attitude on the ground. It's a daily battle. Even today, many working people are afraid of reprisals: fear of losing their home, of displeasing the administrators. »

These fears are based on concrete facts: threats to move to a smaller place or to a neighbourhood that the tenant does not like.

The balance of power still exists. In 2011, in a survey by the Société d'habitation du Québec (SHQ), 49% of office directors were opposed to tenant associations. However, social housing is a world where 70% of tenants are single women, while the managers are still mostly men.

It is therefore always a huge challenge, for people excluded from everything, to learn to occupy the democratic spaces that are nevertheless the fruit of their struggles.

This is why the Federation remains very present on the ground to support tenants who want to get organized.

Pictured: Claude Gelderblom, president of the FLHLMQ, in 1998, in front of the National Assembly.

-3-

The battle for the return of workers to low-income housing

From the creation of the Federation in 1993, it was obvious to all residents that low-income housing had become a very difficult living environment. This is because in the early '80s, the Quebec government had changed the rules in two ways:

By abolishing the Rogers scale, which set the rent according to a scale of 16% to 25% of the main income in the household, and replacing it with a rent set at 25% of the two main incomes, with no ceiling.

By restricting the allocation rules through a weighting system aimed at prioritizing only the poorest, effectively excluding households working even at the minimum wage.

As a result, large housing complexes with 200 to 400 dwellings were left with only three or four working households. This created ghettos of poverty where it became more difficult to raise a family than in the '70s and '80s. A researcher, Paul Morin, used the word "social trap" to indicate that it was also becoming more difficult to get out of it.

In 1993, the Minister of Municipal Affairs at the time, Claude Ryan, wanted to go further by considering all family incomes, including those of children. The outcry was such that it was the mobilization of tenants to maintain the rent of HLMs that allowed the Front d'action populaire en réaménagement urbain (FRAPRU) to create the Federation. This battle resulted in a partial gain, namely the setting of a lump sum for young people aged 18 to 24 living with their parents. It is only at the age of 25 that the percentage rises to 25% of their income.

Two significant gains



In the early 2000s, under the presidency of Isabelle Marissal, of Bromont, the Federation organized several demonstrations and press conferences in several major cities in Quebec to demonstrate that, because of rent policies, it was not advantageous to work at low wages while remaining in low-income housing. The Federation has obtained an amendment to the regulations from the Minister responsible for Housing, Louise Harel, to obtain a protected rent. This means that the rent for people who start working will gradually increase, allowing them to stay in low-income housing for longer. Tenants of housing cooperatives and non-profit organizations (NPOs) also benefited from this measure. The Federation's objective was to develop a certain diversity in social housing.

It is also with the aim of increasing social diversity that in 2011, after 19 years of tenacious representation, the Federation obtained an amendment to the Regulation respecting the allocation of HLMs in order to take into account the age of the application. It was no longer only the poorest of the poorest who had access to social housing. There were people with diverse experiences, thus providing a living environment where it is more pleasant to live.

In 2011, the SHQ promised a study for 2016 on the impact of this measure on social diversity. We are still waiting for it in 2018.

Two setbacks avoided

When Lucien Bouchard became premier of Quebec, following the 1995 referendum, he began the fight for a zero deficit. With this obsession in mind, his government came within a hair's breadth of transferring responsibility for social housing to the municipalities, without the corresponding budgets. This would have been a royal road to their privatization. In Ontario, for example, under the rule of Mike Harris' common-sense revolution, the transfer to municipalities led to the sale of low-income housing to the private market. In Quebec, it was the public outing of the Federation, in alliance with FRAPRU, that made the government back down.

Subsequently, Rémi Trudel and the PQ announced the project to reduce rent to 30% of income in low-income housing over five years, at a rate of 1% per year. Through their mobilization, including a petition delivered to all MNAs, low-rent tenants have obtained the rejection of this measure, while almost everywhere else in Canada, this proportion has reached 30% for nearly twenty years.

-4-

The battles for renovations!

When Jean Charest came to power in 2003, the total budget allocated to low-income housing was \$50 million per year to renovate and maintain 63,000 low-income housing. The first decision of the new Minister responsible for Housing, Jean-Marc Fournier, was to reduce this budget to \$30 million.

There was not a city, not a social housing project, where tenants managed to get their old carpets or a new kitchen hood changed, let alone renovated their 30-year-old kitchen or bathroom. Zero renovations, except for emergencies or the refurbishment necessary for reletting. In fact, the SHQ estimated the accumulated maintenance deficit for the renovation of the entire HLM stock in Quebec at nearly \$4 billion.

Under the chairmanship of Nicole Sirois, from the Eastern Townships, the Federation initiated a petition that collected nearly 54,000 signatures. The document calls on the Liberals to increase

the amount allocated to the renovation of low-income housing to \$100 million per year. One hundred and ten deputies stood up in turn at the National Assembly to read the content of the petition submitted by the HLM tenants' associations in their riding. Many MPs from all parties were sympathetic to our cause, but Minister Fournier remained intractable.

The year 2007 – 2008 saw the most significant global economic crisis since the Great Depression of the 1930s. Canada fared a little better than other countries because of an infrastructure program that the federal government created at the same time.



To everyone's surprise, in December 2007, Jean-Marc Fournier's replacement, Nathalie Normandeau, invited the representatives of the FLHLMQ to a press conference in a low-income housing project next to our offices in the Little Burgundy district of Montreal. She announced a fifteen-year low-income housing renovation program: this federal-provincial program, to the tune of \$260 million per year, is indexed. So much so that in 2017, it amounted to \$360 million.

In ten years, three billion dollars were invested in the renovation of social housing. According to the SHQ, we are at 79% in the progress of the renovation work on the HLMs.

The coordinator of the FLHLMQ, Robert Pilon, remembers that in the photo taken with the minister, he couldn't smile because it seemed much too good to be true

According to him, this is "a historic victory that guarantees the survival of social housing because of the money invested. These are proportionately higher investments than in schools, for example. However, there are still a multitude of local battles to be fought to ensure that this money is spent to meet the real needs of tenants."

-5-

Battles in the National Assembly of Quebec

In 25 years, the FLHLMQ has repeatedly defended the cause of low-income housing in front of the MNAs in Quebec City. Here is a brief overview of the sometimes courageous or visionary positions we have taken following debates at the convention.

March 4, 1995 - Let's run the risk of independence if the project is worth it! Presentation of the FLHLMQ to the Commission des aînées et aînés sur l'avenir du Québec.

December 1, 2000 - Mergers can promote the management and development of social housing for the benefit of poor populations in large cities. Presentation of the FLHLMQ before the Committee on Planning and Development on Bill 70.

October 24, 2002 – For a modern and transparent management of HLMs in order to promote the participation of tenants. Presentation of the FLHLMQ before the Committee on Planning on Bill 49.

February 6, 2004 – Four major projects to develop low-cost housing in Quebec. Presentation as part of the pre-budget consultations of the Quebec Ministry of Finance.

February 14, 2005 – The health of the population comes before the health of the pharmaceutical industry. Presentation of the FLHLMQ before the Committee on Social Affairs.

March 2013 – Work that changes the face of social housing. Presentation of the FLHLMQ to the Quebec Ministry of Finance.

January 20, 2016 – To put an end to the scattering of resources and offer better services to low-income tenants in Quebec. Presentation of the FLHLMQ to the Minister of Municipal Affairs.

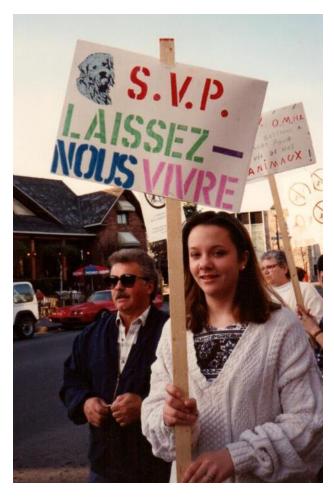
January 2016 - A proposal to reduce poverty in low-cost housing - The transfer of maintenance to tenants. Presentation as part of the public consultation Solidarity and Social Inclusion.

2016-2017 – More than 300 tenants participated in the consultation tour organized by MNA Norbert Morin and the SHQ on a new approach to housing intervention in some twenty cities in Quebec.

Each time, it was a rich but demanding experience for the tenants who succeeded each other on the FLHLMQ Board of Directors to speak at the National Assembly with all its decorum.

-6-

The battle of the referendums



From the first months of its existence, in 1993, the issue of the presence of animals in low-rent housing preoccupied the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ). At the time, two Longueuil residents, Fleurette Trottier and Denise Blanchard, were fighting in court to keep her dog, her two cats. After losing before the Régie du logement, Ms. Trottier appealed and won before the Court of Québec on technical grounds.

In solidarity with their fight, the Federation has asked the Société d'habitation du Québec (SHQ) to force the OMH to allow the presence of pets in low-income housing. Even though the Association des OMH du Québec (now called the Regroupement des offices d'habitations du Québec) recommended that its members be tolerant at the time, only a few dozen cities, including Montreal and Quebec City, allowed animals.

It would take five years, and many pathetic cases of evicted tenants, including that of Ezzy the cat in Superior Court, for the FLHLMQ to persuade the Minister of Municipal Affairs, Louise Harel, in 1998, to give the decision-making power to tenants to decide whether or not the

presence of animals should be allowed. "The idea of giving tenants the power to hold a referendum on animals appealed to the minister, who was very familiar with the issue of referendums because she had experienced two unfortunate referendums very closely," said Robert Pilon, coordinator of the FLHLMQ.

The adoption, in 2002, of an amendment to the Act respecting the Société d'habitation du Québec that requires the offices to set up a residents' advisory committee (RAC), led the SHQ to amend its Social Housing Management Guide to give the RACs the mandate to "provide, in collaboration with the board, a secret ballot mechanism to allow tenants to express their opinion on the presence of animals in low-rent housing." In addition, "if a majority of tenants are in favour of the presence of animals in low-income housing, the office will not be able to prohibit it in a general way and it will have to issue guidelines to this effect and integrate them into the building by-laws (...)"

"The issue of animals is the only issue on which tenants have obtained real decision-making power, but unfortunately it is still little known or sometimes hidden from residents," says Robert Pilon. Since 2002, about fifty tenants' associations have organised a referendum on animals. The FLHLMQ recommends the following wording in the referendum, to which it suggests voting YES:

Would you agree to

1. that the OMH authorizes the presence of animals by requiring tenants to comply with the following conditions: A CAT, ON THE CONDITION THAT IT IS OPERATED, DECLAWED AND KEPT INSIDE THE DWELLING; or A DOG, PROVIDED THAT IT DOES NOT BARK, IS ALWAYS ON A LEASH OUTSIDE AND THAT THE FECES IS PICKED UP.

2. That the Agency take firr	n action against tenants who do not comply with these new rules
Check your choice: OUI	NON

To date, more than half of the 443 OMHs, including the one in Longueuil, allow cats or dogs. The situation has changed in Longueuil since 1993 regarding the right to own an animal. In many other cities too!

Photo: Demonstration in front of Longueuil City Hall in 1994 organized by the FLHLMQ.

-7-

Monik Desjardins joined the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ) in 1994, a year after the Federation was founded. She then became a member of the board of directors, representing the HLM des Hirondelles, which she had joined in 1989. This was the beginning of a long experience that is still ongoing in 2018.

One of Monik's most memorable experiences was his meeting, in April 1998, with Jean Campeau, then PQ MNA for Crémazie. Prior to his election, he co-chaired the Bélanger-Campeau Commission, which focused on the political and constitutional future of Quebec. He was also Minister of Finance and Revenue (1994 – 1995) in the government of Jacques Parizeau.

During his meeting with Jean Campeau, Monik acted as spokesperson for the seven tenant associations of the Ahuntsic district, representing 600 households. She gave the MP a petition with 500 names. The petition asked the government to remain the owner of low-income housing rather than transfer it to municipalities, not to increase their rent to 30% of their income as was increasingly the case in English Canada, to encourage low-income working households and to adopt a by-law promoting the participation of tenants in the management of their buildings. Over the years, the signatories won their case, thanks to the petition that obtained 50,000 names in Quebec.



"Mr. Campeau is the only MNA who came to join us at the 700-person demonstration that the Federation organized in front of the National Assembly of Quebec," said Monik Desjardins.

The following year, at the Federation's third convention, she became secretary of the organization and vice-president of the Montreal OMH. "I thought I was just a b.s., but I've gained confidence in myself since I've been in public housing," she told Josée Boileau, a journalist for the daily newspaper Le Devoir, a few years later.

One of the events that gave Monik confidence was his intervention before the parliamentary commission on the possibility of merging the housing authorities, which the Federation proposed in 2001

"The mayor of Sainte-Foy, Andrée Boucher, came before us," recalls Monik. The coordinator of the Federation, Robert Pilon, suggested that I take inspiration from her. When it was my turn to speak, Louise Harel, then a PQ minister, congratulated me on being the first tenant sitting on

the executive committee of an OMH. Mrs. Fatima Houda-Pepin, a Liberal MNA, also congratulated me even though I had disagreements with her. I still remember it, 17 years later. »

A disagreement with the Montreal OMH, which had refused to follow up on a decision made at the tenants' meeting, led Monik to resign from his elected office.

She returned to the Federation ten years later, in 2012, for at least two days a week, as a volunteer. She is the one who answers the phone and gives you her valuable advice, which is the result of her vast experience.

It is thanks to Monik and the two thousand volunteers involved in the HLM tenants' associations in Quebec that the FLHLMQ has existed for 25 years.

Democratic life

https://flhlmq.com/fr/vie-democratique

The FLHLMQ brings together on a voluntary basis some 300 tenant associations and CCRs that are free and independent. A lot of effort is being made to ensure a strong and democratic associative life. In addition to the meetings of the federation's Board of Directors, which bring together representatives from all regions of Quebec, there are regular regional meetings that allow for exchanges between tenants and/or members of the associations' boards.

The Congress

The congress, which is generally held every June, is a crucial moment in the life of the association. More than 200 delegates meet there to exchange, vote on the main orientations of the federation and elect the board of directors. Each association and CCR can present proposals that are discussed and voted on by the delegates. It is on the basis of the proposals that have been adopted that the work of the federation, in particular that of the Board of Directors and the work team, will be articulated for the coming year.

Each convention also allows for exchanges between delegates and certain key government ministers - municipal affairs, employment and solidarity, seniors' secretariat - or representatives of the SHQ.

The regional caucuses take advantage of the convention to choose their representative on the FLHLMQ Board of Directors.

Activity report of 16 June 2021 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/Rapport%20FLHLMQ%202020-2021-vf.pdf]

Activity report of 30 June 2020 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/Rapport%20d%27activit%C3%A9s%202019-2020%20de%20la%20FLHLMQ.pdf]

Conference book 14-15 June 2019 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-lestextes/Cahier%20de%20congr%C3%A8s%202019%20version%20finale.pdf]

Conference booklet 8-9 June 2018 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/Cahier%20de%20congr%C3%A8s%202018.pdf]

Conference booklet 9-10 June 2017 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/Cahier%20de%20congr%C3%A8s%202017%28pour%20web%29.pdf]

Conference Booklet June 10-11, 2016 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/Cahier%20de%20congr%C3%A8s%202016%20pour%20Web.pdf]

Conference Book 5-6 June 2015 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-lestextes/Cahier%20congres%202015.pdf]

Conference book 13-14 June 2014 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-lestextes/Cahier%202014_0.pdf]

Conference book 7-8 June 2013 [https://flhlmq.com/sites/flhlmq.com/files/images-dans-lestextes/Cahier%20de%20Congr%C3%A8s%207-8%20juin%202013_0.pdf]

Conference Booklet 14-15 June 2012

[https://flhlmq.com/files/CahierCongresFLHLMQ2012Final.pdf]

Conference Book 10-11 June 2011

[https://www.flhlmq.com/files/transfert/cahier_congres_version_3_juin_final.pdf]

Conference Booklet 4-5 June 2010

[https://flhlmq.com/files/Cahier%20de%20congr%C3%A8s%202010.pdf]

Conference Booklet 13-14 June 2009 [https://flhlmq.com/files/CahierCongres2009.pdf]

Conference Booklet 16-17 May 2008 [https://flhlmq.com/files/CahierCongres2008.pdf]

Conference Booklet 15-16 June 2007 [https://flhlmq.com/files/CahierCongres2007.pdf]

Your tenants' association

https://flhlmq.com/fr/votre-association-de-locataires



A tenants' association is the grouping of tenants of one or more HLMs. This association is set up by tenants and for tenants. The association is managed like a non-profit organization and must have its own board of directors, which is sometimes called a committee. The association sees to the well-being and improvement of the quality of life of tenants. It is an autonomous body that decides how it is organized and what activities it wants to carry out.

There are nearly 400 low-income housing tenants' associations across Quebec. Most of these associations are members of the FLHLMQ. The Act respecting the Société d'habitation du Québec [https://flhlmq.com/files/Loi%20de%20la%20SHQ.pdf] (SHQ) requires all HMOs to recognize any association that brings together the tenants of its buildings on the condition that it complies with certain rules of foundation and operation that can be found in Directive on Tenant Participation

[https://www.habitation.gouv.qc.ca/fileadmin/internet/documents/partenaires/guides/Manuel _Gestion_ChapB_sec3.pdf].

Role of the FLHLMQ

The SHQ recognizes the FLHLMQ's right to hold meetings for tenants in order to allow the establishment of tenants' associations or to ensure their democratic functioning. Upon written request from the FLHLMQ, the OMH must allow such meetings to be held.

The FLHLMQ has published two guides to help tenants found an association. They can be downloaded.

Having an association: a plus for HLM tenants

[https://flhlmq.com/sites/flhlmq.com/files/Guide%20pour%20cr%C3%A9er%20une%20associ ation%20de%20locataires%2022%20juillet%202019_0.pdf], PDF version, 8 pages

Together to act [https://flhlmq.com/sites/flhlmq.com/files/images-dans-lestextes/Ensemble_pour_agir_Sept.VF_.pdf], 2015 edition, PDF version, 103 p.

Training video on setting up and running a tenants' association

Watch the first block

[https://www.youtube.com/watch?v=YnW6u_VQpel&ab_channel=FLHLMQ] and the powerpoint presentation [https://flhlmq.com/sites/flhlmq.com/files/images-dans-lestextes/bloc%201%20final.pdf]

Watch the second block [https://youtu.be/DG7zL9QhCNY] and the powerpoint presentation [http://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/bloc%202%20final.pdf]

Watch the third block [https://youtu.be/vlYTIJaJuzs] and the powerpoint presentation [http://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/bloc%203.%20final_0.pdf]

Category

Tenant Participation [https://flhlmq.com/fr/categories/participation-des-locataires]

Role of an association [https://flhlmq.com/fr/role-dune-association]

Foundation of an association [https://flhlmq.com/fr/fondation-dune-association]

How an association works [https://flhlmq.com/fr/fonctionnement-dune-association]

Finance [https://flhlmq.com/fr/finances]

Activities [https://flhlmq.com/fr/activites]

Role of an association > [https://flhlmq.com/fr/role-dune-association]

Role of an association

https://flhlmq.com/fr/role-dune-association

Here are the objectives that a tenants' association must work on within a low-income housing project and that are specified in the SHQ Act

[https://flhlmq.com/files/Loi%20de%20la%20SHQ.pdf].

Ensure the well-being and improvement of the quality of life of tenants;

Represent the interests and defend the rights of tenants;

Promote tenant participation in the management of low-cost housing;

To provide recreational, self-help, educational, cultural and social services;

Elect tenant representatives to the CCR.

These objectives are broad and therefore allow a tenants' association to advance all issues that are important to tenants, from leisure activities to the defence of tenants' rights.

It must never be forgotten that the board of directors of a tenants' association takes its mandates from the tenants who are its members. It is therefore to the tenants that the

association must be accountable, not to the director of the office, nor to the mayor of the city. The OMH must avoid interfering in the internal life of the association.

The rights and duties of the association

The tenants' association acts as a recognized spokesperson for its community with the authority.

It participates in the management of low-cost housing by delegating tenants to the CCR and, if necessary, to the sector committee.

It can extend its activities and services to the entire surrounding community, if it wishes.

It governs the use of the community hall in compliance with applicable laws and the regulations of the office.

It organizes an annual general meeting to submit the financial statements, budget estimates and, if necessary, elect its directors (a new Board of Directors).

Since the association has different roles to fulfill, it is important to elect a team of people who will have different talents to the board of directors. Some people will be very good at taking care of social activities while others will be more comfortable talking about maintenance, repairs and settlements with the OMH.

Positive impacts of associations [https://flhlmq.com/fr/impacts-positifs-des-associations]

Complaints and Mediation [https://flhlmq.com/fr/plaintes-et-mediation]

Portrait of associations [https://flhlmq.com/fr/portrait-des-associations]

Association, CCR, Tenants on the Board [https://flhlmq.com/fr/association-ccr-locataires-auca]

Positive impacts of associations

https://flhlmq.com/fr/impacts-positifs-des-associations

Despite the fact that the SHQ Act clearly affirms the right of tenants to organize themselves into an association and the obligation of OMH to establish CCRs, some OMH still fear that tenants will organize themselves and found an association.

This is an unfounded fear. An agency that has a tenants' association and a RAC generally has a better management job and the result is a reduction in operating costs and improved services. Many agencies, large and small, have come to this conclusion. For example, the OMH of Montreal even took the experiment to the next level by creating, in 2009, audit committees that look at the quality of concierge services and in which a tenant representative participates.

In the case of a smaller office, it is not uncommon for the tenants to be very closely involved in the proper functioning of the building. Here is what the director of the Rawdon Office in Lanaudière has to say: "I win with the CCR. The more informed people are, the easier it is to manage. The CCR can bring to the Board what happens inside the buildings, that's important."

Place Normandie in Montreal North

In the late 1990s, after much discussion, the Montreal North office supported the establishment of an association in a family building complex at Place Normandie. After a first year of existence, various changes were already being felt:

Decrease in tenant turnover from 25% (40 tenants in 1998) to 7% (12 tenants in 1999), which represented an increase in rental income of \$24,000 and a decrease in the cost of refurbishing vacant units of \$56,000 (28 units X \$2,000);

No theft and vandalism in laundry rooms (in previous years, there were three to four acts of vandalism or theft per year that caused an estimated \$1,500 in damage annually);

Reduction in noise complaints and disputes between neighbours by 70%;

Good participation of children in leisure activities and better academic success rate in primary school;

Increased self-esteem and environment, decrease in cases of isolation;

Better communication with the OMH and better participation in community life.

In low-cost housing where there is an active association and where tenants participate in various activities, there is generally a great improvement in the quality of life of tenants.

Complaints and mediation

https://flhlmq.com/fr/plaintes-et-mediation

It is difficult for an association and for tenants to know who to contact with a complaint. There are two kinds of complaints: individual complaints and collective complaints. These complaints take different paths.

Individual complaints

When a problem affects only one person, the procedure is as follows:

The person must submit the complaint, if possible in writing, to the agency;

If the situation is not resolved within a reasonable time, the person can then report the complaint to the association;

The association may, if it deems it necessary, make representations to the persons in charge of the office;

If the situation is not resolved, the association may submit the complaint to the CCR (or its sector committee).

If it is not possible to resolve the problem by the CCR (or the sector committee), the two people who represent the tenants' association on the board of directors (BOD) of the office may decide to put the issue on the agenda at a meeting of the BOD.

Collective complaints

When a complaint comes from several tenants or concerns the services and common areas of the building, the association must discuss it at a meeting of the Board of Directors. Then, it can report it directly to the office or submit it to the JRC (or sector committee).

The tenants' association is not obliged to defend just any cause. But when the cause is just, the association is entitled to act as a spokesperson for all tenants with the office. You can intervene

in a very legitimate way, politely ask for explanations or actions from the office without necessarily having your chopsticks in the air.

Can the association play a role as a mediator?

In an apartment building, it is common for there to be occasional conflicts between neighbours. Tenants' associations can play a positive role by first advocating dialogue between tenants before filing a complaint with the office or the police. An association can, if it wishes, find one or more responsible persons who can act as mediators to try to find common ground when possible. As an association, we can also think about the factors that are sources of conflict between tenants such as open doors, smoking, swings too close to the windows, etc., and try to find solutions before the conflicts escalate.

Portrait of the associations

https://flhlmq.com/fr/portrait-des-associations

A survey conducted in 2003 among tenant associations that are members of the FLHLMQ gives us a general picture of their situation:

An average of six tenants are involved in the boards of associations, which makes more than 2,400 volunteers for all of Quebec's low-income housing;

97% of associations hold at least one annual general meeting;

74% of the associations are incorporated and 90% have general regulations;

81% of associations manage their community hall;

8 leisure activities are carried out on average each month;

31% of associations offer self-help services;

84% of associations are ready to defend the rights of their tenants;

77% of associations participate in a RAF;

76% of associations consider their office to be a good partner.

Democratic life

Another survey conducted in 2009 among tenants sitting on the OMH Board of Directors gives a general portrait of the democratic life of associations in connection with their office:

80% of the offices circulate agendas, minutes and other preparatory documents for the Board meeting in advance;

61% of admin tenants say they have adopted a work plan with goals to achieve within the year;

84% of tenant administrators can put tenant complaints and requests on the agenda;

60% of tenant administrators say they discuss social issues and community projects;

7% of managing tenants say tenants were consulted on renovations to be done in 2009;

28% of small office CAs meet at least four times a year;

53% of board boards do not make their minutes available to residents;

48% of the offices do not have the reflex to consult tenants on important issues that affect them (even though the SHQ Act has required it since 2002);

58% of Board members do not evaluate the work of their Director;

25% of tenant administrators feel that their opinions are not considered to be as important as those of other board members;

33% of tenant administrators consider that it is the director who makes important decisions and not the board.

Some conclusions

There is a democratic deficit in the management of the boards when they do not meet often enough, when it is the director who makes important decisions, when tenants are not consulted, or when the director's work has not been evaluated by the board for several years. Conversely, it is encouraging to note that in 61% of the offices, the Board of Directors has a work plan and sets objectives to be achieved in the improvement of services, that 60% discuss the social problems of tenants and the projects to deal with them, and that more than half have thought this year of consulting their tenants in the renovation of buildings, while only 48% of offices are used to making Consultations. Participatory management is therefore on the rise in a large number of offices. However, it can be estimated that there are about 150 small offices that have significant problems with democracy both in the involvement of tenants and other members of the Board.

Association, CCR, Tenants on the Board

https://flhlmq.com/fr/association-ccr-locataires-au-ca

Since 2002, there has been a democratic space that allows tenants to get involved in the management of their low-income housing and their living environment. Indeed, the SHQ law provides:

- The right to join together in a tenants' association for one or more buildings;
- The obligation for the office to have a residents' advisory committee (RAC) composed of tenants' associations recognized by the office;
- The right to elect 2 tenants to the board of directors of the office.

Experience shows that when the tenants who make up these 3 bodies work well together, they can carry out a maximum of projects and be successful in their relations with the management of the office.

Adopt the right attitude

While it is not necessary to have a university degree to volunteer in our social housing, it is nevertheless important to have a taste for working in a team, otherwise you may quickly find yourself alone. This requires promoting qualities such as listening, respect for the ideas of others, finding solutions that will win over tenants, etc.

We must also take the time to understand the powers and limits of the body in which we participate in order to play our role well:

INSTANCE	ROLE/MANDATE	HOW?
	improvement of the quality of life	 Listen to tenants and their needs Provide recreational, self-support, educational, cultural and social services and inform tenants
ASSOCIATION	Represent the interests and defend tenants and promote participation in the management of social housing	Consult tenants on social activities, topics concerning the management of HLM with the OH, etc.
		 Ensure that tenants' rights are respected Bring tenants' concerns back to the OH (through the CCR, if one exists)
		Elect the association's tenants to the CCR

	Delegate tenants to represent	To suggest opinions and recommendations from the
	the association at the CCR	association to the JRC for discussion
building or municipality before the OH JRC Promoting tenant participation		• Discuss the issues to be dealt with and the issues of the
		OH after consultation with the associations
		• Formulate opinions and recommendations to the OH on
		these files
	Mandate the two tenants to the Board of Directors to	
	bring these opinions to the OH Board of Directors	
	Promoting topant participation	Inform tenants about important cases dealt with by the
	i fornotting teriant participation	JRC and/or OH by organising information sessions
	Organize the election of the 2	Inform and convene tenants according to the terms and
		conditions for the election of tenant representatives to the
representatives to the OH Board	OH Board of Directors	
	Participate in CCR meetings and inform tenants of OH	
Tenants on	Represent and defend the	CA files
the OMH	interests of ALL tenants of	Participate in Board meetings and contribute to and
Board of	his/her OH and ensure the	defend the opinions issued by the CCR
Directors		·
		Ask questions about the issues discussed during the
	Board meetings	

Foundation of an association

https://flhlmq.com/fr/fondation-dune-association

The right to found a tenants' association is a right recognized by the Government of Quebec. Section 58.2 of the SHQ Act [https://flhlmq.com/files/Loi%20de%20la%20SHQ.pdf] confirms that any tenant of residential dwellings administered by an agency has the right to be a member of a tenants' association. In addition, every tenant has the right to participate in the formation of this association, its

activities and its administration. The office must recognize any tenants' association that complies with the directives issued by the SHQ.

In addition, the SHQ specifies that tenants are free to choose their mode of organization as well as the objectives of their association in compliance with the laws and regulations in force in Quebec, including the Charter of Rights and Freedoms.

In brief:

The right of association is a right recognized in Quebec and by the OMH;

Setting up a tenants' association cannot cause you to lose your unit;

Participating in an association means deciding to take charge of your quality of life and it means taking responsibility;

To get involved in an association is to exercise one's freedom of expression and opinion;

An association has a say in the OMH's policies and regulations, and the law provides that it is consulted annually on budgets.

The FLHLMQ can help you set up an association

The FLHLMQ has published a guide to help tenants found an association. It can be obtained by contacting the federation at 514-521-1485 or 1-800-566-9662 or by downloading it.

Having an association: a plus for HLM tenants
[http://flhlmq.com/sites/flhlmq.com/files/images-dans-les-

textes/Guide%20fondation%20ADL%2022%20juillet%202019.pdf], PDF version, 8 pages

Poster Template for the Foundation Meeting of an Association [https://flhlmq.com/files/AfficheFondation.PDF]

Types of Associations [https://flhlmq.com/fr/types-dassociations]

How to go about it [https://flhlmq.com/fr/comment-sy-prendre]

Model minutes of a founding meeting [https://flhlmq.com/fr/modele-de-proces-verbal-dune-assemblee-de-fondation]

General Regulations [https://flhlmq.com/fr/reglements-generaux]

Types of associations

https://flhlmq.com/fr/types-dassociations

It is up to the tenants to decide how they want to organize themselves. A building association, an association of several buildings or a municipal association can be founded. These associations can bring together families, the elderly or both.

Various models

The associations are very different from one city to another, from one district to another:

Some associations have 10 tenants while others have hundreds;

Some tenants' associations organize themselves exclusively in their building, others choose to group together with all the HLMs in the municipality or neighborhood;

While some associations have chosen to limit themselves to the organization of social activities, others put more energy into defending the interests of their members and discussions with the office.

All these associations are recognized and play a major role in improving the quality of life, by animating the community and guaranteeing respect for the rights and interests of tenants.

What are the conditions to be respected?

All tenants who will be represented by the association must be invited to the foundation meeting, as well as the OMH as a witness;

There must be a foundation meeting where a quorum is respected: 10% of the tenants must be present (or a minimum of five tenants in OMHs with fewer than 50 units);

General by-laws that ensure proper functioning must be adopted and complied with (see sample by-laws below);

Each year, the association must submit and adopt financial statements and budget estimates at a general meeting. It must then submit them to the board and allow it to verify the supporting documents if necessary.

It is important to respect these conditions if you want to give yourself every chance of a good associative life, but also, if you want to obtain the \$17 per dwelling that the OMH is required to give to associations.

Model General Regulations
[https://flhlmq.com/livre/r%C3%A8glements-g%C3%A9n%C3%A9raux]

The municipal association [https://flhlmq.com/fr/lassociation-municipale]

The municipal association

https://flhlmq.com/fr/lassociation-municipale

In several cities in Quebec, there is a single association that brings together all the low-rent housing in the municipality. This is the case in Saint-Hyacinthe, Drummondville, Matane, etc. This is called a municipal association. The municipal association can bring together families as well as the elderly. This is called a mixed association. A municipal association may also bring together only families or only the elderly of an agency. There could thus be two municipal associations for the same office, a municipal association for families and a municipal association for the elderly.

Given the size of the territory, these associations sometimes have difficulty reaching people in the various buildings to involve them in the activities or even in the board of directors.

One of the interesting practices is to distribute part of the annual subsidy of the office to each of the buildings. The idea is to provide, when the budget estimates are adopted at the general meeting, that part of the subsidy (for example, \$5 or \$7 out of the total of \$17 per unit per year) will be reserved for activities to be organized in each of the buildings.

You can then go to the tenants of each building to tell them that they can get together to organize a project for their building (roast, outing with the children, flower boxes, etc.) with the amount allocated to them.

Of the 5, 10 or 15 buildings that are members of your association, perhaps 3, 8 or 12 buildings will be encouraged to organize themselves to use the money made available to them. This will allow them to do positive activities together, to see the benefit they get from being in the association. You can also promote the next generation by identifying people responsible for the next elections to the municipal association.

Model by-laws for municipal associations with more than 500 dwellings [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20municipale%20+%20de%20500%20logement. doc]

Model by-laws for municipal associations with 500 dwellings or less [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20municipale%20moins%20de%20500%20logements.doc]

How to get there

https://flhlmq.com/fr/comment-sy-prendre

Involvement in a tenants' association is free and voluntary. Even if you always want to reach as many neighbours as possible, you can't reach everyone. So we shouldn't be disappointed, if there is not 100% participation. The SHQ has set a minimum participation rate of 10% of the tenants present at the founding meeting for an association to be recognized.

1. Mobilize tenants to interest them in the association

To successfully hold a good foundation meeting, it is essential to explain to tenants why an association is important, its role and its usefulness. Some go door to door, others form a temporary committee of 3 to 4 neighbours to promote the association, others organise a social activity. We can also sit down together with different organizations (CLSC, OMH, community groups, FLHLMQ) to pool our networks of acquaintances in order to reach the greatest number of tenants so that this meeting is a success.

2. Hold a foundation meeting

First, ALL tenants must be invited in writing with a notice of meeting containing the date, time and location of the foundation meeting. The meeting should also contain the agenda so that people know why they are invited. Don't forget to invite the OMH as an observer and witness.

The agenda is usually as follows:

Appointment of a president and a secretary of the meeting;

Establishment of a quorum (at least 10% of the tenants of the building(s) covered by the association);

Reading and adoption of the agenda;

Presentation and discussion on the role and usefulness of having a tenants' association;

Reading and adoption of general regulations;

[https://flhlmq.com/fr/reglements-generaux]

Elections of Board members;

Diverse:

Adjournment of the meeting.

The founding meeting is therefore used to adopt the goals of the association and the general by-laws that specify the democratic functioning. Then, the first team of volunteers who will form the association's board of directors is elected. It takes a minimum of three directors and, ideally, all the buildings are represented.

Following the founding meeting, the OMH is obliged to fund the association at a rate of \$17 per year per unit, to provide technical support and to consult regularly on budgets, by-laws and community projects in order to improve the quality of life of tenants.

3. Take the legal steps to set up a non-profit organization

Although the association does not have to incorporate in order to be recognized [https://flhlmq.com/livre/doit-sincorporer], it may be advantageous to do so. In fact, some financing projects require the association to be registered in the Quebec enterprise register. To do so or for more information, contact the Registraire des entreprises du Québec [http://www.registreentreprises.gouv.qc.ca/].

For more information, call the FLHLMQ at (514) 521-1485 or 1 800 566-9662.

You can also call on the community organizers of the Centres de santé du Québec (formerly CLSC) to help you.

Model minutes of a foundation meeting

https://flhlmq.com/fr/modele-de-proces-verbal-dune-assemblee-de-fondation

Minutes of the general meeti	ng of the foundation of (insert the name of the tenants'
association)	insert the hame of the tenants
1- Appointment of a presider	nt and a secretary of the meeting
It was moved that assembly.	assume the chairmanship of the
Proposeur	_

Appuyeur	
It is moved thatassembly.	assume the secretariat of the
Proposeur	
Appuyeur	
2- Establishment of quorum	
represents at least 10% of all t	s present at the meeting, which he tenants of the HLM(s) targeted by the people for HLMs with less than 50
3- Adoption of the agenda	
It is proposed to adopt the age	nda as presented on the invitation.
Proposeur	
Appuyeur	

4- Presentation and discussion on the role of a tenants' association

Presentation and discussion period: What is the role of a tenants
association? What are its objectives?

5- Reading and adoption of the general regulations

The President of the Assembly reads the general regulations point by point and invites the participants to ask questions, comment on the content and make proposals for amendments if necessary.

It is proposed to adopt the general by-laws as suggested by the
FLHLMQ with amendments if necessary and establishing that the
number of members on the Board of Directors will be

rioposeui	 	
-		
Appuyeur		

6- Election of the members of the Board of Directors

The chair of the meeting asked tenants to nominate people they would like to see on the board of directors.

After the nominations, the Chair asks, starting with the last proposal through the first, whether the nominees accept or reject their nomination.

If the number of people who accept matches the number of seats on the board of directors, the people are declared elected.		
If the number of people who accept exceeds the number of seats on the board of directors, there is an election.		
The following persons were declared elected:		
7- Adjournment of the meeting		
The agenda being exhausted, the presidency declared the meeting over.		
Date of the meeting:		
Sample minutes [https://flhlmq.com/files/Mod%C3%A8le-AG-		
fondation-association.doc] in Word version		

Sample Minutes [https://flhlmq.com/files/Modele-proces-verbal.pdf] in PDF format

General regulations

https://flhlmq.com/fr/reglements-generaux

A strong association is one that treats all its members equally. The bylaws are there to ensure that all members follow the same rules. This avoids a lot of problems between tenants. It is also a legal obligation if an association wants to be recognized and financed by its OMH. The general regulations define:

the goals of the association;

the conduct of meetings and assemblies;

the division of responsibilities within the association;

how to solve operational problems in a democratic manner;

the beginning and end of the fiscal year of the association.

In the general regulations, we find:

The name, address, purposes and description of the association's membership;

An overview of the key structures: the role, composition, rights and powers of the general meetings, the Board of Directors and other committees, if any;

The responsibilities of the members and the Board (President, Vice-President, Secretariat, Treasury and other tasks);

The manner in which meetings are conducted;

The election procedures and the term of office of those elected to the Board, as well as the replacement of positions that have become vacant;

The actions to be taken when a member obstructs the proper functioning of the association.

The by-laws, or amendments to the by-laws, must be adopted by the general assembly, by a positive vote of 2/3 of those present.

The FLHLMQ offers templates specifically designed for the various types of tenant associations that must be adapted to your needs.

Association of tenants of all HLMs for the elderly of an OMH [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20toutes%20les%20personnes%20%C3%A2g%C 3%A9esdoc.doc]

Association of tenants of all HLMs, families of an OMH [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20de%20toutes%20les%20familles.doc]

Association of tenants of a single HLM in an office with several [https://flhlmq.com/files/reglements_generaux_association_dun_seul_HLM.doc]

Association of HLM tenants in a neighbourhood [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20d%27un%20quartier.doc]

Low-cost housing tenants' association in Montreal or Quebec City [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20dans%20a%20MTL%20ou%20QC.doc]

General by-laws of the HLM Tenants' Association [https://flhlmq.com/files/GENERAL-by-laws-OF-%20THE-HLM-TENANTS'-ASSOCIATION%20.doc] (for Montreal and Quebec City)

The FLHLMQ also offers a model for:

a municipal association that brings together all the HLMs of an office [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20municipale%20moins%20de%20500%20logements.doc] (500 units or less)

a municipal association that brings together all the HLMs of an office [https://flhlmq.com/files/r%C3%A8glements%20g%C3%A9n%C3%A9r aux%20association%20municipale%20+%20de%20500%20logement. doc] (500 housing units or more)

a JRC

[https://flhlmq.com/files/r%C3%A9gles%20de%20fonctionnement%20 CCR.doc]

How an association works

https://flhlmq.com/fr/fonctionnement-dune-association

To be recognized and funded, a tenants' association, whether incorporated or not, must comply with the operating rules of a non-profit organization (NPO), as stipulated in Part III of the Companies Act.

Operating conditions for democracy

All tenants who are represented by the corporation must be invited to all general or special meetings;

General by-laws that ensure proper functioning must be adopted and complied with;

The Companies Act requires boards of directors (BODs) to be composed of at least three elected persons;

Every year, the association must hold a general meeting to adopt financial statements and budget estimates. The Board must submit the information to the Board and allow the Board to verify the supporting documentation if necessary.

It is important to respect these conditions if you want to be entitled to the operating subsidy of \$17 per unit that the OMH is required to pay annually to tenant associations.

Here are some documents to help you run an association:

Together to act, the guide for HLM tenants' associations
[https://flhlmq.com/files/guideAssociation_EnsemblePourAgir_2011SC
.pdf]

Model General Regulations
[https://flhlmq.com/livre/r%C3%A8glements-g%C3%A9n%C3%A9raux]

Kick an admin [https://flhlmq.com/fr/exclure-un-administrateur]

Teamwork on the Board [https://flhlmq.com/fr/le-travail-dequipe-au-ca]

Volunteer Award [https://flhlmq.com/fr/publication/recompense-aux-benevoles]

Engaging New Tenants [https://flhlmq.com/fr/faire-participer-les-nouveaux-locataires]

Tenant consultation [https://flhlmq.com/fr/la-consultation-des-locataires]

Motivating the members of the association [https://flhlmq.com/fr/motiver-les-membres-de-lassociation]

Do we have to incorporate? [https://flhlmq.com/fr/doit-sincorporer]

Opening our boards to tenants [https://flhlmq.com/fr/ouvrir-nos-ca-aux-locataires]

Sell membership cards? [https://flhlmq.com/fr/vendre-des-cartes-de-membre]

Convening a general meeting [https://flhlmq.com/fr/convoquer-une-assemblee-generale]

Community Hall [https://flhlmq.com/fr/salle-communautaire]

Kick an admin

https://flhlmq.com/fr/exclure-un-administrateur

Can you kick out an administrator?

The answer is yes, but you have to be careful about why and how to do it, especially when there is a conflict within the association. When it is necessary to exclude a director, it must always be kept in mind that it is necessary to act in the interest of the association and to do so with respect for the person or persons involved.

There are three main reasons why the corporation may decide to exclude or suspend a director:

the director was absent without good reason from three consecutive meetings;

the director acts contrary to the interests of the association (verbal or physical violence, theft, etc.);

The administrator does not work in harmony with the group.

It must be remembered that the expulsion of a director is a last resort. Deportation is not used to settle personal conflicts, but rather to manage serious crises. Before arriving at this solution, it is best to use all available means to resolve the situation. It is important to remember that even if the person is deported, you will continue to be with them every day. From this perspective, it is always better to do things correctly.

An approach provided for in the general regulations

In the general regulations, it is stipulated that:

Board members have the power to suspend or remove a director who interferes with the proper functioning of the board. This must be done in his presence by holding a majority vote of the other members of the council. (A secret ballot often helps to soften the conflicts that may ensue.)

A suspended or expelled director may appeal the decision of the board at the general meeting of members or at a special meeting. (To request a special meeting, the person must apply to the Board of Directors based on the signatures of at least 20% of the members of the association.)

Board members have the power to co-opt new directors to fill vacancies.

Category

functioning of associations and CCRs
[https://flhlmq.com/fr/categories/fonctionnement-des-associations-et-des-ccr]

Teamwork on the Board

https://flhlmq.com/fr/le-travail-dequipe-au-ca

A single person cannot carry the responsibility of organizing community activities and speaking on behalf of all. Not only does teamwork guarantee the regular functioning of a tenants' association, but more ideas are exchanged, more things can be done and are more representative of all tenants.

In addition to taking advantage of everyone's strengths, teamwork is a good way to ensure succession. A president who has delegated responsibilities during his or her term of office will have no difficulty finding the next generation...

In addition, people talk to each other a lot in the hallways, and tenants who hear about a pleasant and dynamic board of directors are much more motivated to get involved than those who hear about a little dictator.

Teamwork means that everyone has a say in all decisions.

No one has a casting vote or a veto, not even the president.

Working as a team requires a lot of trust (we don't all have the same ideas and the same ways of doing things, we have to accept that) and respect it.

The benefits of teamwork

IF I WORK ALONEIF I WORK IN A TEAM

I'm exhausted We have more ideas

I can't find volunteers to help me, I don't have a helping hand We can vary the activities

I feel like I'm doing everything and the others are doing nothing We can represent tenants better because we are more concerned about them

I can't find a successor, the others are disengaging We take advantage of everyone's strengths and qualities

I don't have time to do everything We share responsibilities

I expose myself much more to certain rumors and criticismWe respect each other

I don't always have everyone's trustEveryone is valued

The Benefits of Teamwork

[https://flhlmq.com/files/Avantages_travail_%C3%A9quipe_0.pdf] PDF version

Task-sharing on the Board of Directors [https://flhlmq.com/fr/le-partage-des-taches-au-ca]

Developing a team spirit [https://flhlmq.com/fr/developper-un-esprit-dequipe]

Why volunteer on the Board? [https://flhlmq.com/fr/pourquoi-faire-du-benevolat-au-ca]

Sharing tasks on the Board of Directors

https://flhlmq.com/fr/le-partage-des-taches-au-ca

The directors must share the tasks of the tenant association. Everyone must find their place and do a task that suits them. Tasks are shared according to each person's talents and interests. Some people are skilled at organizing activities, others at decorating or gardening, while others are advocating and advocating. The president should not take everything on his or her back, but rather see to it that the different roles are distributed among the members of his or her board and then see to it that they are encouraged.

The Presidency

He is a bit like the conductor of a tenants' association: the presidency ensures that each member works in harmony with the others. It exercises its leadership without imposing its authority.

Key responsibilities:

Act as the association's official spokesperson to other organizations.

Chair general assemblies and board meetings.

Sign all official documents of the association.

Ensure that the Board of Directors takes into account the objectives set by the members at the general meeting.

The Vice-Presidency

The Vice-Presidency works closely with the Presidency. Since he or she must be able to perform the same duties as the president at all times, he or she must develop the same skills and keep abreast of the affairs of the association.

Key responsibilities:

Assist the President in all matters of the association.

Perform all the functions of the presidency in the event of absence or incapacity to act.

In the event of departure, assume the presidency until a new president is appointed by the general assembly.

The secretariat

Many members are looking for information that can be found in the official documents of the association; the secretary of the Board of Directors can help them find them there because it is the memory of the association.

Key responsibilities:

Draft agendas for general meetings and board meetings and send them to the members concerned within the prescribed deadlines.

Take note of exchanges and decisions during Board meetings and general assemblies and draw up minutes.

To file and preserve all documents received or written by the Board in relation to the association.

Cash flow

Where does the money come from? What is it used for? How much is left in the till? These are three of the questions that the treasurer should be able to answer. He or she must always be able to provide an accurate picture of the corporation's financial situation.

Key responsibilities:

Maintain the association's books of account.

Keep and file all documents (invoices, cheque stubs, receipts, etc.).

Make deposits and pay accounts.

Sign cheques with another signing officer authorized by the Board.

Produce an annual financial report and present it to the Board of Directors and the General Assembly.

Develop a team spirit

https://flhlmq.com/fr/developper-un-esprit-dequipe

In an association, teamwork is the key to success. A good team board is one that has been able to distribute responsibilities and tasks fairly among the members. It is also a committee where decisions are made as a group, where everyone feels that they have a say and where the atmosphere is pleasant. When members feel involved, well informed and well supported, they often want to get more involved in the association's activities.

Here are some attitudes that promote teamwork:

Arrive on time for meetings.

Remain attentive to all opinions, divergent or convergent.

Give your opinion.

Share information with other team members.

Take part in decisions taken by the majority.

Respect the decisions taken by the majority.

Accept new ideas, change.

Discuss how the team works during meetings rather than outside.

The winning conditions for a good turnover:

A good listening ear to the other members of the Board;

An open-mindedness to the ideas of others;

Respect for others;

Acceptance of decisions taken by the majority (Board of Directors or General Assembly).

Developing a team spirit on the Board of Directors
[https://flhlmq.com/files/esprit_d%27%C3%A9quipe%20_CA_0.pdf]
PDF version

Why volunteer on the Board?

https://flhlmq.com/fr/pourquoi-faire-du-benevolat-au-ca

People who sit on a board of directors (BOD) do so for a variety of reasons. All personal motives are good. We must never forget that each person also goes according to their abilities and health.

As participation in a board of directors is a volunteer involvement, it must meet certain needs of the person:

Need to belong: feel that you are part of a group and/or be able to participate with others in the realization of a common project;

Need for self-esteem: to be appreciated as a person, to feel useful;

Need to achieve self-fulfillment: participate in projects that match our strengths and interests, learn new things, meet new people;

Need to act: be active, be part of those who work to make things better.

Small Thoughts

Before I commit myself as a member of the Board of Directors, it is good to clarify our expectations. Answering the following two questions can help:

What am I looking for by getting involved on the board of directors?

What do I have to offer the Board of Directors?

Why Volunteer on the Board

[https://flhlmq.com/files/pourquoi_faire_benevolat_0.pdf] PDF version

Volunteer Reward

https://flhlmq.com/fr/publication/recompense-aux-benevoles

The volunteers who are involved in our associations are our most precious asset and, to keep them, we must take care of them. Various small touches, which cost nothing, can show that you appreciate their work at its true value:

Establish a pleasant work atmosphere;

Placing people in positions where they will be comfortable;

To enable them to take initiative and assume some power in the tasks they hold;

Have good words to highlight the work of each and every one of us;

Never miss an opportunity to thank them in public for their actions;

Promote team spirit and the pleasure of carrying out activities together.

Paying for volunteering?

Some associations decide to pay the work of volunteers for certain tasks: setting up the room, cleaning, etc. This is a mistake for at least two good reasons:

Our actions are based on volunteerism. The remuneration of some can create a feeling of injustice and frustration: if some are paid for their work, why not others?

It is illegal to pay for undeclared work.

On the other hand, it is quite normal to reimburse the costs that may be incurred by volunteering, for example the costs of transport or childcare. The association should adopt a by-law specifying the conditions and amounts that may be reimbursed to members in the context of activities authorized by the Board of Directors (BOD) (see sample reimbursement policy).

Some have also taken to rewarding board members by organizing an end-of-year dinner, by giving small gifts or by organizing a special outing, to the casino for example. Be careful! The association's money must be used for the benefit of all tenants and not for the benefit of the members of the board of directors.

We must therefore remain cautious in the way we thank our main volunteers. For example, once a year, you can organize a dinner at a restaurant for \$15 a cover. But a \$40 meal fee or regular dining out would be overkill. The same principle applies when you choose to give a small gift.

A very small part of the association's budget should be used to thank our volunteers and the amount must be clearly reflected in the financial report that is made at the annual general meeting.

Sample Refund Policy

[https://flhlmq.com/files/Modele_politique_remboursement_.doc]

Engage new tenants

https://flhlmq.com/fr/faire-participer-les-nouveaux-locataires

A good tenants' association is one that reflects the interests of all its members. And since new tenants are regularly arriving in the buildings, we need to find ways to get in touch with them. Sometimes it is even necessary to make special efforts to reach tenants of other origins.

Welcoming newcomers

The aim is to inform new tenants about the possibilities of community life but also about their rights as tenants. It is important to explain to people that involvement is free and voluntary. Secondly, it may

sometimes be useful to remind them that the association is recognised by the office. The new tenant may not come to the community hall the next day, but they will have a better understanding of what's going on and feel welcome when they're ready to participate.

Opening up and diversifying our activities

Did you know that certain religions or cultural habits prohibit gambling? In this case, traditional bingo may be less successful. When many of the tenants are seniors, the line dancing party may be quieter.

Sometimes we have to look at the bigger picture and review our operations in light of the diversity of people who live in our buildings.

Adapting the activities to the needs and interests of the tenants ensures better participation.

Integrating different tenants into the Board of Directors

Certainly, it is a challenge. However, boards of directors (BODs) that succeed in integrating a diversity of members, including people from other cultural communities, are those that develop new activities. We have to accept that everyone has something different to contribute. Tenants with serious disabilities or mental health issues, for example, can be good choices. In fact, there are many self-help groups in Quebec, where 100% of the board is made up of people with mental health problems, who work very well. It's about being open.

Consultation with tenants

https://flhlmq.com/fr/la-consultation-des-locataires

Even if the Board of Directors (BOD) was elected to look after the interests of the tenants and to fulfil the mandates given to it at the general meeting, it is not sovereign over all decisions. For example, large expenses must be submitted to tenants, and the representations that the committee will make during consultations on budgets, building by-laws or major changes to the work plan must be decided jointly with the general membership.

Consultation helps to engage and engage tenants, which encourages participation. When tenants feel involved in decision-making and have a say, they are more interested in participating.

Consulting tenants does not necessarily require a huge amount of work: a special meeting is easily organized and it is easy to find support from the FLHLMQ, the CLSC or the office. A survey can have just a few questions and can be distributed to the doors, it is not long. The bulletin board is also a very simple tool for consulting and informing.

It is true that the first special assemblies may not mobilize many tenants, it is a long-term job. This is essential if we want to be representative of all tenants and not speak on our behalf. Let's remember that, in the SHQ's directive, we talk about a quorum of 10% of tenants for a foundation meeting, even though our objective is to seek the opinion of as many people as possible.

To help you:

Survey Template [https://flhlmq.com/files/Modele_de_sondage.doc] Word version

Category

functioning of associations and CCRs
[https://flhlmq.com/fr/categories/fonctionnement-des-associations-et-des-ccr]

Motivating the members of the association

https://flhlmq.com/fr/motiver-les-membres-de-lassociation

When people feel respected and the association can count on them to carry out the tasks entrusted to them, we can say that they are motivated. The more members enjoy participating in the various activities, the stronger the association.

Here are the main reasons for limb abandonment and how to prevent it.

Reasons for abandonment Prevention actions

Unmotivating or overly repetitive tasks Ensure that the responsibilities assigned to the member are in line with their tastes and abilities

Lack of recognition Congratulate and thank the member for the work done, both privately and publicly

Lack of a sense of belonging to the existing group Organize social activities reserved for the group to ensure its cohesion

Feeling left out of the decision-making process Consult with the member and make them feel that the group is taking their opinion into account

The feeling of isolation or lack of supervision See if the member needs help or training; regularly let him know the group's appreciation of his work

How to motivate members of the association [https://flhlmq.com/files/Comment_motiver_membres_0.pdf] PDF version

Do we have to incorporate?

https://flhlmq.com/fr/doit-sincorporer

Incorporation is not mandatory for a tenants' association. But this is the way to give a legal existence to the association. Tenant associations generally choose to incorporate to:

obtain government and private grants;

Limit the civil and financial liability of Board members.

But incorporated or not, a tenants' association must comply with the operating rules of a non-profit organization (NPO), as stipulated in Part III of the Companies Act.

To incorporate, you must:

choose a name and do a search to make sure no one else is using that name in Quebec;

complete a form to obtain letters patent (or charter) that set out the purposes (objects) of the corporation;

pay a fee of about \$185 (and \$32 each year thereafter).

To incorporate, obtain the forms or more information, contact the Registraire des entreprises du Québec [http://www.registreentreprises.gouv.qc.ca/].

Opening our boards to tenants

https://flhlmq.com/fr/ouvrir-nos-ca-aux-locataires

Why not open our boards of directors to tenants?

FLHLMQ Newsletter - September 2007

Legally speaking, there is no requirement for an elected board of directors to sit publicly in the presence of observers, but have you ever thought about the benefits that could bring you?

It's easy to do

You inform all your tenants that they can attend meetings of the association's Board of Directors as observers, for example, on the last Monday of each month in the community hall;

At the beginning of the meeting, you set aside 15 minutes for questions, comments and requests from tenants who have come to attend the meeting;

In the end, you reserve the right to order a closed session, if necessary, on sensitive issues concerning the reputation of individuals.

This brings positive aspects

You are putting an end to all the false rumours that are circulating about the use of money, the arbitrariness of the decisions, the fact that the committee is a closed clique that decides everything in secret;

You educate tenants by showing them how the committee works, and thus, you develop a possible succession among your members;

You give your members the opportunity to share their suggestions and problems so that you can take them into account in your activities;

You set a good example for the office by being transparent.

Talk about it at your next board meeting. The majority of council may agree with that.

Opening our boards to tenants

https://flhlmq.com/fr/ouvrir-nos-ca-aux-locataires

Why not open our boards of directors to tenants?

FLHLMQ Newsletter - September 2007

Legally speaking, there is no requirement for an elected board of directors to sit publicly in the presence of observers, but have you ever thought about the benefits that could bring you?

It's easy to do

You inform all your tenants that they can attend meetings of the association's Board of Directors as observers, for example, on the last Monday of each month in the community hall;

At the beginning of the meeting, you set aside 15 minutes for questions, comments and requests from tenants who have come to attend the meeting;

In the end, you reserve the right to order a closed session, if necessary, on sensitive issues concerning the reputation of individuals.

This brings positive aspects

You are putting an end to all the false rumours that are circulating about the use of money, the arbitrariness of the decisions, the fact that the committee is a closed clique that decides everything in secret;

You educate tenants by showing them how the committee works, and thus, you develop a possible succession among your members;

You give your members the opportunity to share their suggestions and problems so that you can take them into account in your activities;

You set a good example for the office by being transparent.

Talk about it at your next board meeting. The majority of council may agree with that.

Sell membership cards?

https://flhlmq.com/fr/vendre-des-cartes-de-membre

In some cities, such as Montreal, Gatineau and Longueuil, tenant associations have taken to selling membership cards. Thus, tenants

must pay \$2 or \$5 to be members in good standing of the association and participate in its activities. Even if we understand the concern for self-financing that guides this practice, the fact remains that it is not permitted.

Under the SHQ's directive [https://flhlmg.com/files/1-

_Participation_des_locataires_a_la_gestion_associations.pdf] on tenant participation, the association represents all residents, and it is for this reason that it receives \$17 per year for each unit. This subsidy must be used for all tenants and not just for those who have paid for their membership card in addition. The association therefore does not have the right to require a membership card.

However, self-financing activities can be organized to raise additional funds, such as bingos, dart or pocket leagues, outings, etc. It is then permissible to request a special contribution for these activities, since they are voluntary.

In short, a tenant does not have to pay to be a member of the association, because every tenant is an ex officio member. On the other hand, some activities may be paid for to self-finance the association.

Category

functioning of associations and CCRs
[https://flhlmq.com/fr/categories/fonctionnement-des-associations-et-des-ccr]

Convening a general meeting

https://flhlmq.com/fr/convoquer-une-assemblee-generale

All tenants who are represented by the corporation must be invited to all general or special meetings. The Board prepares a notice of meeting that includes the date, time and place of the meeting and the agenda and ensures that the notice is seen (bulletin board or building entrances) or received (by mail or door-to-door) by everyone.

Here is a sample convocation:
TO ALL TENANTS
You are warmly invited to participate in the association's annual genera meeting which will take place:
Friday, November 25, 2011
at 9:30 a.m.
at the community hall

Agenda

1. Appointment of a President and a Secretary of the Assembly

- 2. Reading and adoption of the agenda
- 3. Reading and adoption of the minutes of the previous annual meeting
- 4. Presentation of the last year's activity report
- 5. Presentation and adoption of the financial report
- 6. Discussion on activities planned for 2012
- 7. Adoption of the 2012 budget estimates
- 8. Election to the Board of Directors of the Association
- 9. Miscellaneous
- 10. Adjournment of the meeting

We look forward to meeting you!

President of the association

N.B.: We asked Mr. Robert Pilon, from the Fédération des locataires de HLM du Québec (FLHLMQ), to come and chair the meeting in order to ensure the impartiality of the discussions.

Sample meeting [https://flhlmq.com/files/Modele_convocation_0.doc] in Word format

Community Hall

https://flhlmq.com/fr/salle-communautaire

Managing a community hall is first and foremost about establishing its internal functioning. You have to know how to balance the constraints of collective etiquette and the flexibility that will make it a welcoming and warm place. Managing a community hall also means ensuring compliance with the laws and regulations in the territory where the building is located. Many OMH sign a community hall management agreement with their tenant associations (click here for a template [https://flhlmq.com/content/mod%C3%A8le-dentente-pour-la-gestion-dune-salle-communautaire]). These agreements have the advantage of clarifying the responsibilities of each party with regard to the use of the room and maintenance.

It should be noted that since January 1, 2008, all tenant associations automatically benefit from civil and material liability insurance (for a maximum of \$5,000 in property). The amount of this is deducted from the association's annual subsidy. This insurance allows you to be protected in the event of an incident during activities.

By ensuring the cooperation of the members in all the rules of use of this room, the association avoids many problems. Here are the steps to take with regard to the management of the community hall:

Discuss the following issues with all members: opening and closing hours, room reservation procedure, etc. Establish and enforce the rules that result from these discussions;

Respect the laws and regulations regarding the activities that take place in the hall, for example the prohibition of smoking in public places.

If a show or public event is held in the hall, the association must comply with municipal by-laws such as outdoor signage, order and security. The association must verify the provisions that apply in the municipality and comply with them.

The community hall is the heart of the tenants' association; it must beat to the rhythm of the needs of the members and be filled with joie de vivre and harmony.

Get a Community Room [https://flhlmq.com/fr/obtenir-une-salle-communautaire]

Religion in the Community Hall [https://flhlmq.com/fr/la-religion-dans-la-salle-communautaire]

A gossip-free community room [https://flhlmq.com/fr/une-salle-communautaire-libre-de-commerage]

Model Agreement for the Management of a Community Hall

https://flhlmq.com/fr/publication/modele-dentente-pour-la-gestion-dune-salle-communautaire

Managing a community hall is first and foremost about establishing its internal functioning. You have to know how to balance the constraints of collective etiquette and the flexibility that will make it a welcoming and warm place. Managing a community hall also means ensuring compliance with the laws and regulations in the territory where the

building is located. Several OMH

[https://flhlmq.com/fr/publication/glossary/term/88] sign an agreement with their tenant associations to manage community halls. These agreements have the advantage of clarifying the responsibilities of each party with regard to the use of the room and maintenance.

Here is a model to adapt to your association and to adopt at the general assembly:

Attachments

Document

Modele_d entente_pour_la_salle_communautaire_0.doc [https://flhlmq.com/sites/flhlmq.com/files/Modele_d%27entente_pour _la_salle_communautaire_0.doc]

Get a community room

https://flhlmq.com/fr/obtenir-une-salle-communautaire

Can we have community halls? This is the question that several tenants' associations in social housing for families are asking. In recent years, the OMH of Montreal, Quebec City, Trois-Rivières, Chicoutimi, Sherbrooke, Charlesbourg, Lévis, Bécancour, Saint-Hyacinthe, Bromont, Longueuil, etc. Received approval to convert units to community halls in buildings where there were none. In all these cases, the OMH entrusts the management of this room to the tenants' association free of charge, as is already the rule with community rooms in buildings for the elderly.

The procedure to follow is relatively simple. All that is required is for the OMH Board of Directors to vote a resolution to this effect and ask the SHQ for authorization. Because of the housing shortage, the SHQ is concerned not to transform housing into premises if other solutions can be found. She will therefore ask if all the other avenues have been checked: use of storage space, splitting a large dwelling in two, etc. The SHQ will also want to make sure that the premises will be really useful and that we will not deprive ourselves of housing to simply hold one meeting per month of the association's Board of Directors, for example.

If the OMH Board of Directors is convinced that the space will promote the development of various community activities that will enhance the quality of life of residents, there will be no difficulty in convincing the SHQ. In most cases, however, the SHQ will ask the OMH to include a clause allowing it to convert the community hall into housing if it loses its usefulness in the future.

Religion in the Community Hall

https://flhlmq.com/fr/la-religion-dans-la-salle-communautaire

Religious activities held in low-cost housing community halls are sometimes the subject of criticism and questions. How can we respect the beliefs of some and the non-belief or religion different from others? Are saying Mass or the Rosary activities that fall under the purview of a tenants' committee? Is having a small oratory dedicated to the Virgin Mary and refusing to have one dedicated to Buddha discriminatory?

The adequate answers to all these questions are a matter of respect for differences and religious freedom, moderation, democracy, but above all of responses to the needs of the members of the association and common sense.

To maintain religious activities or not?

There is nothing reprehensible about an association, in a social housing for the elderly, organizing a weekly mass if it meets the needs of some of its members who can no longer get to the church because of mobility problems. As long as this is not done to the detriment of other activities, it can be very correct to reserve the community hall for one hour each day for those who still wish to say the rosary "with their family". On the other hand, it may be inappropriate to ostentatiously decorate the walls of the community hall with holy images, crucifixes and photographs of the pope. In an increasingly secularized society, religion is a matter of privacy and moderation. Faith is a source of comfort and meaning to life for some people, but the Catholic religion may also have been the source of deep wounds for others. People who don't believe in it also have the right to be comfortable and respected. The community hall is a public place that must be neutral and welcoming to all.

The issue of discrimination arises in certain areas where the presence of immigrants is greater. If one of the primary missions of an association is to meet the needs of its members and some of them ask for a place and time to hold certain community activities of a religious nature, the association could not say yes to some and no to others. It would not be able to allow it for people of the Catholic religion, for example, and

refuse it to people of the Muslim religion. This would then be discrimination and the association could be subject to legal action.

The decision whether or not to hold religious activities may be taken by all the members meeting in a general assembly. Members who have needs or reluctance at this level can then make their point of view known and it will be the majority of the members who will ultimately decide whether or not to hold these activities. The committee will then be able to rely on this democratic vote to justify the refusal or acceptance of the requests

A gossip-free community room

https://flhlmq.com/fr/une-salle-communautaire-libre-de-commerage

In some social housing, tenants' associations have put up posters stating that "gossip is forbidden in the room". This is to indicate that gossip, rarely true, often nasty and rarely useful, has no place in a room that wants to be a positive gathering place for all tenants.

Category

Community Action [https://flhlmq.com/fr/categories/action-communautaire]

Finance

https://flhlmq.com/fr/finances

Across Quebec, tenant associations are taking all kinds of initiatives to improve the quality of their living environment. By becoming aware of their role in community animation, they develop their capacity to carry out projects that meet the needs and problems experienced by the tenants of their HLM. The perspective of these projects is no longer only to organize leisure activities but rather to organize services or community initiatives to respond to a clearly identified problem.

For an association, there are two types of funding:

external funding (such as grants or donations); and self-financing (such as registration fees for activities or the organization of bingos, bazaars, etc.).

Finding funding requires a lot of time and energy. This is why the board of directors (BOD) must plan in advance the amounts that the association will need and the means to be taken to raise them. To achieve this, an annual budget must be prepared and fundraising activities must be planned as part of the program of activities for the year.

Financial Report Template

[https://flhlmq.com/files/Modele_de_rapport_financier.doc]

Sample Reimbursement Policy for Volunteers

[https://flhlmq.com/files/Modele_politique_remboursement_.doc]

Category

Financing of associations

[https://flhlmq.com/fr/categories/financement-des-associations]

OMH Grants [https://flhlmq.com/fr/subventions-de-lomh]

ID²EM [https://flhlmq.com/fr/id2em]

Other Government Programs [https://flhlmq.com/fr/autres-programmes-gouvernementaux]

Self-financing [https://flhlmq.com/fr/lautofinancement]

Other sources of funding [https://flhlmq.com/fr/autres-sources-definancement]

Preventing fraud [https://flhlmq.com/fr/eviter-les-fraudes]

All associations are insured without knowing it [https://flhlmq.com/fr/toutes-les-associations-sont-assurees-sans-lesavoir]

Completing a Grant Application [https://flhlmq.com/fr/remplir-une-demande-de-subvention]

OMH Grants

https://flhlmq.com/fr/subventions-de-lomh

Core Grant

The purpose of the office's subsidy of \$24 per year per dwelling is to promote participation in the association and the management of the living environment. It also allows associations to increase their autonomy, and tenants to benefit from diversified community activities. The Board may not impose any use of the grant. The association is free to use it for any of its needs or program of activities. There is therefore

no limitation on the use that the association can make of the subsidy on the condition that this amount is used for the common good and for one of its objectives.

The board may request a report on the use of the grant each year. The SHQ's directive concerning tenants' associations clearly states that the subsidy should be paid in a maximum of two instalments, including at least one at the beginning of the year. The directive also recognizes that associations can accumulate a budget surplus. This must not exceed 50% of the annual subsidy.

To obtain a grant from the office, the committee must take the following steps:

Have presented the program of activities, the annual financial report and the budget estimates to all members gathered at the general assembly.

Formulate a grant application and have it signed by two elected members of the association.

At the end of the year, report to the agency on the use of the amounts paid.

Other amounts available

In February 2009, the SHQ informed the offices that the GST rebate they received was being replaced by an amount of \$37 per dwelling, broken down as follows:

\$15 per unit for social activities;

\$22 per unit for community support.

This \$37 allowance is in addition to the \$24 annual subsidy that the OMH pays to tenant associations. In the case of the \$15 granted to the offices for social activities, the SHQ indicated that this amount can be used directly by the office for the purchase of equipment and the financing of activities or be transferred, in part or in full, to tenants' associations in order to increase their subsidies. The \$22 is to be used to finance human resources to help tenants in difficulty.

The Administrative Board of your Office therefore has a decision to make on the use of these amounts. It is not pocket money that the director can use as he or she wishes. Several offices have already passed resolutions to give the \$15 to associations so that they can use it to finance their activities or buy the community equipment they deem necessary. Associations would then receive \$24 + \$15 = \$39. Tenant associations that would like to benefit from this money should make a written request to their OMH.

SUMMARY with the budget items of the subsidies:

•\$24 to associations (ext. 66916) for their operations. In fact, a \$23.50 grant to associations + .50¢ for insurance

- •\$15 for community activities (ext. 66921): can be used by the board's board of directors or given to the tenants' association to organize bingos, parties, etc. or buy equipment (swings and others).
- •\$22 for customer support (ext. 61753): used by the board of directors of the office or given to the tenants' association to pay salaries for community support, social worker, homework help, etc.

Category

Financing of associations

[https://flhlmq.com/fr/categories/financement-des-associations]

ID²EM

https://flhlmq.com/fr/id2em

ID²EM 2012-2013

Funding application forms

are now available!

The Financing Program, Sustainable Development, Mutual Aid and Mobilization Initiative (ID²EM) has just been launched for 2012, for the second consecutive year.

The goal of ID²EM is to support local initiatives that promote the involvement of HLM residents in the improvement of their family, community and social living environment from a sustainable development perspective.

The jury will select the best projects, from tenant associations, CCRs or offices, to award them amounts of up to \$15,000.

You can participate by proposing a project before September 25, 2012, by completing an application for funding that meets the following objectives:

To support the collective care of HLM residents as a means of combating poverty and social exclusion.

Encourage volunteer involvement and active participation of residents in community life.

Raise awareness among low-income housing organizations and residents of their responsibilities with regard to sustainable development.

Strengthen the mobilization and participation of residents in the protection and enhancement of the environment.

Encourage the commitment of residents to eco-responsible actions.

Promote the implementation of collective actions that have a positive impact on the physical, social and community environment in social housing.

The 2012-2013 Explanatory Guide

[http://www.flhlmq.com/files/images-dans-les-textes/Doc-Info-IDEM-2012-13.doc] and the 2012-13 Application Form [http://www.flhlmq.com/files/images-dans-les-textes/Formulaire-IDEM-2012-13.doc] to be completed are now available. You can also obtain a paper copy of the document free of charge by calling the FLHLMQ at 1-800-566-9662 or ROHQ at 1-800-463-6257, ext. 207.

This initiative, funded by the Société d'habitation du Québec, is administered by the Regroupement des offices d'habitation du Québec (ROHQ). The Fédération des locataires de HLM du Québec is an important partner and sits on the project selection committee.

We remain at your disposal to advise you in the development and drafting of your project. Feel free to contact us at 1-800-566-9662, we are here to help.

See here an example of a project that was selected last year. [http://www.flhlmq.com/content/exemple-de-projet-id%C2%B2em-le-vert-multig%C3%A9n%C3%A9rationnel]

Click here for all the information you need for your project this year. [http://www.flhlmq.com/content/les-formulaires-de-demande-pourid%C2%B2em-2012-sont-disponibles]

You will find on this link [http://www.flhlmq.com/content/des-id%C3%A9es-de-projets-admissibles-pour-idem] ideas for activities that may be eligible for IDEM.

Category

IDEM [https://flhlmq.com/fr/categories/idem]

Other Government Programs

https://flhlmq.com/fr/autres-programmes-gouvernementaux

New Horizons for Seniors Program

This federal program aims to encourage seniors to be active in their lives, participate in society and contribute to their communities. There are three funding streams:

community participation and leadership;

Capital Assistance; and

Elder Abuse Awareness

Project funding can be up to \$25,000 per year, or \$250,000 in the case of the third component Elder Abuse Awareness.

For call for proposal dates and more information:

Human Resources and Skills Development Canada website [http://www.hrsdc.gc.ca/fra/partenariats_communautaires/aines/inde x.shtml]

Telephone: 1-800-277-9915 (toll-free)

Committed to Action for Quebec Seniors Program

This program of the Secrétariat aux aînés aims to provide financial support for community projects for seniors to:

Facilitate the participation of seniors in community life.

Prepare and train seniors for decision-making positions.

Prevent or combat abuse, violence and neglect of older adults.

Support caregivers who care for seniors.

To be eligible, associations must be legally incorporated under the Companies Act as a non-profit organization (NPO). The maximum amount per project is \$30,000.

To find out when projects are submitted and for any additional information:

Seniors' Secretariat website

[https://flhlmq.com/fr/%20http://www.mfa.gouv.qc.ca/fr/aines/service s-et-programmes/Pages/coeur-action.aspx]

Telephone: Québec City area: 418-644-4545, Montréal region: 514-644-

4545, Elsewhere in Québec: 1-877-644-4545 (toll-free)

Support for Initiatives to Respect Seniors Program

This new program from the Government of Quebec provides financial support to organizations that carry out activities and services for seniors. The projects submitted must aim to increase respect for seniors. This program has two distinct components:

Support for innovation, experimentation and research, encourages experimentation with innovative approaches or ways of doing things, research and the development of means of action for the well-being of seniors (through partnership agreements).

Support for development initiatives, supports local, regional and national initiatives stemming mainly from community settings and

related to the environment and living conditions of seniors and their entourage (through a call for projects).

To find out when projects are submitted and for any additional information:

Seniors' Secretariat website

[http://www.mfa.gouv.qc.ca/fr/aines/services-et-programmes/Pages/soutien-initiatives-respect.aspx]

Telephone: Québec City area: 418-644-4545, Montréal region: 514-644-

4545, Elsewhere in Québec: 1-877-644-4545 (toll-free)

Self-financing

https://flhlmq.com/fr/lautofinancement

Self-financing often represents a significant part of an association's income. An example of self-financing is the entrance fees or registration fees paid by members to participate in an activity. The surpluses generated by certain activities in order to finance the association represent another form of self-financing.

In working on its annual budget forecasts, the Board of Directors has estimated all of its sources of income and it knows the sums that the association must raise through self-financing.

Here are three methods of self-financing often adopted by CAs:

Bingo is a very popular activity that can bring in interesting sums for the association, once the organization costs and the cost of gifts are deducted. This is especially true since non-members can be invited, which generates income from outside.

The bazaar is a good source of funding. For example, if it is used clothing, it costs next to nothing to pick, refurbish, label, sell and advertise the event. Almost all the money raised can therefore be used to finance the association. Except in certain municipalities, a permit is not required and no sales tax rebate is required if the items sold have not been purchased.

In addition, some activities can be self-funded, in whole or in part. For example, a resource person who gives a social dance class or who gives a conference can be paid through the participants' registration fees.

Members may also be charged an admission fee for an activity such as a corn roast or a multicultural meal.

While the tenants' association may request a financial contribution, even a small one, from the members, it must never ask for the payment of a membership fee or a membership card.

Bingo, lottery and liquor licences [https://flhlmq.com/fr/permis-de-bingo-loterie-et-alcool]

Bingo, lottery and liquor licences

https://flhlmq.com/fr/permis-de-bingo-loterie-et-alcool

When an association organizes fundraising events such as bingos, raffles or casinos, it needs a licence. The same applies if it serves free of charge or if it sells alcohol on the occasion of a party.

Bingo

Keep in mind that since 2008, new rules govern the conduct of bingos and organizations can obtain a licence.

A bingo licence must be applied for at least 30 days prior to the event by completing a form

[http://www.racj.gouv.qc.ca/fileadmin/templavoila/documents/formul aires/francais/RACJ-1060D__10-02_.pdf].

Draw and Casino

For a raffle or casino licence, processing times may vary depending on the licence applied for (see Services Québec [http://www.formulaire.gouv.qc.ca/cgi/affiche_doc.cgi?dossier=2713& table=0]).

Alcohol

A permit to serve or sell liquor must be applied for at least 15 days prior to the event (see form

[http://www.racj.gouv.qc.ca/fileadmin/templavoila/documents/formulaires/francais/RACJ-1060D__10-02_.pdf]).

For more information:

Website of the Régie des alcools, des courses et des jeux [http://www.racj.gouv.qc.ca/]

Phone: Quebec City: 418-643-7667, Montreal: 514-873-3577,

Elsewhere in Quebec: 1-800-363-0320

Other sources of funding

https://flhlmq.com/fr/autres-sources-de-financement

Support for Volunteer Action

Each MPP has access to a fund of nearly \$100,000 per year to support associations in their riding. Several dozen tenant associations will seek \$300 to \$500 to finance their activities.

Applications can also be made to social organizations such as the Caisse populaire, the Optimist Club, Kiwanis, etc.

See the example of a request submitted by La Maisonnette Berthelet to its Member of Provincial Parliament in 2011.

[https://flhlmq.com/files/ExSoutienActionBenevole%202011.doc]

Donations and Sponsorships

A donation is a sum of money received by the association for the realization of a specific activity or for the operation of the association.

Since donations are made by organizations whose mission is often charitable, it is important to clearly demonstrate how the project will help people in need. The association is generally not required to account for the use of the sums paid to it in the form of a donation. With some exceptions, she is also not required to present her budget estimates, but by doing so, she has a better chance of obtaining the donation.

The association may request assistance from the community organizer of the Centre de santé et de services sociaux (CSSS) that serves the association's territory. Here are the steps that the tenants' committee can take:

Establish a list of local organizations that offer concrete assistance to socio-community groups: religious communities, the head offices of certain companies, certain social clubs, your MNAs, etc.

Write a donation request; clearly specify the amount requested and the social or community objective of the project (for example, to set up a space in the building for the young people to organize their activities).

Indicate that, at the request of the organization, the committee is willing to meet with the donor to provide all the required information.

If a donation is made, please consider sending a thank you letter.

See the examples of the Maisonnette Berthelet for sponsorship requests [https://flhlmq.com/files/ExCommandites2011.doc] and thank you letters

[https://flhlmq.com/files/ExLettrederemerciements2011.doc].

Category

Financing of associations

[https://flhlmq.com/fr/categories/financement-des-associations]

Avoiding fraud

https://flhlmq.com/fr/eviter-les-fraudes

Every year, a small number of associations are victims of fraud. The old adage that "opportunity makes the thief" is true in social housing as in all other voluntary organizations. This is why it is important to adopt basic rules of caution so as not to tempt the devil:

The treasurer must be a reliable person who does not hold other positions;

Handling money from bingos and other activities in the presence of a witness;

Avoid having two members of the same household sign cheques;

Request regular reports (every 3 months) of income and expenses;

Post financial reports on the bulletin board and be as transparent as possible (open your books to your tenants);

Have cheques with two signatures;

Have invoices for each expense made.

In cases of fraud, our experience shows us that it is practically useless to prosecute thieves. On the other hand, at a general meeting of our members, we can have a proposal adopted to remove their membership status. Thus, they will no longer be able to participate in activities or be re-elected to the association's Board of Directors.

A housing authority is also entitled to refuse to recognize and pay the operating grant (\$17 per year/per unit) to an association whose officers did not properly fulfill their obligations the previous year. Thus, if a president was unable to provide supporting documents for his or her expenses in 2009 and is nevertheless re-elected in 2010, the office could then refuse to pay the subsidy to the association because of the presence of this person on the association's board. The office should also notify tenants in advance that it will no longer recognize the association if such officers, who have not respected the democratic conditions set out in the SHQ's directive on tenant participation, are re-elected.

All associations are insured without knowing it

https://flhlmq.com/fr/toutes-les-associations-sont-assurees-sans-lesavoir

To deal with the unfortunate accidents that can sometimes occur during an activity and to protect their property, all tenant associations are covered by two separate insurances:

civil liability insurance that provides \$2 million in coverage for all regular activities (leisure, meetings, parties, etc.) of associations carried out in low-income housing;

insurance against damage (theft, vandalism, fire, etc.) which covers all the associations' property (sound system, television, DVD player, bingo equipment, chairs, tables, kitchen equipment, etc.).

This coverage, which has long been requested by tenant associations who found the insurance they could obtain individually (from \$150 to \$500 per year) very expensive, is the result of negotiations between the FLHLMQ and the SHQ.

Liability insurance

Liability insurance came into effect on January 1, 2008 at a cost of 50¢ per unit per year. It offers quality protection for a very reasonable price. The premium of \$0.50 per dwelling/year (plus the 9% tax) will be calculated according to the total number of dwellings supervised by each of the offices and this amount will be deducted from the subsidy of \$17 / dwelling / year that is paid to associations. For example, an association with 20 units would have to pay \$10 (+ taxes) per year to be insured for its activities and this amount will be automatically deducted from the association's basic operating grant.

Property Insurance

The protection of the property of associations is included in the OMH program. There is no deductible (deductible) and no cost to the corporation if the property it owns is worth \$5,000 or less. An

association that wants more coverage can get additional coverage by paying \$7.50 per \$1,000.

Associations must submit to the OMH, at least once a year, a list of the properties they wish to have covered. This formality is extremely important. It is therefore appropriate to submit this list with your annual grant application, and to update it if the association becomes the owner of any new valuable property, whether as a result of a donation, sponsorship or purchase.

To help you, the FLHLMQ has produced a sample list that you can adjust to your reality. Don't forget that you must always keep your invoices because, in any case, the association's board of directors will have to present these supporting documents at the annual general meeting and to the OMH to obtain the basic subsidy for the following year.

Insurance Property List Template Word Version
[https://flhlmq.com/files/Liste%20des%20biens%20assurances.doc]

Category

News from the associations

[https://flhlmq.com/fr/categories/nouvelles-des-associations]

Completing a grant application

https://flhlmq.com/fr/remplir-une-demande-de-subvention

Before filling out a form or writing a grant application, the association's board of directors must ask itself the following questions:

What needs of residents is the project intended to address?

Is that what tenants want?

Would a small consultation to verify this be necessary?

What activities would best address these needs?

Who can help us?

A grant form often looks complicated to fill out. The questions are numerous, the words used are unfamiliar, there are lots of little boxes. You can ask someone you know to help you fill out the form: an employee of the CLSC, a community organization or the office you trust. You can also call the funder to ask for clarification.

A few tips

Most funders (SHQ, Secrétariat aux aînés, foundations, etc.) have their own grant application form. It must be read carefully and all questions answered as clearly as possible.

1- Identify the problem or need you want to respond to

If possible, put numbers like the approximate number or percentage of people who are experiencing the problem. Examples:

In our building, 5% of the people participate in the activities.

More than half of the 65 residents have a major problem with loneliness.

30% of families are immigrants and have difficulty helping their children with their homework.

2- Present the objectives of the project

A goal starts with a verb and describes the result you want to achieve. Ideally, it should be accurate and measurable. Examples:

Break the isolation of residents who have almost no visitors.

Bringing 15 more people to the community meals.

To allow families to eat better and to make it easier to make it to the end of the month.

3- Clearly describe the means that have been chosen

A means is synonymous with activities. So the means describe the activities we want to carry out and must be in line with our objectives.

Examples:

To break the isolation, we plan to:

Organize one community meal per week.

Organize a petanque tournament.

To improve the quality of the families' diet, we plan;

To create a community garden and get 10 families to actively participate.

Make three groups of collective kitchens.

4- Contribution of the organization

A project is more credible if the association itself agrees to invest in it. It's not just about cash. The association can demonstrate the value of its contribution in terms of volunteer time and equipment. Examples:

Mention the value of the loan of the community hall by assessing how much it would cost to rent a space elsewhere.

It is also important to mention the time or resources that other organizations will put into the project. Examples:

The support of the office

Time per week or month donated by a CSSS contact person

5- Explain the planned expenses

It's better to put more details than less. A realistic and well-justified budget is harder to cut. If a person is hired, the number of hours per week and the hourly rate must be specified. If there is the purchase of material or equipment, it must be detailed.

Activities

https://flhlmq.com/fr/activites

Tenant associations offer all kinds of activities to their members: physical, social, cultural, educational, party, etc. What matters is that these activities are well suited to the tenants of the building. For example, they will be different if the tenants are elderly people rather than families with children.

The costs requested must also be a significant concern to allow as many members as possible to participate. If this concern seems obvious in a large number of low-income housing for families, it must also be evident in low-income housing for the elderly, where people with very low incomes are often present. Some examples of activities:

Crafts and DIY

Knitting workshop

Making decorations

Recovery and refurbishment of used clothing

Parties and social gatherings

Community meal

Dance

Board games

Physical activities

Fitness

Games (petanque, irons, pockets)

Line dancing

Community Service Activities [https://flhlmq.com/fr/activites-deservices-communautaires]

Make a timetable of activities [https://flhlmq.com/fr/faire-une-grille-horaire-des-activites]

Make an activity report [https://flhlmq.com/fr/faire-un-rapport-dactivites]

Opening up to the neighborhood [https://flhlmq.com/fr/ouverture-auquartier]

Community Service Activities

https://flhlmq.com/fr/activites-de-services-communautaires

In addition to recreational activities, a good number of tenant associations also organize community service activities. These are activities that improve the quality of life of tenants and whose means, often simple but nevertheless effective, are based on mutual aid and cooperation.

A neighbour is watching over you

For example, more than a hundred associations are running the project A neighbour watches over you [http://www.flhlmq.com/content/unvoisin-veille-sur-vous], which improves the safety of elderly tenants. This vigilance program makes it possible to check if people are doing well by simply patrolling the floors of the building in the evening and morning. Participating tenants install a door hanger on their handle in the evening before going to bed, a bit like in a hotel, and if it has not been installed in the evening or removed at an agreed time in the morning, a tenant knocks on the door to check if everything is okay.

Homework help and collective kitchen

Tenants of the family buildings of the Notre-Dame-de-la-Paix complex in Trois-Rivières offer homework support for children living in low-income housing. In doing so, they improve the academic performance of children, reduce the chances of dropping out of school and give a little boost to families who have difficulty with reading, writing and numbers.

In Rawdon, in the Lanaudière region, tenants do a collective kitchen once a week. In this way, they promote contact between many of the tenants who would otherwise be at risk of isolation while allowing the sharing of a quality meal. They also use these meetings to circulate information about upcoming activities, to initiate discussions on topics affecting tenants, such as renovations, or to raise awareness of OMH guidelines, such as maintenance.

Improving people's lives

The Lévis Tenants' Association regularly publishes a small newspaper that informs its members of what is happening in the buildings, but also of the various services offered in the community that could be useful to tenants (vaccination at the CLSC, activities of a women's group, municipal recreation, etc.).

In addition to improving people's lives, these activities promote a better atmosphere in the buildings and make low-income housing places where bonds of friendship and complicity can be created that increase the residents' sense of security. The impact is also positive for the offices and the management of buildings, because the strengthening of the social fabric in a building has undeniable positive impacts [https://flhlmq.com/livre/impacts-positifs-des-associations], such as the reduction of neighbourhood disturbances, the reduction of vandalism problems, the stabilisation of tenants (fewer moves, therefore less administrative costs and costs of refurbishment of the dwellings, etc.).

Category

Community Action [https://flhlmq.com/fr/categories/action-communautaire]

Make a schedule of activities

https://flhlmq.com/fr/faire-une-grille-horaire-des-activites

At the Annual General Meeting, it is recommended that you submit to your members a program of activities that you want to carry out during the year. The aim is to present a schedule of the activities that will take place in the community hall. Like what:

Monday Tuesday Wednesday Thursday Friday

Saturday Sunday

AM Exercise Coffee & Meetings Exercise Free Stinger

League Mass

PM Puzzle Visit of the CLSC Pocket Baseball Conference

Dance Classes Bingo

Evening Bingo Map Bingo Map Community Dinner Free Loan of the room to the young people

You can also ask your tenants to suggest other activities to fill your schedule and find responsible people to take care of them.

It is the board of directors (CA) of the association that is responsible for managing the room. However, it is not necessary to be present at all activities. The council may delegate responsibility for certain activities to other tenants.

For example, bingo can be taken over by one or two tenants. However, they must report on their work to the association's Board of Directors. In addition to lightening your work, it prepares the next generation.

Schedule template

[https://flhlmq.com/files/Grille_horaire_d%27activit%C3%A9s.doc] in Word format

Make an activity report

https://flhlmq.com/fr/faire-un-rapport-dactivites

At the Annual General Meeting, the Board of Directors (BOD) must make a verbal report to recall the activities carried out during the past year. This report must be approved by the general assembly. Here's what can be included in the report:

Democratic life

The number of meetings of the Board of Directors

Resignations and arrivals to the Board of Directors

The number of general meetings

Number of Special Meetings

Activities

The opening of the room Weekly activities Bingo Maps Community dinners Holiday activities Valentine's Day activities Special activities (corn roast, pocket games, etc.) Special purchases Tables, games, chairs, painting... Representations **RAC** meetings Meetings with the office FLHLMQ regional meetings, conventions or training sessions

Opening up to the neighbourhood

https://flhlmq.com/fr/ouverture-au-quartier

Can we open our activities to people who do not live in the HLM? The answer is yes. Associations can offer their activities to the entire surrounding community.

The opening of activities can make it possible to self-finance the association. In addition, by allowing the community to participate in certain activities, perceptions of life in HLM and its tenants will become more positive. A HLM is part of a neighborhood or a village, it is an additional resource and richness in a community!

Send an email to support Alexis!

https://flhlmq.com/fr/article/envoyez-un-courriel-pour-soutenir-alexis

Submitted by Rédaction on Tue, 09/17/2024 - 12:03



Nadia Simard dénonce le manque d'humanité des gestionnaires du HLM où elle vit avec son fils Alexis, atteint de trisomie 21 et du syndrome de Mova Mova. PHOTO DIDIER DEBUSSCHERE

A young person with Down syndrome who is disabled and at the end of his life can no longer even go outside because the municipal housing office that manages his HLM refuses to install a lift, even though exceptional funds have been released for this purpose.

See the article in the Journal de Québec:

https://www.journaldequebec.com/2024/09/17/lomh-refuse-dadapter-son-logement-un-jeune-trisomique-en-fin-de-vie-coince-chez-lui [https://www.journaldequebec.com/2024/09/17/lomh-refuse-dadapter-son-logement-un-jeune-trisomique-en-fin-de-vie-coince-chez-lui]

If you feel like it, the FLHLMQ invites you to send an email to the mayor of the municipality of Baie-Saint-Paul and the deputy mayor who is also president of the OMH.

You could help us by sending a simple message like:

For humanitarian reasons, I would like you to accept the offer of the Société d'habitation du Québec to grant an exceptional budget of \$50,000 for the installation of a lift outside Ms. Simard's apartment.

Send your email to the following two addresses:

maire@baiesaintpaul.com

district5@baiesaintpaul.com

The FLHLMQ thanks you for supporting this solidarity action!

"I live in a social housing project and that's a chance I have"

https://flhlmq.com/fr/article/je-vis-dans-un-hlm-et-ca-cest-unechance-que-jai

Submitted by Rédaction on Mon, 09/16/2024 - 16:28





Chantale Daneau se considère chanceuse d'habiter dans un HLM. Plusieurs familles aimeraient avoir sa chance, dit-elle. (Philippe Chabot/Le Soleil)

«Je vis dans un HLM et ça, c'est une chance que j'ai. Il y a environ 34 000 ménages qui aimeraient avoir la même chance que moi», lance Chantale Daneau.

The FLHLMQ was present at the large demonstration of 1,300 people in favour of social housing that took place on September 15 in front of the National Assembly in Quebec City.

A member of our board of directors, Chantal Daneau, even made the front page of the newspaper Le Soleil and a Radio-Canada report by stating: "I live in a low-income housing project and that's a chance I have. There are about 34,000 households that would like to have the same chance as me."

During this rally organized by FRAPRU, 450 people signed the petition FOR QUALITY HLM that all associations and CCRs will receive by mail during the week of September 16.

To read the article in the newspaper Le Soleil:

https://www.lesoleil.com/actualites/actualites-locales/la-capitale/2024/09/15/la-chance-dhabiter-dans-un-hlm-5L4SZKQNHZADTEKTRYCSCWKI5M/

[https://www.lesoleil.com/actualites/actualites-locales/la-capitale/2024/09/15/la-chance-dhabiter-dans-un-hlm-5L4SZKQNHZADTEKTRYCSCWKI5M/]

Petition for quality social housing

https://flhlmq.com/fr/article/petition-pour-des-hlm-de-qualite

Submitted by Rédaction on Wed, 09/11/2024 - 15:50

>PÉTITION POUR DES HLM DE QUALITÉ

- CONSIDÉRANT QUE la mission de la Société d'habitation du Québec est de mettre à la disposition des citoyen.ne.s des logements à loyer modique;
- CONSIDÉRANT QUE les 73 000 logements à loyer modique (HLM), répartis à travers le Québec, ne sont pas suffisants pour répondre aux besoins des 34 000 ménages inscrits sur les listes d'attente;
- CONSIDÉRANT QUE l'inflation des dernières années a réduit de près de 10 % le budget des offices d'habitation et affecté fortement les services aux locataires, notamment en aggravant la pénurie de personnel;

Nous, signataires, demandons au gouvernement du Québec :

- De mettre en place un nouveau programme HLM permettant aux offices d'habitation de réaliser 5000 logements par année;
- D'indexer pleinement les budgets accordés à l'administration et à l'entretien des HLM.

VIII 1 E

I KEROFI ET ROFI	******	JIGHATOKE

Fédération des locataires d'habitations à loyer modique du Québec

PRÉNOM ET NOM

Nous vous invitons à faire signer cette pétition

SIGNATURE

et à la remettre à votre député.e afin qu'elle soit déposée à l'Assemblée nationale du Québec.

2520, av. Lionel-Groulx, local 202, Montréal (Québec) H3J IJ8

1 800 566-9662

flhlmq.com

The FLHLMQ will take advantage of the demonstration and the camps organized by FRAPRU to demand social housing, on September 14 and 15, to publicly launch its petition for quality HLMs. The following week, all our associations and the CCRs in Quebec will be invited to go door-

to-door to collect at least 10,000 signatures and to ask their MNA to table them on their behalf in the National Assembly.

The wording of the petition is simple to understand and explain:

WHEREAS the mission of the Société d'habitation du Québec is to make available to citoyen.ne. low-rent housing;

WHEREAS the 73,000 low-rent housing units (HLMs) across Quebec are not sufficient to meet the needs of the 34,000 households on waiting lists;

CONSIDERING THAT the inflation of recent years has reduced the budget of housing offices by nearly 10% and has severely affected tenant services, in particular by aggravating the shortage of staff;

We, the signatories, call on the Government of Quebec:

To set up a new HLM program allowing housing authorities to build 5000 housing units per year;

To fully index the budgets allocated to the administration and maintenance of social housing.

If each association submits 10, 20 or 100 signatures, more than 10,000 signatures will be collected across Quebec and dozens of MNAs will deposit them in the National Assembly.

The addition of all your petitions will be our strength!

Letter Petition web.pdf
[https://flhlmq.com/sites/flhlmq.com/files/2024-09/Lettre%20Pe%CC%81tition%20web.pdf]

Petition web.pdf [https://flhlmq.com/sites/flhlmq.com/files/2024-09/Pe%CC%81tition%20web.pdf]

The contempt has lasted long enough!

https://flhlmq.com/fr/article/le-mepris-assez-dure

Submitted by Rédaction on Wed, 09/11/2024 - 11:41



Radio Canada has just published an article on the scandalous situation experienced at the Lake Abitibi housing office: laxity in the rental of housing, contempt for tenants who ask questions, threats against CCR members, etc.

The FLHLMQ is wholeheartedly with the tenants who are right to complain and we hope for a strong intervention on the part of the SHQ to restore transparency and respect for the rules of participation in this office. Above all, and this is not mentioned in the report, all the tenants who are members of the CCR received a formal notice from the OH in order to intimidate them. Never seen before!

How was it discovered that social housing was empty in Abitibi-Ouest?

HLM tenants have acted as whistleblowers in this case. Journalist Jean-Marc Belzile explains how he managed to confirm their information.

https://ici.radio-canada.ca/info/videos/1-10172505/comment-a-t-on-decouvert-que-logements-sociaux-etaient-vides-en-abitibi-ouest

[https://ici.radio-canada.ca/info/videos/1-10172505/comment-a-t-on-decouvert-que-logements-sociaux-etaient-vides-en-abitibi-ouest]



Low-cost housing that has been unoccupied for years in the midst of a housing crisis

Ву

Jean-Marc Belzile

Radio Cada Abitibi-Témiscamingue

In the midst of a housing crisis, several low-rent housing units managed by the Office d'habitation du lac Abitibi are unoccupied in Abitibi-Ouest. A situation that has been going on for years and no solution has been found.

In the small municipality of La Reine, which has a population of just over 300, 11 low-rent housing units are available, but only five are occupied. Several of these homes have been empty for several years.

Mayor Fanny Dupras-Rossier says she has tried a few times to get explanations, but without success. We ask questions, but it's difficult to get clear answers," she explains.

In Palmarolle, 4 of the 10 low-cost housing units are not occupied. For a long time. In Palmarolle, we can read in the municipality's 2015-2017 action plan that this was already a problem. The municipality was calling for changes by proposing to raise awareness among HLM administrators so that they lower the age of eligibility to 55.

Households living in low-cost housing pay 25% of their income for housing. To be eligible for low-income housing in Abitibi-Ouest, a single person cannot earn more than \$25,000 and the household income must not exceed \$37,000 for a family of 4 or 5 people. Some HLMs also require a minimum age, as is the case in Palmarolle.

These vacant units are expensive since it is the municipality that pays part of the costs. The deficit is paid 90% by the Société d'habitation du Québec (SHQ), and 10% by the municipalities. Municipalities that, in most cases, do not have a lot of money.

The Office d'habitation (OH) du lac Abitibi manages the low-rent housing projects of La Sarre, Palmarolle, La Reine, Normétal and Dupuy. According to officials, 15 out of 104 homes are vacant. After verification, Radio-Canada was able to find that this figure is underestimated.

There are more than twenty homes that are unoccupied, some of them near downtown La Sarre.

The executive director of the OH, Mylène Joseph, specifies that these units are vacant since there is no demand in these municipalities.

Asked if the criteria could be changed, she said that all scenarios are being considered.

This situation is unfortunate, but not exceptional when it comes to buildings at a good distance from services. We continue to work with the NEB to find solutions and allow these units to be rented as soon as possible. Flexibilities are also possible and also make it possible to

promote rentals, explains the Société d'habitation du Québec (SHQ) in an email.

The Fédération des locataires des HLM du Québec believes that the criteria should have been changed.

In other offices, as we have seen, there is a possibility by decree to increase the ceiling of eligible income when we are unable to rent the units. This has been done in several regions, including recently in the Gaspé Peninsula. Steps must be taken to ensure that these units do not remain empty while we are in the midst of a housing crisis, explains coordinator Patricia Viannay, who also says she receives calls from disgruntled citizens of Abitibi-Ouest.

I know that I receive calls from tenants who say they are eligible, but who can't apply. They don't understand why they weren't on the waiting list when there are vacant units.

A quote from Patricia Viannay, coordinator at the Fédération des locataires des HLM du Québec

Difficult to get answers

The executive director of the Office d'habitation du lac Abitibi, Mylène Joseph, believes that the relationship with the various villages is good, specifying that each municipality has a representative on the board of directors (BOD) of the Office.

On June 13, 2023, the same Board of Directors nevertheless adopted a resolution to remind municipalities that they have no decision-making power.

Be it resolved to send a letter to municipalities/cities explaining that despite their 10% contribution, decisions regarding low-cost housing are the responsibility of OHLA only, the minutes read.

The Residents' Advisory Committee (RAC), created in 2019 to represent low-income residents on the OH Board of Directors, is also of the opinion that information is difficult to obtain. President Jacques Mailhoux says he made the decision to get involved to understand what can explain these uninhabited dwellings.

When we hear people tell us or call us to tell us: "We would like to have rent, but we are not able to reach the DG". It sets me on fire, I have a hard time accepting that," he explains.

The committee has been trying since March 2023 to get answers from the executive director of the Abitibi Lake Housing Office, Mylène Joseph, but communication is very difficult.

In March 2023, the CCR first requested the minutes and agendas of the Board of Directors meetings of the Office municipal d'habitation. The

executive director then replied that they had to go through the Access to Information Act.

"We cannot send you the documents without following this process," she wrote on April 27, 2023.

In a telephone interview with Radio-Canada on September 9, she reiterated this position.

The CCR's request is legitimate and does not have to go through access to information.

It is written directly in the Act. What is written in black and white is that the CCR has the right to have access to the minutes, to also meet with the board of directors once a year, explains Patricia Viannay, coordinator of the Fédération des locataires des HLM du Québec.

It was finally after months of efforts by CCR members and the intervention of the Fédération des locataires d'habitations à loyer modique du Québec that they received the minutes in December 2023. However, to date, the committee has still not been able to consult, as required by law, the annual report and budget of the Abitibi Lake Housing Authority.

Refusal to fund the JRC

The social housing management guide also provides that the Housing Authority must fund the CCR at a rate of \$30 per unit per year to allow activities to be organized for the benefit of tenants, but the Abitibi Lake Housing Authority refuses to provide this money to the committee.

There is no way to have our association money to operate. It is the tenants who pay out of their own pockets for an activity and then they wait to be reimbursed, but it can take a long time, explains the secretary of the committee, Blaise Boisvert.

When asked about this, the executive director of the OH, Mylène Joseph, did not want to answer, saying that it is a question related to internal management.

In theory, there is no reason why the Office should manage the money itself. In fact, the Office just receives the money from the SHQ to give it to the associations, says Patricia Viannay.

No tenant on the board of directors

The current conflict between the members of the Residents' Committee and the Executive Director of the Housing Authority means that residents are no longer represented on the Board of Directors, but there has also been no dialogue between the two parties for more than a year.

The SHQ Act provides that two or three tenants sit on the board of directors of a housing authority, but in the case of Lake Abitibi, no tenants are present.

Jacques Mailhoux and Blaise Boisvert specify that the elected members of their organization were never invited to participate.

Mylène Joseph says she refuses the CCR's appointments because, according to her, their elections were not compliant. They prevented people from voting, even though they had the right to vote, she explains.

For their part, Blaise Boisvert and Jacques Mailhoux assure that everything was done according to the rules. They also specify that they asked the Housing Office for the complete list of tenants, as provided for by law, but that the director refused to give them this information.

We tried with the Société d'habitation du Québec to sit them together, but it hasn't come to fruition to date. The Société d'habitation du Québec has finally made the decision to really analyze the situation more, because the director feels harassed by the tenants who absolutely want to get involved and the tenants feel harassed by the director who obviously doesn't want to know anything, explains Patricia Viannay, who has been trying for more than a year to act as a mediator in this conflict.

The MNA for Abitibi-Ouest, Suzanne Blais, said she had been informed of the occupancy rate of the HLMs and the tensions between residents and the executive director of the OH, but refused to comment.

I am aware of the problem and we continue to work with the stakeholders concerned to find solutions and allow the rental of these homes as soon as possible. Relaxations are also possible and also allow for rentals, his office told us by email.

The Abitibi-Ouest RCM also declined to comment on the situation. The MRC said in an email that it had had discussions with the two housing offices in the locality, the Office municipal d'habitation Arc-en-ciel and the Office d'habitation Lac Abitibi.

The MRC mentions that the committee does not intervene in the internal management of the various developers.

CCR President Jacques Mailhoux says he filed a complaint with the Société d'habitation du Québec, but it did not lead to any changes.

For the complaint to be valid, each person must make a complaint. They are elderly people. Like the HLM in Normétal, there is one person in 20 rents who has a computer, the world doesn't want to touch that, it scares them. We are their representatives, we should be able to represent them, but no, they are person by person," he says.

Jacques Mailhoux deplores the fact that in the current conflict between him and the Housing Office, it is the tenants who are paying the price.

Photo: Radio Canada - Jacques Mailloux, the president of the CCR with Blaise Boisvert, the secretary.



Groundbreaking ceremony for Unitaînés in Rimouski

https://flhlmq.com/fr/article/premiere-pelletee-de-terre-pourunitaines-rimouski

Submitted by Rédaction on Tue, 10/09/2024 - 09:03



In a report on September 9, Radio Canada highlighted the official groundbreaking of a 100-unit building built by the Unity-Unity Mission, which will then be entrusted to the management of the Office d'habitation Rimouski-Neigette. The FLHLMQ is delighted with this initiative, which will make it possible to make a thousand housing units available to housing authorities in a dozen cities over the next 24 months to help the 34,000 households waiting for low-income housing in Quebec.

At the same time, this initiative from a private foundation makes us realize how scandalous it is that the housing authorities, which have been the SHQ's main agents for 50 years, have to depend on the efforts of others. This is why our federation is urging Minister Duranceau to set up a programme for the construction of social housing specific to OHs.

It's Day 1 of the construction of 100 new seniors' housing units in Rimouski



Gabriel Paré-Asatoory (View profile)

Gabriel Paré-Asatoory

Listen to the article | 4 minutes

Text-to-speech, based on artificial intelligence, makes it possible to generate a spoken text from a written text.

The Mission Unitaînés project is coming to fruition: 100 new affordable housing units for low-income seniors are about to be built in Rimouski. A groundbreaking ceremony took place on Monday morning.

The six-storey building will be located on Corneau Street [https://ici.radio-canada.ca/nouvelle/2070495/logements-rimouski-unitaines], near the Université du Québec à Rimouski. The first tenants are expected at the beginning of 2026.

Mission Unitaînés was created to respond to the [housing] crisis. We are working urgently. We work quickly. [...] There are 24 months, all included, between obtaining the grant and the delivery of the buildings, explains Caroline Sauriol, president and CEO of the organization.

It is a quality building that is being built efficiently to meet the needs of low-income seniors.

A quote from Caroline Sauriol, President and CEO of Mission Unitaînés

Once erected, the building, which will be operated by the Office d'habitation Rimouski-Neigette (OHRN), will include 15 studios, 74 three-and-a-half and 11 four-and-a-half. Some apartments will cost \$600 a month, including electricity, heating and internet.

Mission Unitaînés also pledges \$500,000 to the OHRN for its contingency fund. A donation that will allow the project to be financially

self-sufficient for the next 35 or 50 years, according to the organization's president and CEO.

For the mayor of Rimouski, the start of construction of these units is a step in the right direction.

This is not enough, of course, to completely address the housing shortage, but it is really a good start to help us free up apartments, admits Guy Caron.

The elected official estimates that about 500 housing units will be started in 2024 in Rimouski and as many next year. That's 200 fewer [https://ici.radio-canada.ca/nouvelle/2076163/logement-rimouski-construction-appartements-combien] than he anticipated in June.

However, 150 more apartments [https://ici.radio-canada.ca/nouvelle/2093315/logement-etudiant-utile-bonneville-rimouski] could be added by the end of the year, the mayor reminds us. The financial package for the project of the Work Unit for the Implementation of Student Housing (UTILE) has still not been completed.

If the Quebec government can announce an investment, it will be other units that could be started this year, he assures.

A concept repeated elsewhere in Quebec

Nine other projects, identical to the one in Rimouski, are planned across the province.

That's our concept. It is the simultaneous construction of identical buildings from one city to another. Sometimes, the exterior siding, the colour of the exterior cladding can vary, but otherwise, the entire interior is identical in the ten buildings that are built at the same time, says Caroline Sauriol.

A total of 1000 housing units will be built by 2026.

With information from Isabelle Damphousse

Community safety in a Montreal low-cost housing project

https://flhlmq.com/fr/article/securite-communautaire-dans-un-hlmde-montreal

Submitted by Rédaction on Thu, 05/09/2024 - 15:16



The tenants of the Papineau dwelling located in the Ville-Marie district of Montreal are regularly visited by homeless people looking for the warmth and tranquility of the stairwells to spend the night. The members of the committee are regularly questioned by their members and want to propose concrete actions to mitigate the negative effects of this cohabitation.

On September 4, the tenants' association and its volunteers met with several stakeholders (the office, the community worker, the FLHLMQ and the SPVM) to discuss homelessness issues. The tenants want to set up a monitoring committee that would make rounds in the building and the neighboring buildings eventually. Several points were also discussed: the front doors do not close completely and some cameras are defective, tenants let non-residents into the building. In addition, meetings with the organization Spectre de rue will be held to raise awareness among tenants and help the members of the safety committee develop good practices for intervening with homeless people.

We are confident that these meetings as part of the Montreal CCR's Community Safety Project will provide an opportunity to build on everyone's strengths to work together to find ways to improve tenants' sense of safety.

September 15 demonstration in Quebec City

https://flhlmq.com/fr/article/manifestation-du-15-septembre-quebec

Submitted by Rédaction on Wed, 04/09/2024 - 16:19



The housing crisis continues to rage. While rents have risen dramatically in recent years, while rental housing is ridiculously scarce, the government has unveiled a very disappointing Crisis Exit: 23,300 social and affordable housing units (!) for 560,000 housing units built over the next 10 years. That's a very small 4% of social and affordable housing. But how will the 34,000 households waiting on the lists of the offices find housing? We all know someone who is waiting for a social housing, so we need a program to build one.

The FLHLMQ feels the urgency of getting the CAQ to move and will participate in the FRAPRU [https://www.frapru.qc.ca/camp/] Camp pour le droit du logement on September 14 and 15. The success of this

mobilization and the chances of getting the government to move will depend on the number of people who will march in Quebec City, in support of the Camp!

The FLHLMQ will host a booth during the camp to talk about the advantages of low-cost housing and the need to build more. Above all, the federation will march on September 15. Because the key is social housing, we need you behind our banner "I want a HLM".

To reserve a seat on a bus, you can call us at the FLHLMQ or contact your housing committee directly. A list of committees is available [https://www.frapru.qc.ca/comites-logement/] on the FRAPRU website, but please note that departures are organized from Montreal, Gatineau, Sherbrooke, Berthier, Trois-Rivières, Rimouski, Beauharnois, Châteauguay, La Prairie and Longueuil.

Record demand for low-cost housing in Saguenay

https://flhlmq.com/fr/fonctionnement-dune-association

Submitted by Rédaction on Tue, 03/09/2024 - 13:36



Article from the newspaper Le Quotidien, September 3, 2024

by Carolyne Labrie

More than 450 names on the list to obtain social housing in Saguenay

The team at the Office municipal d'habitation de Saguenay has never seen such a big number: 454 people are waiting on the list to obtain social housing. "Requests have exploded since the beginning of the summer. Normally, there are between 200 and 300 names," says the assistant director of the OMH Saguenay, Adam Boivin.

The vast majority of people, about 350, applied for one of the three boroughs of Saguenay. The hundred or so others would like to be housed in a municipality in the MRC du Fjord-du-Saguenay. Type 3 and a half social housing is available for a single person or couple who earns

less than \$25,000 per year. The household will then spend 25% of its income on housing. For a family of four or five who want to live in a 4 and a half apartment, the government sets a maximum income of \$38,000.

When it comes to social housing, it's HLMs, says Boivin, but constructions of this kind are no longer done in Quebec. From now on, we are building affordable housing. "We don't keep a list, but we can imagine that there too, the number is exploding," laments our speaker.

According to the CMHC definition, a dwelling is said to be affordable when the household spends less than 30% of its income on it. At the OMH de Saguenay, the tenants targeted for this type of apartment must earn between \$25,000 and \$45,000 per year.

"For a 3 and a half in Saguenay right now, the median rent is \$655, but it's not uncommon to see more around \$1200. So we're going to rent more around \$700 or \$800."

— Adam Boivin, Assistant Director OMH Saguenay

Which brings us back to the people who need social housing. Even at \$700 or \$800 a month, it's too expensive. There is the rent supplement program (PSL) which sets the price at 25% of family income. "The person pays their share and the government absorbs the rest," explains Adam Boivin.

However, the calculation is based on the median price, which puts off many private owners who currently have no difficulty finding tenants with a vacancy rate of 1.3% in Saguenay. In this context, the deputy director of the OMH is very eager to see the Saint-Dominique HLM [https://www.lequotidien.com/actualites/actualites-locales/2024/01/29/un-immeuble-de-52-logements-modulaires-sera-

locales/2024/01/29/un-immeuble-de-52-logements-modulaires-sera-construit-a-jonquiere-YBYDQG42VZATJOI3F5DHGFWB54/] back in his housing stock, which will be rebuilt after the fire that occurred in 2002. Delivery is scheduled for 2025.

It is also planned that 24 new affordable housing units will be built and delivered in The Bay in 2025. "We also have the renovation of rooms and student residences. "All housing projects help reduce pressure on the market."

In Saguenay-Lac-Saint-Jean, nearly a third of the population is renting.

Photo: Daily newspaper

See also the report presented on NOOVO info:

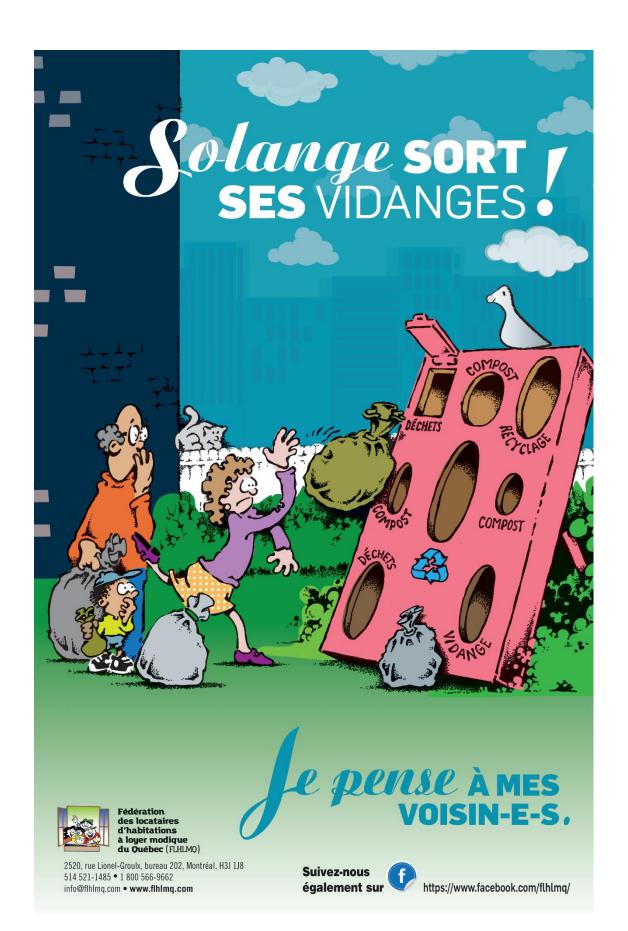
https://www.noovo.info/video/du-jamais-vu-la-crise-des-logements-sociaux-et-abordables-saccentue-a-saguenay.html

[https://www.noovo.info/video/du-jamais-vu-la-crise-des-logements-sociaux-et-abordables-saccentue-a-saguenay.html]

Solange takes out her garbage cans!

https://flhlmq.com/fr/article/solange-sort-ses-vidanges

Submitted by Rédaction on Tue, 03/09/2024 - 09:31



The FLHLMQ is launching its fourth humorous poster to promote living together and encourage positive and constructive discussions on cohabitation issues. This week: the oil changes! This poster is available free of charge for download or in print format at our offices.

In order to have good discussions on this subject, we have also produced a discussion sheet on waste treatment and collection (to download and print it, click here [https://mcusercontent.com/1af72b6ef5b6dda4c1b7a6655/files/38065a49-7c1a-83ee-d720-33e277af0a18/Guide_TRI_se_lectif_mark.pdf]).

In many low-income housing, waste management can become a possible source of conflict between tenants. What could be more unpleasant than having to endure bad odors, the presence of vermin or the uncleanliness of storage areas?

Although it is essential to reduce our waste production to fight against pollution, it must be admitted that over time, what we used to call garbage collection has become quite complex for various reasons:

- The introduction of selective sorting and the recovery of waste (domestic waste, recycling, compost and bulky items);
- Reducing the frequency of garbage collection and the different collection schedules;
- The development of specific storage and collection areas, which are often based on the needs of cities and waste management companies, not the needs of tenants.

These realities lead to several changes that can complicate the lives of tenants, such as, for example: the closure of garbage chutes, the installation of large volume bins that are often heavier and less accessible, selective sorting that is difficult to understand and compost that is gradually becoming necessary.

What useful role can your association or your CCR play?

First, it is important that the office and the tenants regularly discuss the efforts that are being made to properly manage residual materials. What actions can be taken to facilitate reduction at source, recycling, reuse and recovery in our social housing? It is not only a question of deciding on the location of the garbage bins, but of setting objectives and a plan to make a positive contribution to the fight against pollution.

Secondly, it is possible to support tenants in their efforts by carrying out initiatives to raise awareness of the 3Rs: reduction at source, reuse, recycling and recovery. In several associations and CCRs, recycling and reuse of clothing, furniture and other household items are promoted and some are installing composting bins.

Questions to ask yourself:

- 1. What are our results in terms of waste reduction?
- 2. What actions would improve our collective performance?

- 3. How to rally the office and tenants to eco-responsible actions?
- 4. What physical arrangements can be made to our buildings to facilitate waste collection?

A new fast track for developers

https://flhlmq.com/fr/article/une-nouvelle-voie-rapide-pour-lesdeveloppeurs

Submitted by Rédaction on Fri, 08/30/2024 - 12:46



In the August 30 issue of La Presse, Minister France-Élaine Duranceau

announced a fast track for qualified developers who will benefit from administrative relief. The Société d'habitation du Québec (SHQ) will partner with companies or organizations that are solid, that are recognized for their efficiency, that are recognized for being able to deliver quality housing, in quantity, in a short period of time, within budgets, described the Minister responsible for Housing, at a press conference.

An NPO, the Société de développement Angus, will receive \$193.5 million to develop 677 affordable housing units in Montreal and 324 in Rimouski.

Why aren't the housing authorities, which have been the SHQ's main partners for more than fifty years, and which have more than 34,000 of the poorest households on their waiting lists, the beneficiaries of this fast track and administrative relief? Why not give them hundreds of millions of dollars to build public housing as well?

This is unfair to the poorest households because there is no legislation forcing other SHQ-qualified developers to provide housing at 25% of their income to households on HLM waiting lists.

This is why our federation is preparing, in September, to launch a general mobilization of the 65,000 tenants of social housing to obtain a new social housing program for housing offices.

Photo: La Presse

Flooding in Lanaudière

https://flhlmq.com/fr/article/inondations-dans-lanaudiere

Submitted by Rédaction on Tue, 27/08/2024 - 10:54



Unfortunately, several low-income housing units have been flooded because of the extraordinary rains of the past few weeks. At the FLHLMQ, we are in contact with several tenants in Lanaudière, a region that has been heavily affected.

The tenants who had to leave their accommodation were accompanied by their office who rehoused them in a motel/hotel. Many are worried about having to pay for the motel or not being able to relocate if their housing requires major work.

However, the SHQ has confirmed that it will not abandon its tenants. The latter will be housed at the expense of the SHQ until they are found rehousing. The challenge of finding housing for the dozens of tenants concerned is very real. There are no empty social housing and housing

on the private market is rare. Unfortunately, tenants will not have much choice when it comes to relocating.

Such disasters remind us that it is essential to build new social housing in order to have a housing stock that allows for a certain mobility and a response to emergencies. To do this, you need options.

Finally, the FLHLMQ supports the offices that will request budgets under the PRHLM to renovate these low-cost housing units and better adapt them to environmental threats.

If you have been a victim of a flood and have questions, do not hesitate to call the FLHLMQ!

Photo: Info Lanaudière

Prefabricated social housing?

https://flhlmq.com/fr/article/des-hlm-prefabriques

Submitted by Rédaction on Tue, 27/08/2024 - 10:34



On August 27, the SHQ officially launched a call for qualifications for

prefabricated home companies to submit modular building models.

The selected firms will then have the opportunity to build 500 housing

units in collaboration with the cities that want to accommodate such

housing by 2026.

According to the SHQ's press release, these prefabricated housing

units will be financed under the Canada-Quebec Agreement with the

objective of creating 8,000 social and affordable housing units in

Quebec.

If the SHQ is serious about achieving this objective, it should ensure

that these first 500 modular units are entrusted to housing authorities

to guarantee accessibility to the 34,000 households waiting for low-

income housing. This would be a first step towards the creation of a

new social housing programme and the creation of real social housing.

Photo: Laprise

A strategy that limits the number of social housing units to 4%

https://flhlmq.com/fr/article/une-strategie-qui-limite-4-le-nombre-de-

logements-sociaux-venir

Submitted by Rédaction on Thu, 08/22/2024 - 14:08



Minister France Élaine Duranceau presented her Quebec Housing Strategy to respond to the housing crisis. The government has set a target of increasing the number of housing units built each year in Quebec from 45,000 to 56,000 to reach 560,000 new homes in ten years.

This strategy is explained in the following powerpoint presentation:

Strategy vf_DMS 20240821.pptx Presentation [https://flhlmq.com/sites/flhlmq.com/files/2024-08/Pr%C3%A9sentation%20Strat%C3%A9gie%20vf_DMS%202024082 1.pptx]

The killer question! How many social and affordable housing units are there? The minister announces 23,300, she hopes over six years, or 3883 per year. It is therefore, at best, 4% of social and affordable housing that will be built according to Minister Duranceau's ambitions. The current fleet is around 10%, and is clearly insufficient, the announced strategy aims to reduce the future percentage to 4%.

With such lousy targets to meet the dire needs of tens of thousands of households spending 30, 40 and 50 per cent of their income on housing when they can, it should come as no surprise that the strategy contains no new measures or budgets for social and community housing.

While the announcement of the government's strategy is first and foremost a public relations operation for the Minister, since it only lists the measures that the government has already taken and that have proven to be clearly insufficient to counter the disappearance of the low-rent housing stock in Quebec, it is also an obvious bias. Thus, the minister is once again asking cities to simplify their rules to allow private developers to build as they please and promises PSLs galore for those who will accept housing households in need at a high price. This is what is at the heart of the Minister's strategy, those who are the cause of the staggering increase in rents on the rental market will, once again, be called upon to take advantage of it!

For social and community housing, not one more unit but an invitation to form an advisory committee to discuss the means to be put in place one day in the future.

While the National Assembly of Quebec created the Société d'habitation du Québec more than fifty years ago to provide citizens with social and affordable housing, it is unable or handcuffed, in the midst of a housing crisis, to take bold initiatives in this direction.

We will have to find ways to give the SHQ wings so that it can support housing authorities in the development of new low-income housing. A first step, on September 14 and 15, during the FRAPRU camp and demonstration in Quebec City!

Reception

https://flhlmq.com/fr

Topicality

Other news [https://flhlmq.com/fr/actualit%C3%A9]

Main Cases

Other Files [https://flhlmq.com/fr/dossiers]

Tenant participation

Other Implications [https://flhlmq.com/fr/categories/participation-des-locataires]

Tenants' rights

Other tenants' rights [https://flhlmq.com/fr/categories/droits-des-locataires]

Membership and subscription

https://flhlmq.com/fr/publication/adhesion-et-abonnement

Why become a member of the FLHLMQ?

Nearly 300 tenant associations and resident advisory committees (RACs) renew your membership in the FLHLMQ every year. It is thanks to you that the federation can speak with a strong voice to the governments of Quebec and Ottawa so that they take care of our housing. The strength you give us by being a member of our federation has allowed us in recent years to advance the cause of low-cost housing in several ways:

Obtaining a rent freeze and free laundry rooms for May to October 2020 due to the lockdown;

Increase in the subsidy to tenants' associations from \$17 to \$26;

Increase from \$400 to \$500 in the amount granted to tenants during a mandatory housing transfer;

Lower rents for families receiving child support;

Free training sessions accessible to all tenants in Quebec, via internet on zoom, every Wednesday.

By paying your membership fee to be a member of the FLHLMQ, you allow us to be representative of tenants from all over Quebec and to stay in touch with you to help you at all times. In the case of CCRs, you can ask the office to pay your FLHLMQ dues.

Use this form [http://flhlmq.com/sites/flhlmq.com/files/images-dans-les-textes/Formulaire%20d%27adh%C3%A9sion_1.pdf] to become a member or to renew your membership.

Rates**

\$25 per year for associations and CCRs with 40 units or less;

\$50 per year for associations and CCRs with 41 to 100 housing units.

\$75 per year for associations and CCRs with more than 100 housing units.

Make a cheque payable to the FLHLMQ and send it with your form to our offices at:

FLHLMQ, 2520, av. Lionel-Groulx, Suite 202, Montreal, QC, H3J 1J8

** It is possible to make arrangements to modulate the amount of the membership fee for very small associations, with 10 or fewer dwellings.

Topicality

https://flhlmq.com/fr/actualit%C3%A9

Send an email to support Alexis!

September 17, 2024

The OMH refuses funds from the SHQ to help a young person with Down syndrome at the end of life.



"I live in a social housing project and that's a chance I have"

September 16, 2024

Chantal Daneau's testimony in favor of new HLMs.



Contact Us

https://flhlmq.com/fr/nous-joindre

To contact the Fédération des locataires d'habitations à loyer modique du Québec (FLHLMQ).

```
- by phone:
(514) 521-1485
1-(800)566-9662- by fax:
(514) 521-6444 - by mail:
2520, av. Lionel-Groulx, Local 202
Montreal, Quebec
H3J 1J8
- by email:
info@flhlmq.com -website:
flhlmq.com [http://www.flhlmq.com/] - on Facebook:
- Robert Pilon
Community Organizer
- Patricia Viannay
Coordinator
```

- Élisabeth Pham

Executive Director

-Anik Leroux

Community Organizer

Page not found

(No web link)

The requested page could not be found.