

2024-25

ANNUAL REPORT



MAY 2025

Writing and graphics

Lily Martin

Melanie Safi

Ryan Simonyik

West Island Tenants' Action Committee
Comité d'action des locataires de l'Ouest-de-l'Île

514-543-2616
info@calodi.info
www.calodi.info



Table of Contents

Introduction

4

**Highlights of
2024-2025**

8

**Testimonials from
West Island tenants**

9

Housing issues

11

CALODI activities

12

**Community life and
mobilization**

20

Visibility

23

**Acknowledgments
and funding**

27

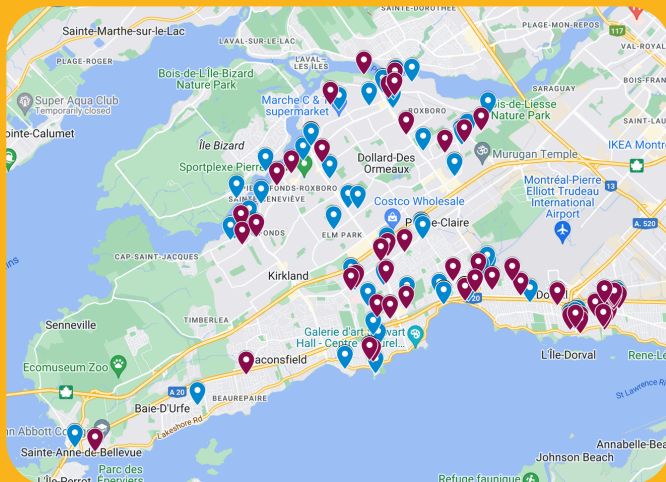
Introduction

About CALODI

CALODI's mission is to promote access to quality housing and improve the quality of life of tenants in the West Island. We work toward this goal by:

- Offering free information services on your rights and responsibilities as a tenant by telephone, email or in person
- Holding educational workshops on themes that affect the lives of tenants such as rent increases, the Tribunal administratif du logement (TAL), etc.
- The mobilization of different stakeholders for any issue related to housing in the West Island
- Raising public awareness of the problems of private rental housing and encouraging the development of social housing.

CALODI operates in the West Island of Montreal, which includes the cities and municipalities of Pierrefonds-Roxboro, Île-Bizard-Sainte-Genève, Pointe-Claire, Dorval, Kirkland, Dollard-des-Ormeaux, Baie-d'Urfé, Beaconsfield, Sainte-Anne-de-Bellevue and Senneville.



A map of tenants who have sought our assistance in the West Island, or CALODI members. Users of our tenant support service are marked in blue. CALODI members are marked in purple.

Introduction

Presentation of the CALODI Team

Lily Martin - Community Organizer and Tenant Support Lead

Lily Martin, our community organizer, has been working at CALODI since June 2023. She oversees and manages the tenant support service, creates and facilitates our workshops, and performs various other important tasks. You can contact her directly at lmartin@calodi.info.



Ryan Simonyik - Director

Ryan joined CALODI in 2024, following work experience at other housing advocacy organizations, as well as other West Island community organizations. He serves as the organization's director and manages administrative tasks, political representation, and management. You can contact him directly at rsimonyik@calodi.info.



Yashvi Patel - Community Organizer (Summer 2024)

CALODI would like to warmly thank the work of Yashvi Patel, a CÉGEP student, who worked with the team during the summer of 2024 as part of the Canada Summer Jobs program.



Word from the President of the Board of Directors

2024–2025 was marked by remarkable growth, renewed engagement, and a tangible impact on West Island tenants. Through hard work, attentive listening to the needs on the ground, and close collaboration with our partners, CALODI was able to meet unprecedented demand for its services while strengthening its presence and visibility in the community.

Our interventions increased by 17.5%, and we welcomed a record number of tenants to our workshops and support services. Our team has been there on the front lines, supporting, informing, and making tenants' voices heard.

I would like to extend my sincere thanks to the members of our board of directors, who contributed their expertise and commitment throughout the year. Thank you also to our powerful team — Ryan, Lily, and Yashvi — whose dedication, rigour, and compassion made all the difference.

Our progress would not have been possible without the essential support of our funders, community partners, and engaged citizens. Thank you to all of you who believe in our mission and give us the means to accomplish it. Together, let us continue to defend the fundamental right to decent, safe and affordable housing.

With gratitude,

Alena Ziuleva

President of the Board of Directors, West Island Tenants' Action Committee

Presentation of the CALODI Board of Directors

President and Treasurer: Alena Ziuleva - *Table de quartier Sud de l'Ouest-de-l'Île*

Vice-President: Philippe Forté - *Table de quartier du Nord de l'Ouest-de-l'Île*

Secretary: Mathieu Papineau-Leduc - *Ricochet*

Administrator: Élisabeth Naud - *Tenant*

Administrator: Paul Dubois - *Tenant*

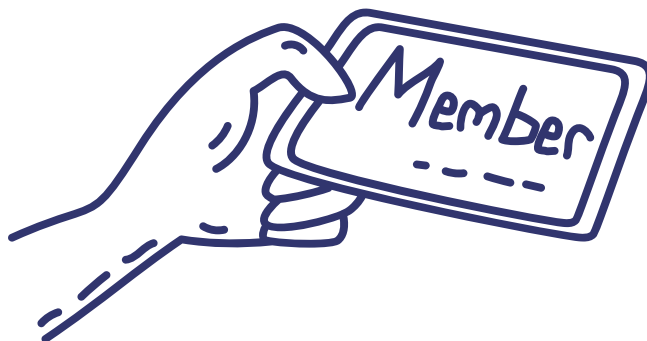
Administrator: Micheline Simard - *Tenant*

Many thanks to the members of the board of directors who had to leave their roles during the year, but who still provided essential support to the organization during their mandate: **Fabian Trotman and Mario Leclerc.**

Why become a member?

Becoming a member of CALODI is a great way to support the organization, impact your community, and make your voice heard in the West Island housing debate. It's also essential to our functioning as an organization, as members must be involved in our decision-making processes.

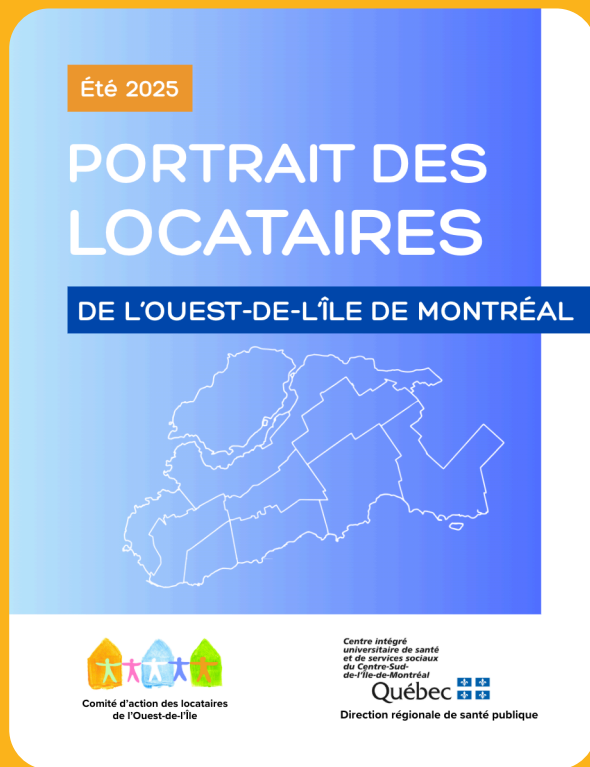
Members can also help support our work by volunteering on our mobilization committee, participating in door-to-door campaigns, speaking out about tenant issues at local council meetings, and sharing resources and information.



Highlights of 2024-25

A First Demonstration for CALODI

On January 27th, CALODI held its very first demonstration! The topic of the day was the rent increase guidelines of 5.9% published by the TAL, an unprecedented percentage. CALODI managed to mobilize a dozen of its members at the STM Fairview Terminal, where we distributed information to tenants in transit. Despite the strong winds, it was a success for us and we look forward to the next mobilization!



Portrait of West Island Tenants

Thanks to funding from the *Direction régionale de la santé publique de Montréal* (DRSP), CALODI has completed its first Portrait of West Island Tenants, which highlights the issues tenants face and provides an overview of the rental market and housing stock in the area. This portrait will guide our organization's work and will help us better fulfill our mission in the coming year. We hope that West Island housing stakeholders, including elected officials in our cities and boroughs, will become aware of this report and open a dialogue with us and other housing organizations in our region.

Testimonials from West Island Tenants

"Thanks to the help from this organization I was able to understand my rights and win my wrongful repossession case and secure my housing long term. Thank you so much!"

"I have attended a couple of CALODI Workshops as well as regular meetings and I feel that the organization provides much needed services to tenants. Both Lily and Ryan are very knowledgeable and willing to help us in this stressful time of increasing costs. I often recommend them to friends and in Facebook groups when people ask for information or help with leases and problems."

"Thank you for the two informative sessions I attended, which greatly helped us understand our rights. Thanks to the organizers, I learned that my rent had been increased according to the law, so I didn't have to go through any other tedious procedures. Thanks to Ryan and Lily from the CALODI organization who were able to answer all my questions with their presentations. Good luck in the future."

"CALODI provides clear and up-to-date information on laws protecting tenants' rights. Thank you!"



"As a single mom on social assistance, I felt very vulnerable and unsafe dealing with a bully landlord who kept threatening and intimidating me in order to hold power over me and pass on predatory costs. I feared losing the apartment where my child and I have lived for ten years. Lily and CALODI helped me know my rights as a renter and shift the power imbalance. I no longer fear becoming homeless. I am so grateful for your support.

Thank you!"

"I attended four workshops and numerous meetings, and I loved it. I learned a lot from the speakers. The staff is very knowledgeable, dedicated, and bilingual. I also recommend CALODI to all my neighbors and wish the organization were better known."



"I just wanted to take the time to say thank you to everyone who has helped me at this organization over the past few years. My landlord tried to bully me into a rent increase of 50%, threaten me with false lawsuits if I did not leave, tried to falsely repossess my place for various family members and thanks to all of the advice that you all gave me, I was able to know my rights and stand up to her and win my court case at the TAL. She got so fed up of fighting with me and knowing that she could not have the rent that she wanted, that she finally proposed to sell the townhouse to me well below market value to end the situation. Thanks to your help I am now a first time home owner! The first in my family and I will now set a new precedent for the generations to come! I wanted to express my utmost appreciation for all that you do, to let you know that the work that you do has a great impact on people's lives and though I am now a homeowner I will remain a member and supporter of the work that you do!"



West Island Housing Issues

Lack of non-market housing

First, the West Island has a significant shortage of non-market housing, especially non-market housing for families and individuals who are not seniors. The West Island's rental housing stock is therefore largely subject to market rental prices and significant annual rent increases. This is an unsustainable reality at a time when rents in Quebec are exploding and nearly a third of West Island tenants spend more than 30% of their income on rent.

Soaring rent prices

Second, regarding rents, prices have exploded in the West Island over the past year. For example, from 2023 to 2024, rents increased by an average of \$352 per month in Pointe-Claire and \$239 per month in Pierrefonds.

Inadequate regulations on unsanitary conditions

Finally, West Island municipalities need policies on unsanitary conditions that are structured and, above all, enforced. Some West Island cities, including Pointe-Claire, have no by-laws or inspection services for tenants facing unsanitary conditions. Other cities and boroughs have policies in place, but these are not made public or include referral processes that are difficult for tenants to navigate. Identifying and resolving unsanitary conditions in West Island rental housing remains a major challenge.



CALODI activities

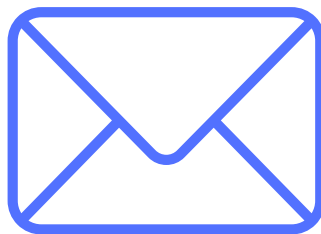
Tenant Support Service

Our tenant support service had another record-breaking year, as demand for and awareness of this service continues to grow among West Island tenants. A total of **544 individual tenants used our service this year**, up from 389 in 2023-24.

This represents an increase of 40%.

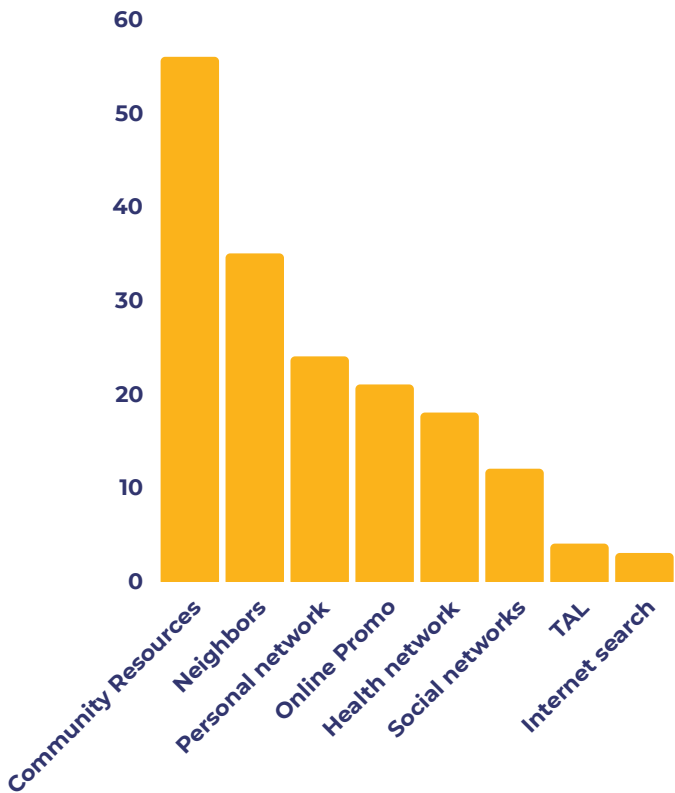
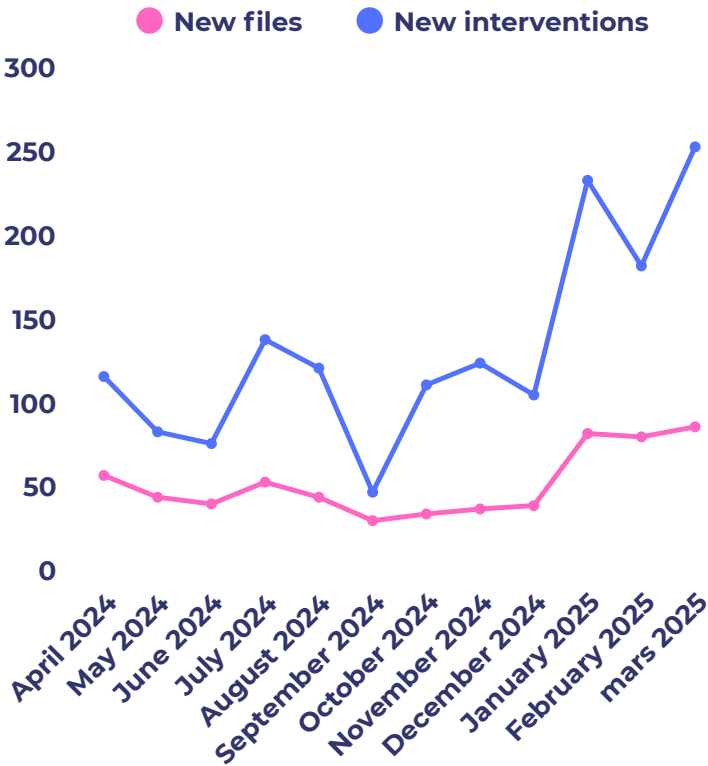
A total of 626 individual files were opened, and our team provided a total of 1,589 interventions, up from 1,352 in 2023-24. This represents an increase of 17.5%. Broken down by type of intervention, this includes 703 calls, 730 emails, 97 in-office appointments, 13 out-of-office appointments, and 46 other kinds of interventions (help with a formal notice or a rent increase estimation). Notably, the number of in-person appointments more than doubled from last year.

In terms of the number of interventions per file, the average was 2.5, the median was 2, and the mode was 1. This means that, most frequently, files were able to be closed or resolved with only one intervention - for example, answering a question by email or by phone without any follow-up required. However, certain files required significant follow-up and multiple interventions, bringing up the average to 2.5 interventions per file.



Our busiest months were during the lease renewal period, from January to March 2025. Below is a graph of the number of new files opened and the number of interventions per month. Our busiest month was March, with a total of 86 files opened and 253 interventions. This was the busiest month our tenant support service has ever seen.

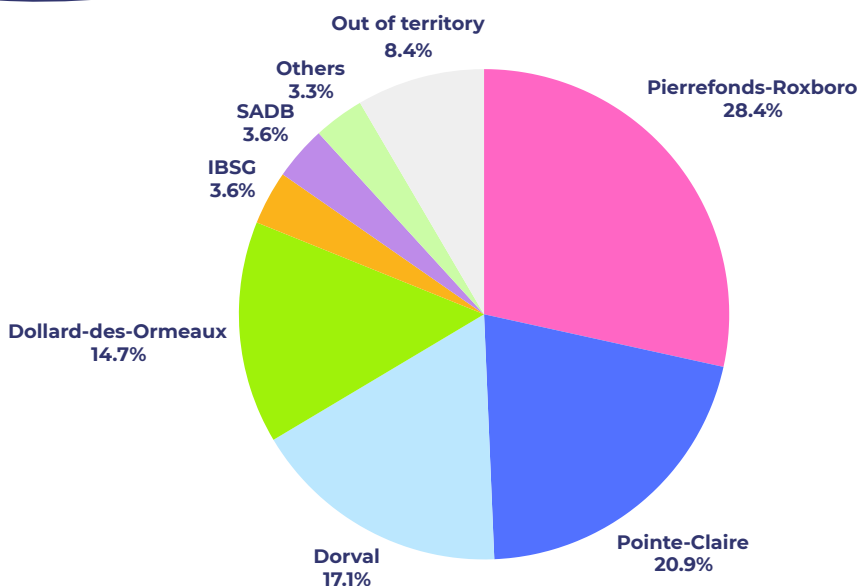
Regarding the language of intervention, 70.7% of the interventions were carried out in English, 28% in French and 1.3% in Spanish.



The most common method of referral to our services came from other community organizations (32.4%), followed by neighbours (20.2%) and friends and family (13.9%).

CALODI's promotional activities, including home distribution of leaflets, site visits and mobilization activities at the Corbeille de Pain solidarity markets, accounted for 12.1% of referrals to our services.

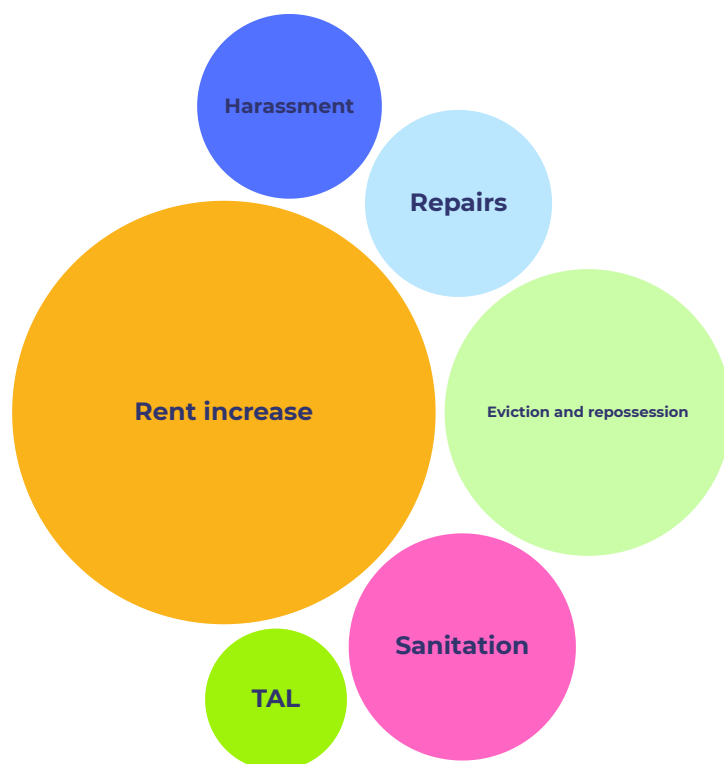
How do tenants hear about CALODI?



Distribution of cities and districts from which tenants call us

As was the case last year, the main reason cited by tenants using our service was rent increases, with 31.6% of open cases. This was followed by evictions (10.2%) and sanitation issues (9.1%).

Rent increases in the West Island remain a major issue across the entire territory.



Most common reasons for tenant support requests

Workshops



This year, we organized 17 workshops, which attracted 148 participants. These included two workshops on "Bills 31 and 65: Recent Changes to Tenant Rights in Quebec," four workshops on "Repossessions and Evictions," six workshops on "Rent Increases," and five private workshops organized in collaboration with partner organizations.

The rent increase workshops—held between January and March 2025, the period when the majority of Quebec tenants receive their lease renewals—were by far the most popular, attracting a total of 67 participants. The workshop content was similar to last year's, with significant updates regarding the 2025-26 rent increase guidelines.

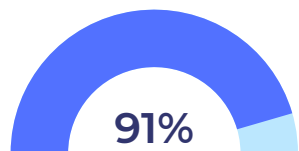
The other two public workshop series were new workshops developed by our team. We plan to repeat the “Repossessions and Evictions” workshop series in the coming years and continue to develop new workshops based on demand.

Workshops (continued)

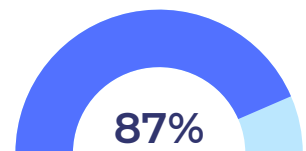
According to the survey distributed to participants in our rent increase workshops, the most common methods of learning about the workshops were through Facebook posts, followed by friends or neighbours, and news articles.

We received very positive feedback regarding the workshops. Below are the percentages of survey respondents who "agree" or "strongly agree" with the following statements:

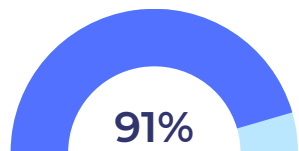
"I received the information I needed to make an informed decision."



"All my questions were answered adequately."



"I will feel confident in my rights when negotiating with my landlord."



"I would recommend this workshop to a friend or neighbor."



"The information was presented to me in a clear and understandable manner."



"I was satisfied with the date, time and location of the workshop."



The workshops were promoted on Facebook, to our followers, and in local West Island Facebook groups. They were also promoted to our members and supporters through our newsletter and website. The workshops hosted at the Pointe-Claire Library were promoted on the library's website and newsletter, as well as with a flyer in the library. All Pierrefonds workshops were promoted on the borough's roadside digital billboards. Finally, the workshops were promoted through a series of appearances in local media.

Community Partnerships

West Island Mission: From January to March 2025, our team members were present once a week at the West Island Mission office in Dollard-des-Ormeaux to promote our services and consult with their clients.

Fonds d'aide de l'Ouest-de-l'Île: From January to March 2025, our team members were present once a week at their Roxboro office to promote our services and consult with their clients. We also gave a presentation on rent increases to their women's discussion group "Together Towards Tomorrow."

CÉGEP Gérald-Godin: We offered a workshop on housing in the West Island, tenant organizing and tenants' rights to a group of sociology students.

LI-BER-T House and Community Resource Center (CRC): In partnership with the CRC, we offered a joint workshop on tenants' rights when looking for housing and signing a lease to residents of the LI-BER-T house.

CIUSSS de l'Ouest-de-l'Île de Montréal (COMTL): This year, we had several partnerships with the COMTL. Our team members participated in several meetings of the Committee on Sanitation Issues in the West Island, organized by COMTL community organizers. We also offered two workshops on tenant rights for social and community workers from the Outreach Team and the Psychosocial Welcome Team.

West Island Mental Health Roundtable: CALODI is now participating in the West Island Mental Health Roundtable, which facilitates collaboration between various community groups and public institutions on the subject of mental health.



Community Partnerships (continued)



Housing Committees of the Table de quartier du Nord de l'Ouest-de-l'Île and the Table de quartier du Sud de l'Ouest-de-l'Île: We still sit on the two housing committees in our territory, bringing our unique perspective on defending tenants' rights and developing non-market housing.

West Island Urban Planners Table: An initiative of PME West Island, CALODI participates in a recurring discussion forum with urban planning officials from the various cities and boroughs of the West Island.

RCLALQ: We had the opportunity to participate in meetings of Montreal's housing committees and tenant associations, a forum where rights groups share information, coordinate campaigns and collaborate to improve their practices.

Political Representations: CALODI has been able to make representations on behalf of tenants during meetings with several municipal, provincial, and federal elected officials. In the coming years, we will continue to expand our relationships with elected officials to better represent the needs of West Island tenants.

Information Guides

This year, we created two new information guides for tenants, on the following topics: "Repairs and renovations" and "Signing a lease? Know your rights before you sign!"

Both guides are available for download in English and French on our website.



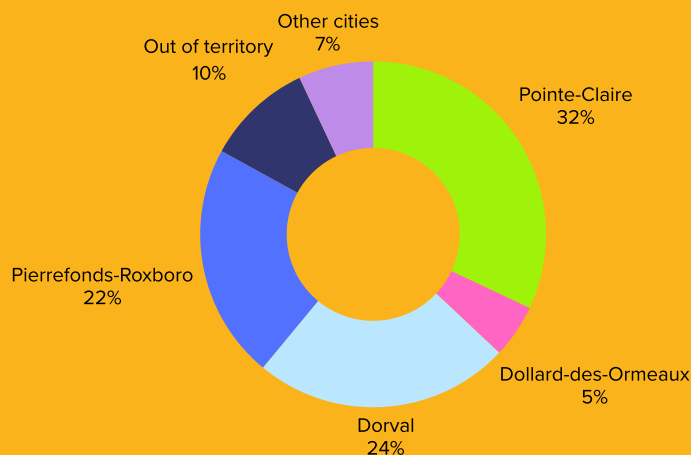


Community life and mobilization

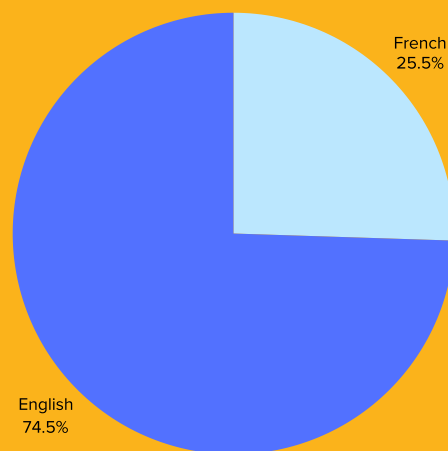
Membership & Participation

CALODI currently has 102 members, including 74 tenant members, 7 community organization representatives, and 21 supporting members. Since 2023-24, we have gained 22 new members. Below is a breakdown of our members by city of residence.

In terms of member participation, 28 members were active in 2024-25, meaning they attended at least one CALODI meeting. We held a total of four meetings in 2024-25, with a total of 44 participants in all meetings and 68.5 volunteer hours from members who attended meetings.



Distribution of members by city or borough



Distribution of members according to preferred language of communication

Type of meeting	Date	Length (hrs)	# participants	Volunteer hours
AGM 2024	6/20/2024	2	11	22
Membership Meeting	10/15/2024	1.50	11	16.5
Mobilization Committee	12/17/2024	1	6	6
Membership Meeting	2/10/2025	1.50	16	24

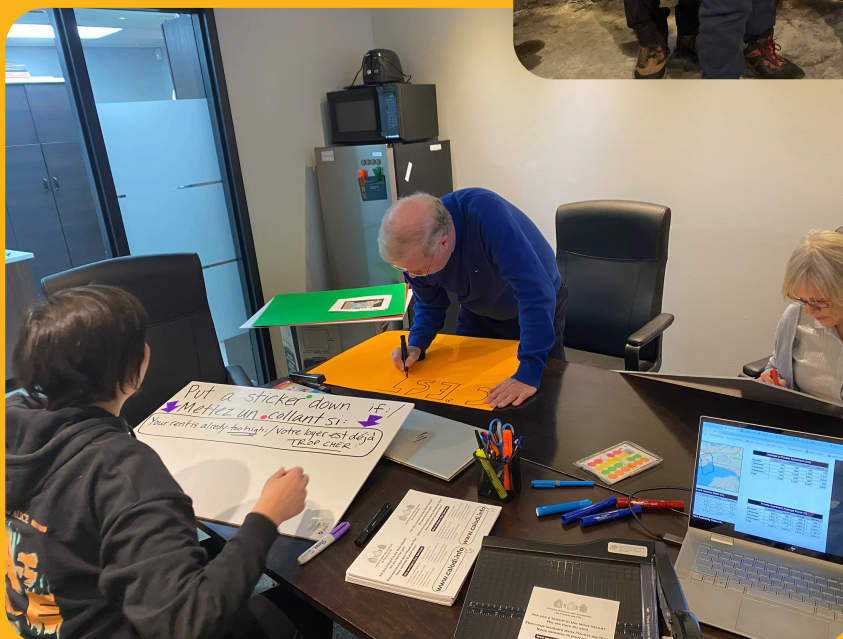
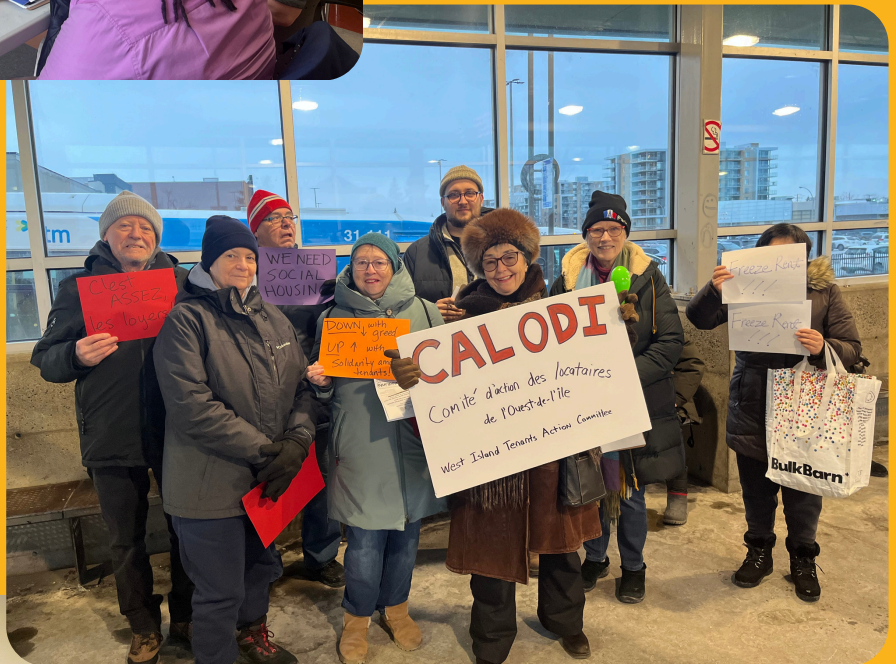
Community Mobilization Initiatives

This year, our team did a variety of different kinds of in-person and door-to-door outreach, including handing out flyers at Corbeille de Pain's Solidarity Markets, our first in-person protest, our residencies at local food banks, and targeted flyering of particularly problematic buildings.

Overall, in 2024-25, we handed out approximately 900 promotional fliers and had approximately 175 conversations about our services with tenants and potential new service users. We will continue to promote our services through in-person and door-to-door outreach, as this is an excellent way to reach populations who are not on social media or who may otherwise be difficult for us to reach.

Finally, we created an updated membership guide, for new and potential CALODI members to understand the work we do as well as the rights and responsibilities of members. This guide was sent to all CALODI members in our newsletter, is available for download on our website, and is sent to all new CALODI members once their membership is approved.





Visibility

Website and social networks

This year, we continued to grow our audience and publish on Facebook. We doubled our number of followers, and our posts reached over 15,000 Facebook users and were shared over 50 times. Social media remains an important tool for raising awareness and promoting our services and events.



CALODI Facebook page

Media publications

The CALODI was featured in 14 news media publications in 2024-25, including five radio interviews, seven print articles, one TV news appearance, and one podcast.

Topics covered included July 1st emergency housing resources, promotion of our “Survey for West Island Tenants,” promotion of our “Evictions and Repossessions” workshop series, and various rent increase-related topics.

We're making headlines...

- CBC. June 21, 2024, Let's Go with Sabrina Marandola: "Moving? Here's what you need to know about your rights"
- The Suburban. July 24, 2024: "West Island Tenants Complaint Survey Launched"
- CBC. July 29, 2024, Daybreak with Sean Henry: "The West Island Tenants Action Committee wants to hear from you"
- Global TV News. July 30, 2024. "West Island tenants called on to fill out survey"
- The Suburban. October 30, 2024. "West Island Tenant Action Committee holding four workshops on evictions"
- The Pointe-Claire Record. October 31, 2024. "CALODI: A new non-profit offering free support and resources for Pointe-Claire tenants"
- CBC. November 15, 2024. Daybreak with Sean Henry: "Do you have questions about renting in the West Island?"
- The Suburban. January 1, 2025. "West Island Housing Rights Organization Announces 2025 Rent Increase Workshop Series"
- CBC. January 21, 2025, Let's Go with Sabrina Marandola: "TAL's new calculator allows for some rents to go up 5.9%"
- Montreal Gazette. January 28, 2025. "'It's Too Much': West Islanders Protest Against Steep Rent Increases"
- The Suburban. January 29, 2025. "West Island Tenants Protest "abusive" Rent Hike"
- 1510 West. January 29, 2025. "W.I. group calls on Quebec to freeze rents"
- CBC. February 6, 2025. "Why is Rent Going up so Much?"

TAL Campaign

In November 2024, we participated in a regional week of action to denounce dysfunction at the TAL, organized by the RCLALQ. Our team drafted an open letter, which was signed by 17 of our members and supporters. Our open letter was sent to Québec Prime Minister François Legault, President of the National Assembly Nathalie Roy, provincial Housing Minister France-Élaine Duranceau, and TAL President Patrick Simard.

Being that the CALODI is an organization composed of citizens and concerned tenants, we also included some testimonials from tenants who have had difficult experiences with the TAL in recent years.



"In July 2024, during a hearing as a tenant contesting an abusive rental increase, I experienced unfairness from the judge. I was disallowed to submit proof of illegal procedures by my landlord. Also, the landlord quickly presented disorganized receipts to the judge, who quickly reviewed them and accepted them. After the ruling against me, I discovered that the judge was a paid speaker at CORPIQ where my landlord is employed as an administrator. Conflict of interest at least, corruption at worst."

-Brendan Black

"You cannot get through on the phone lines. After being on hold for at least 10 minutes, the line goes dead. Offices are needed in the West Island"

-Kathy O'Shaughnessy

"I have an open case at the TAL against my property owner since February 1st, 2023. Now, November 16th, 2024 - short of two years later - my case has still not been seen by the TAL. I still have not been heard. A medical reason caused the hearing of my case in September 2023 to be closed, despite a fax directed to the TAL by an emergency hospital department on my behalf. A revocation was required. My landlord has gotten multiple opportunities to be heard. They have made requests for multiple postponements for the fact that their cases were ill prepared, and those requests were granted. Meanwhile, I had to apply for a revocation. It's not fair!"

-Fabian Trotman



Rent Increase Campaign

In response to another year of record-high rent increases in Quebec, we organized a campaign to protest the 2025-26 rent adjustment percentages and to advocate for a rent freeze. Our team released an official statement and spoke extensively with the news media, and our mobilization committee successfully organized the CALODI's first ever protest in the West Island. You can read an excerpt from the statement here:

“On January 21st, 2025, the applicable percentages for the fixing of rent for 2025-26 were announced by the TAL. These percentages predict an average rent increase of 6.5% for an unheated dwelling and 6.1% for a dwelling heated with electricity, after taking into account a municipal tax increase of 5%. This is a shock for all tenants in Quebec and an insult to everyone who has been advocating for concrete measures to curb the growing housing crisis, to everyone who is already struggling to pay rent. This historic rent increase, coming on the heels of another historic rent increase in 2024, will lead directly to many tenants having to choose between paying rent and paying for groceries and life-saving medication. Unfortunately, more tenants will end up out on the street, unable to keep up with rent increases that continue to outpace wages.

We join other housing organizations and tenants' rights advocates in calling for an immediate rent freeze to prevent an imminent state of emergency for Quebec tenants. We also join the Comité logement Lachine-Lasalle in denouncing the inclusion of a “net income adjustment” in the TAL's calculation method for a rent increase – which essentially ties rent increases to a building's revenue, creating a dangerous snowball effect that is incompatible with the current state of housing – and call on the Housing Minister to remove this element from the rent adjustment formula via a modification to the Regulation respecting the criteria for the fixing of rent.”

Funding

A big thank you to our main funders for 2024-2025!

The CALODI team and board of directors would like to warmly thank **Centraide of Greater Montreal** and the ***Direction régionale de la santé publique de Montréal (DRSP)*** for their financial contributions to the organization this year. Our essential work is possible thanks to their support. West Island tenants are better served and better equipped to defend their rights because of their support.



Centraide
du Grand Montréal

**Centre intégré
universitaire de santé
et de services sociaux
du Centre-Sud-
de-l'Île-de-Montréal**

Québec 

A Special Thank You to:

Dorval Community Aid

Borough of Pierrefonds-Roxboro

Pointe-Claire Library

CÉGEP G  rald-Godin

Centraide of Greater Montreal

Centre de Ressources Communautaires
de l'Ouest-de-l'  le (CRC)

Jillian Lalonde (CRC)

Fonds d'aide de l'Ouest-de-l'  le

FRAPRU

LI-BER-T House

M  lanie Safi (CIUSSS Ouest-de-l'  le)

M  lis   a  an (COC  )

RCLALQ

Ricochet

Table de Quartier du Nord de l'Ouest-de-l'  le

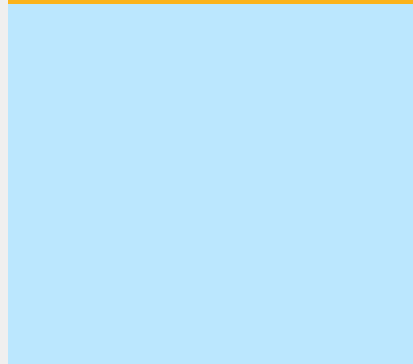
Table de Quartier Sud de l'Ouest-de-l'  le

City of Pointe-Claire

West Island Citizen Advocacy

West Island Mission

West Island Tenants Action Committee



Contact us

- 📞 514-543-2616
- ✉ info@calodi.info
- 🌐 www.calodi.info

