



**Mailing Address:**  
P.O. Box 344  
Thorold ON L2V 3Z3

**Street Address:**  
Campbell East  
1815 Sir Isaac Brock Way  
Thorold ON

Phone: 905-682-9201  
Toll Free: 1-800-232-3292  
(from Grimsby and beyond Niagara region only)

Main Fax: 905-687-4844  
Fax – Applications: 905-935-0476  
Fax – Contractors: 905-682-8301  
Web site: [www.nrh.ca](http://www.nrh.ca)

February 14, 2020

Ann-Marie Norio, Regional Clerk  
Niagara Region  
1815 Sir Isaac Brock Way  
Thorold, ON L2V 4T7

Dear Ms. Norio,

At their February 14, 2020 meeting, the Niagara Regional Housing Board of Directors, passed the following motion as recommended in attached report NRH 3-2020:

***That Niagara Regional Housing Quarterly Report October 1 to December 31, 2019 be APPROVED and FORWARDED to the Public Health and Social Services Committee and subsequently to Regional and Municipal Councils for information.***

Your assistance is requested in moving report NRH 3-2020 through proper channels to Regional Council.

Sincerely,

Mayor Walter Sendzik  
Chair

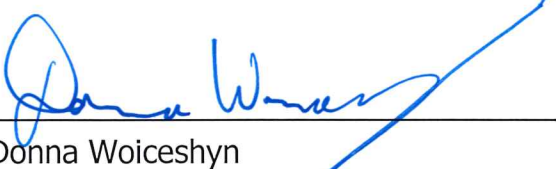


## Q4 (October 1 to December 31, 2019) to Board of Directors

### Recommendation:

**That Niagara Regional Housing Quarterly Report October 1 to December 31, 2019 be APPROVED and FORWARDED to the Public Health and Social Services Committee and subsequently to Regional and Municipal Councils for information.**

Submitted by:

  
Donna Woiceshyn  
Chief Executive Officer

Approved by:

  
Walter Sendzik  
Chair

### Directors:

**Walter Sendzik, Chair**  
Regional Councillor  
St. Catharines

**Gary Zalepa, Treasurer**  
Regional Councillor  
Niagara-on-the-Lake

**Tom Insinna**  
Regional Councillor  
Fort Erie

**James Hyatt, Vice-Chair**  
Community Director  
St. Catharines

**Betty Ann Baker**  
Community Director  
St. Catharines

**Betty Lou Souter**  
Community Director  
St. Catharines

**Karen Blackley, Secretary**  
Community Director  
Thorold

**Barbara Butters**  
Regional Councillor  
Port Colborne

**Leanne Villella**  
Regional Councillor  
Welland

**HIGHLIGHTS:**

**Application Activity**

**741** received & processed



**Work Orders**

**3,675** issued



**Capital Program**

8 projects ongoing

51 contract orders issued



**Rent Arrears**

= \$36,134.21

or **2.81%** of the monthly rent charges



**Community Resources & Partnerships**

offered supports to

**144**

new referrals



**43**

partners

**Non-Profit Housing Programs**

**65%** deemed HEALTHY



**Rent Supplement / Housing Allowance**

**1,441** units



**Niagara Renovates**

- Inspections are complete
- 55 homeowners will receive 2019/2020 funding



**Welcome Home Niagara**

**7** homeowners received assistance



**Housing First Project**

**16**

Individuals / families housed



**Appeals**

= **11** 6 upheld  
5 overturned



**New Development**

- Carlton & Roach • complete
- Hawkins/Dell • demo Jan. 2020
- construction spring 2020





## **V**ISION

That the Niagara community will provide affordable, accessible and quality housing for all residents

## **M**ISSION

To expand opportunities that make affordable housing an integral part of building healthy and sustainable communities in Niagara

As the administrator of social housing for Niagara Region, Niagara Regional Housing (NRH) works to fulfill our vision and mission through six main areas of responsibility:

1. [Public Housing \(NRH Owned Units\)](#)
2. [Non-Profit Housing Programs](#)
3. [Rent Supplement Program](#)
4. [Affordable Housing Program](#)
5. [Service Manager Responsibilities](#)
6. [Housing Access Centre and Centralized Waiting List](#)



**Definitions** can be found in the attached Reference Sheet.

## **1. Public Housing (NRH Owned Units)**

### **DAY-TO-DAY MAINTENANCE:**

In Q4, **3,675 work orders** were issued, representing \$ 1,004,181. \$ 65,866 of this amount was charged back to tenants who were held responsible for damages.

	2018-Q4	2019-Q1	2019-Q2	2019-Q3	2019-Q4
<b># of work orders issued</b>	3,203	2,500	3,084	3,111	3,675

## **CAPITAL PROGRAM:**

The Capital Program is responsible for maintaining the Public Housing (NRH Owned Units) asset and planning for future sustainability.

In Q4, 51 contract orders were issued, seven public tenders closed and purchase orders issued \$2,788,400.

The Capital Program was responsible for eight capital projects valued at \$2,788,400 including:

- 2 projects – pavement retrofits
- 2 projects – fencing replacements
- 1 project – window and sealant replacements
- 1 project – curtain wall and sealant replacements
- 1 project – shingle roof replacement
- 1 project – window replacements
- 22 RFP's and RFQ's - various investigations, health and safety repairs, emergency repairs, structural repairs and pavement retrofits

As of December 31, 2019, \$ 9,800,000 of the \$11.7 budgeted (excluding emergency) has been committed and or actually spent (85%).

## **TENANT MOVE OUTS:**

### **Move Outs By Reason**

Health	6
Long Term Care Facility	10
Deceased	11
Private Rental	9
Voluntarily Left Under Notice	4
Eviction – Tribunal	6

NRH Transfer	5
Moved to Coop or Non-Profit	0
Bought a House	0
Left Without Notice	5
Other/None Given	15
Cease to Qualify	0
<b>TOTAL</b>	<b>71</b>

In Q4, there were **71 move outs**. Six involved eviction orders granted under the Ontario Landlord Tenant Board (LTB) – Arrears (five), Disturbances N5 (one). Five of the evictions were enforced by the Sherriff.

	2018-Q4	2019-Q1	2019-Q2	2019-Q3	2019-Q4
<b># of move outs</b>	65	51	86	57	71

## Q4 (October 1 to December 31, 2019)

### ARREARS:

NRH Housing Operations actively works to reduce rent arrears, which remained consistent throughout 2019.

	Dec 31, 2018	Mar 31, 2019	Jun 30, 2019	Sept 30, 2019	Dec 31, 2019
<b>Rent charges for the month</b>	\$1,187,770.00	\$1,203,317.00	\$1,257,090.00	\$1,267,460.00	\$1,286,793.00
<b>Accumulated rent arrears</b>	\$24,135.76	\$35,736.89	\$34,004.39	\$35,549.21	\$36,134.21
<b>Arrears %</b>	2.03%	2.97%	2.71%	2.80%	2.81%

### INSURANCE:

Nothing to report in Q4.

### COMMUNITY RESOURCES AND PARTNERSHIPS:

In Q4, we had partnerships with **43 community agencies** across Niagara. As a result of these partnerships, more than 200 support and enrichment activities were offered to tenants at NRH sites. Each partnership contributes to tenant lives and, in turn, the success of the Public Housing community as a whole:

- NRH launched a new partnership with Niagara College in the integrated (non-family, aged 16 and over) buildings on Scott Street in St. Catharines. Scott Street has been a challenging community for a number of years, housing many tenants with mental health and addiction issues. At times, these vulnerable tenants were targeted by drug dealers and had to choose between nefarious friendships or isolation within their units. NRH worked with Niagara Regional Police to stop the criminal activity at the building and is now working with Niagara College to provide support and positive activities. Niagara College provides a supervisor for the Recreation and Social Service Worker students who are gaining valuable experience working with low-income, often vulnerable, populations. NRH tenants benefit from life skills workshops and positive interactions with each other. Together, NRH, Niagara College and the Scott Street tenants are rebuilding Scott Street into a safe, pleasant place to live.

Also during Q4, NRH Community Programs Coordinators (CPCs) offered support to **144 new referrals of tenants in need of assistance<sup>1</sup>**. Of those new referrals, **65% were considered medium-high need**, (e.g. child safety concerns, eviction, social issues, cognitive concerns). In particular, there was an increase in the number of tenants needing help with arrears and social issues.

---

<sup>1</sup> This number is lower than previous quarters due to the implementation of the new Yardi case tracking system and adjustments being made to ensure consistent case tracking.



## 2. Non-Profit Housing Programs

As administrator of social housing for Niagara Region, NRH provides legislative oversight for **60 Non-Profit Housing Programs (non-profit and co-operative)**. Operational Reviews are conducted to determine the overall health of each.

	2018-Q4	2019-Q1	2019-Q2	2019-Q3	2019-Q4
<b>Healthy</b>	40	40	40	40	39
<b>Routine Monitoring</b>	17	18	17	17	18
<b>Intensive Monitoring</b>	2	0	1	1	1
<b>Pre-PID (Project in Difficulty)</b>	1	1	1	1	1
<b>PID (Project in Difficulty)</b>	1	1	1	1	1
<b>TOTAL</b>	<b>61</b>	<b>60</b>	<b>60</b>	<b>60</b>	<b>60</b>

NRH Housing Programs staff continue to work with Housing Providers as they move toward End of Operating Agreements (EOA) / End of Mortgage (EOM).

## 3. Rent Supplement Program

In Q4, there were **1,441 Rent Supplement/Housing Allowance units** across Niagara. In the Rent Supplement program, tenants pay 30% of their gross monthly income directly to the private landlord and NRH subsidizes the difference up to the market rent for the unit. The Housing Allowance program is a short-term program that provides a set allowance to help applicants on the wait list.

	2018-Q4	2019-Q1	2019-Q2	2019-Q3	2019-Q4
<b>Fort Erie</b>	28	26	32	32	30
<b>Grimsby</b>	26	34	26	24	22
<b>Lincoln (Beamsville)</b>	11	11	11	11	13
<b>Niagara Falls</b>	230	235	239	240	239
<b>Niagara-on-the-Lake</b>	-	4	5	5	5
<b>Pelham</b>	21	20	19	19	19
<b>Port Colborne</b>	53	67	62	65	64
<b>St. Catharines</b>	732	741	780	773	778
<b>Thorold</b>	53	57	61	56	57
<b>Welland</b>	201	209	203	200	198
<b>West Lincoln</b>	15	15	15	15	16
<b>TOTAL</b>	<b>1,370</b>	<b>1,419</b>	<b>1,453</b>	<b>1,440</b>	<b>1,441</b>

Variance in the Rent Supplement program are a reflection of fluctuation between agreements ending and new agreements taken up with landlords.

An **In-Situ Rent Supplement Program** has been developed to engage new landlords and offer applicants on the Centralized Waiting List an opportunity to receive Rent-Geared-to-Income assistance where they currently live. This removes the need for moving related expenses and broadens the network of landlords in business with NRH.

In Q4, NRH initiated new agreements with **12 new landlords**.

## 4. Affordable Housing Program

### NIAGARA RENOVATES PROGRAM:

The Niagara Renovates program provides assistance to low-to-moderate income homeowners for home repairs, accessibility modifications and the creation of secondary suites in single family homes.

Niagara Renovates inspections for 2019-2020 funding are now complete. Inspections include all areas inside and outside of the home to ensure compliance with program guidelines. Issues are identified and a detailed Inspection Report is provided to the homeowner.

NRH received \$600,000 through the Investment in Affordable Housing - Extension (IAH-E) program for homeowner and secondary suite repairs and \$311,015 for multi-unit repairs, totaling \$911,015 for the 2019/2020 period.

NRH received an additional \$376,370 through the Ontario Priorities Housing Initiative (OPHI) for homeowner and housing provider renovations and repairs for the 2019/2020 period.

**55 homeowners** have been approved for funding.

### HOMEOWNERSHIP PROGRAM – “WELCOME HOME NIAGARA”:

The Homeownership program assists low-to-moderate income rental households to purchase their first home by providing a down payment loan.

NRH received \$180,000 through the Investment in Affordable Housing - Extension (IAH-E) program for the 2019/2020 period, with \$100,000 of that allocated to Habitat for Humanity Niagara.

In Q4, **seven homeowners** received assistance through Welcome Home Niagara. **One of these was an NRH tenant.**

	2018-Q4	2019-Q1	2019-Q2	2019-Q3	2019-Q4
# of homeowners assisted	19	0	4	6	7



## HOUSING FIRST PROGRAM:

The Housing First program helps people move quickly from homelessness to their own home by providing supports to help difficult to house individuals find and keep housing.

In Q4, **15 individuals/families** were housed through the Housing First program. Since 2012, Housing First has helped 438 individuals/families.

	2018- Q4	2019- Q1	2019- Q2	2019- Q3	2019- Q4
# of individuals/families housed	27	10	23	15	16
# of Housing First units (at quarter end)	184	189	198	197	202

17 of these Housing First units were created with NRH's new development at 527 Carlton Street in St. Catharines.

## RENTAL HOUSING (NEW DEVELOPMENT):

### NRH New Development

<b>Carlton Street, St. Catharines COMPLETE</b>	<b>Amount</b>	<b>Units</b>
Investment in Affordable Housing-Extension (IAH-E), Year 3	\$5,806,000	45
Investment in Affordable Housing-Extension (IAH-E), Year 4	\$2,888,000	23
Social Infrastructure Fund (SIF), Year 1	\$2,387,817	17
<b>Roach Avenue, Welland COMPLETE</b>		
Social Infrastructure Fund (SIF), Year 3	\$1,200,000	8
<b>Hawkins Street/Dell Avenue, Niagara Falls</b>		
Ontario Priorities Housing Initiative (OPHI)	\$3,000,000	20
Regional Development Charges / NRH Reserves	\$17,090,000	53
<b>TOTAL</b>	<b>\$32,371,817</b>	<b>166</b>

### Roach Avenue

- Project substantial completion on October 28
- Facility has been turned over to operations November 1
- Tenants started moving in November 1

### Hawkins Street/Dell Avenue

- Public Information Session was held November 12, 2019
- Second submission of Site Plan Drawings submitted to the City of Niagara Falls
- Site Plan Agreement scheduled for approval in January 2020
- Development meeting scheduled for January 7, 2020
- Class B Cost Report for development scheduled to commence mid-January

- Six of 12 housing units have been demolished, removal of debris in progress – scheduled to be complete at the end of January 2020
- Detail development of drawings are approximately 60% complete
- Construction of project is scheduled to begin in spring 2020

### Additional New Development

Investment in Affordable Housing-Extension (IAH-E), Year 2 funding has been allocated to three non-profit organizations and will result in the creation of 40 units for seniors and mental health consumers in Niagara:

	Amount	Units
Gateway Residences of Niagara, Huron Street, Niagara Falls <b>COMPLETE</b>	\$720,000	9
Thorold Municipal Non-Profit, Ormond Street, Thorold <b>COMPLETE</b>	\$1,228,912	14
Stamford Kiwanis, Barker Street, Niagara Falls <b>COMPLETE</b>	\$1,089,088	17
<b>TOTAL</b>	<b>\$3,038,000</b>	<b>40</b>

### Stamford Kiwanis

- Substantial completion November 22, 2019

## 5. Service Manager Responsibilities

### APPEALS:

In Q4, **11 appeals** were heard (one less than in 2018-Q4).

- Seven related to ongoing RGI eligibility
  - Two Housing Provider appeals for failure to notify of changes (guests) – one UPHELD, one OVERTURNED
  - Four for failure to provide information – three UPHELD (one with conditions), one OVERTURNED
  - One overhoused household for refusing final offer – OVERTURNED
- Four for decisions made by Housing Access
  - One Urgent Status – OVERTURNED
  - One overhoused household (Market-RGI policy) – OVERTURNED
  - Two extra bedroom – UPHELD

	2018-Q4	2019-Q1	2019-Q2	2019-Q3	2019-Q4
# of appeals	12	10	12	10	11

## 6. Housing Access Centre & Centralized Waiting List

### APPLICATION ACTIVITY:

# of Applications Received & Processed	741	# of Eligible Applications	707
# of Special Provincial Priority Status Applications	103	# of Ineligible Applications	34
# of Urgent Status Applications	130	# of Cancelled Applications	238
# of Homeless Status Applications	158	# of Applicants Housed	156

In Q4, **238 households were removed** from the Centralized Waiting List because they were no longer eligible, they found alternate housing or we were unable to make contact.



**CENTRALIZED WAITING LIST:**

		2018- Q4	2019- Q1	2019- Q2	2019- Q3	2019- Q4
		# of households				
<b>A</b>	<b>Rent-Geared-to-Income (RGI) waiting list:</b>					
	Niagara resident RGI waiting list	4,616	4,715	4,926	5,012	5,154
	Applicants from outside of Niagara	761	793	849	897	977
	<b>TOTAL RGI waiting list:</b>	<b>5,377</b>	<b>5,508</b>	<b>5,775</b>	<b>5,909</b>	<b>6,131</b>
	<b>Housing Allowance:</b> a set allowance to help applicants on the waiting list with affordability in the private market until housed in an RGI unit	639	704	742	747	742
<b>A1</b>	<b>RGI waiting list demographics:</b>					
	Seniors	2,218	2,257	2,344	2,362	2,455
	Adults no dependents	1,761	1,805	1,881	1,922	1,979
	Adults with dependents	1,398	1,446	1,550	1,625	1,697
<b>A2</b>	<b>RGI list further segmented (#'s included in A &amp; A1):</b>					
	<b>SPP – Special Provincial Priority (Ministry Priority):</b> helps victims of violence separate permanently from their abuser	131	128	148	165	148
	<b>URG – Urgent (Local Priority):</b> for applicants with mobility barriers and/or extreme hardship where their current accommodation puts them at extreme risk and/or causes hardship	116	117	109	130	142
	<b>HML – Homeless (Local Priority):</b> provides increased opportunity for placement to homeless households	954	971	1,012	1,007	1,075
	<b>SUP – Supportive/Transitional:</b> provides targeted, provisional services to assist individuals to transition beyond basic needs to more permanent housing	13	15	11	12	16
<b>B</b>	<b>In addition, NRH manages:</b>					
	<b>Overhoused:</b> households who are living in subsidized accommodation with more bedrooms than they are eligible for	168	180	176	181	174
	<b>Transfer:</b> households who are currently living in subsidized accommodation and have requested a transfer to another provider	535	564	573	603	613
	<b>TOTAL RGI households on waiting list managed by NRH:</b>	<b>6,080</b>	<b>6,252</b>	<b>6,524</b>	<b>6,693</b>	<b>6,918</b>
<b>C</b>	<b>NRH maintains a waiting list for market rent units (62 Non-Profit Housing Programs):</b>					
	<b>Market:</b> applicants who have applied for a market rent unit in the Non-Profit Housing Programs portfolio	647	667	723	752	784
	<b>TOTAL households on waiting list managed by NRH:</b>	<b>6,727</b>	<b>6,919</b>	<b>7,274</b>	<b>7,445</b>	<b>7,702</b>
	<b>TOTAL individuals on waiting list managed by NRH:</b>	<b>11,488</b>	<b>11,884</b>	<b>12,577</b>	<b>13,059</b>	<b>13,587</b>

**Note:** the above chart includes only those who apply to the Centralized Waiting List and does not capture the full number of those in need of affordable housing in Niagara.

## ESTIMATED WAIT TIMES:

CITY	SENIORS Age 55 and older		SINGLES Age 16-54		HOUSEHOLDS WITH DEPENDENTS			
	Bachelor	1 Bed	Bachelor	1 Bed	2 Bed	3 Bed	4 Bed	5 Bed
	Y E A R S							
Fort Erie	-	10	3	10	2	2	5	-
Grimsby	-	5	-	-	-	-	-	-
Lincoln	-	4	-	9	10	9	-	-
Niagara Falls	5	6	-	17	8	3	11	15
Niagara-on-the-Lake	-	5.5	-	-	-	-	-	-
Pelham	-	10	-	-	-	-	-	-
Port Colborne	-	5	-	11	4	4	3	-
St. Catharines	-	6.5	9	13	3.5	4	10	11
Thorold	-	9	-	11	6	10	-	-
Welland	-	5.5	6	15	7	2.5	7	6
West Lincoln	-	4.5	-	-	7	5	-	-

no units of this size available in this community

January 2019

Please note:

- wait time information can fluctuate and is an approximation only
- wait times may not reflect the actual time one may wait for affordable housing



<b>A</b>	<p><b>AFFORDABLE HOUSING RENTS:</b> Rents are established at 80% market of Canada Mortgage and Housing Corporation (CMHC) Average Market Rent, with no ongoing rental subsidy.</p> <p><b>APPEALS:</b> Social Housing tenants/members can request reviews of decisions related to applicant eligibility, priority status, transfer requests, overhoused status, ongoing Rent-Geared-to-Income (RGI) eligibility and rent calculation issues. The NRH Appeal Committee makes decisions on appeals from applicants and tenants in Public Housing, Social Housing (where they have not established an Appeal Committee) and Rent Supplement units. All appeal decisions are final, per legislation.</p> <p><b>ARREARS:</b> To assist with arrears collection, tenants/members are provided the option of entering into a repayment agreement but are still expected to pay full rent on time.</p>
<b>B</b>	
<b>C</b>	<p><b>CANADA-ONTARIO COMMUNITY HOUSING INITIATIVE (COCHI):</b> A program that provides funding to protect affordability for households in social housing, support the repair and renewal of existing social housing supply and expand the supply of community housing over time.</p> <p><b>CAPITAL PROGRAM:</b> Responsible for maintaining the Public Housing (NRH-owned) asset and planning for future sustainability, as well as issuing tenders for service contracts.</p> <p><b>CENTRALIZED WAITING LIST:</b> Is comprised of almost 200 subsidiary lists of Public Housing, Social Housing and private units through the Rent Supplement program. It is maintained on a modified chronological basis (i.e. in order to ensure that applicants are treated fairly, units are offered based on the date of application). The needs of particularly at-risk populations are addressed through Priority Status groups that are offered units before other applicants on the Centralized Waiting List:</p> <ul style="list-style-type: none"> <li>• Special Provincial Priority (SPP) Status</li> <li>• Urgent Status</li> <li>• Homeless Status</li> </ul> <p>The <i>Housing Services Act, 2011</i> (HSA) requires that the Centralized Waiting List is reviewed on a regular basis. Applicants are asked to confirm their continued interest and to update information annually (# of household members, total household income) so that NRH can verify ongoing eligibility for housing subsidy. If a household is no longer interested or is deemed ineligible the application is cancelled and removed from the list.</p> <p>The Centralized Waiting List includes various types of households (i.e. families, seniors and singles/adults without dependents) from both within and outside Niagara, the priority groups mentioned above, RGI and Market applicants and existing tenants who are overhoused (have more bedrooms than they need).</p> <p><b>COMMUNITY HOUSING:</b> Housing owned and operated by non-profit, co-operatives and municipal governments or district social services administration boards including subsidized or low-end-of market rents.</p>



## Quarterly Report Reference Sheet

	<b>COMMUNITY PROGRAMS:</b> NRH's community partners offer events, presentations, activities and programs to help mitigate the effects of poverty by building community pride, offering life skills training and enhancing the lives of the tenants. While NRH does not deliver these services directly to tenants, NRH's Community Resource Unit facilitates partnerships by identifying evolving community and tenant needs, connecting with appropriate programs and supporting their ongoing success.
<b>D</b>	
<b>E</b>	<b>END OF OPERATING AGREEMENTS (EAO):</b> EOA refers to the expiry of federally signed operating agreements. NRH is working with these providers to find innovative solutions to maintain the existing number of social housing units in Niagara and protect existing tenants/members from losing subsidy.
	<b>END OF MORTGAGE (EOM):</b> Federal/provincial and provincial housing providers (non-profits and co-ops) legislated under the Housing Services Act (HSA) do not have operating agreements that expire when the mortgage matures. The relationship between service manager and housing provider continues with the housing provider still obliged to follow the HSA. The obligation of service manager to pay a mortgage subsidy ends.
	<b>EVICTIION PREVENTION/SUPPORT:</b> Supports to help NRH tenants stay in their homes through identification of tenant needs and connection with supports and services (e.g. Mental health issues, cognitive decline, addiction, family breakdown etc.)
<b>F</b>	
<b>G</b>	
	<b>HOMEOWNERSHIP PROGRAM – "WELCOME HOME NIAGARA":</b> The Homeownership program assists low-to-moderate income rental households to purchase their first home by providing a down payment loan. The loan is forgivable after 20 years if the household remains in the home.
	<b>HOUSING AND HOMELESSNESS ACTION PLAN (HHAP):</b> Niagara's 10-year Community Action Plan to help everyone in Niagara have a home.
	<b>HOUSING ACCESS CENTRE:</b> Housing Access is the gateway to affordable housing in Niagara. All applications for housing are processed through the Housing Access Centre including initial and ongoing eligibility assessment as well as management of the Centralized Waiting List. Options include accommodation with Non-profit and Co-operative housing providers (Social Housing), NRH owned units (Public Housing and two mixed income communities), or for-profit/private landlord owned buildings (Rent Supplement/Housing Allowance).
	<b>HOUSING ALLOWANCE PROGRAM:</b> A variation of the Rent Supplement program that provides a set allowance of up to \$300 per month to private landlords to assist applicants who are on the Centralized Waiting List.
	<b>HOUSING FIRST:</b> Helps people move quickly from homelessness to their own home by providing supports to help difficult to house individuals find and keep housing. NRH partners with Niagara Region Community Services and community agencies to provide rent supplement to landlords while agency staff provide a range of personalized supports to encourage successful tenancies and, if the tenant chooses, address personal challenges.

## Quarterly Report Reference Sheet

<b>I</b>	<p><b>IN-SITU RENT SUPPLEMENT PROGRAM:</b> A program developed to engage new landlords and offer applicants on the Centralized Waiting List an opportunity to receive Rent-Geared-to-Income assistance where they currently live. This removes the need for moving related expenses and broadens the network of landlords in business with NRH.</p>
	<p><b>INVESTMENT IN AFFORDABLE HOUSING PROGRAM – EXTENSION (IAH-E):</b> Provincial and federally funded program designed to improve access to affordable housing that is safe and suitable, while assisting local economies through job creation generated by new development and home repairs/modifications, including:</p> <ul style="list-style-type: none"> <li>• Niagara Renovates</li> <li>• Homeownership (Welcome Home Niagara)</li> <li>• Rent Supplement/Housing Allowance</li> <li>• Rental Housing (New Development)</li> </ul>
<b>J</b>	
<b>K</b>	
<b>L</b>	<p><b>LOCAL HOUSING CORPORATION (LHC):</b> Also called “Public Housing”, LHC refers to the communities that Niagara Regional Housing owns and manages.</p>
<b>M</b>	
<b>N</b>	<p><b>NIAGARA RENOVATES PROGRAM:</b> Provides assistance to low-to-moderate income homeowners for home repairs, accessibility modifications and the creation of secondary suites in single family homes. Assistance is provided in the form of a forgivable loan, written off over a 10-year period, as long as the homeowner continues to live in the home.</p>
	<p><b>NON PROFIT HOUSING PROGRAMS (FORMERLY “SOCIAL HOUSING”):</b> Includes Non-Profit and Cooperative Housing Providers, who own and manage their own housing communities and have their own independent Boards. NRH provides legislative oversight to ensure they are in compliance with the <i>Housing Services Act (HSA)</i>. Generally, 25% of these units are designated as market rent units. The remaining 75% of units are offered to households on the Centralized Waiting List that pay RGI.</p>
<b>O</b>	<p><b>ONTARIO PRIORITIES HOUSING INITIATIVE (OPHI):</b> A program to address local housing priorities, including affordability, repair and new construction.</p>
	<p><b>OPERATIONAL REVIEWS:</b> In order to ensure that Non-Profit Housing Programs comply with legislation and local policies, NRH investigates their overall health by analyzing many factors including finances, vacancy losses, governance issues, condition of buildings etc. NRH then works with them to bring them into compliance and provide recommendations on best business practices.</p>
<b>P</b>	<p><b>PORTABLE HOUSING ALLOWANCE:</b> Direct financial assistance given to the household (tenant) on the Centralized Waiting List; not tied to a housing unit.</p>
	<p><b>PRIORITY STATUS GROUPS:</b> Priority Status groups are offered units before other applicants on the Centralized Waiting List:</p> <ul style="list-style-type: none"> <li>• <b>Special Provincial Priority (SPP) Status</b> is the only legislated priority and is intended to help victims of violence separate permanently from their abuser</li> <li>• <b>Urgent Status</b> is intended for applicants with (1) Mobility Barriers (i.e. physical limitations that require barrier-free units) and/or (2) Extreme Hardship (i.e.</li> </ul>

## Quarterly Report Reference Sheet

	<p>where the applicants' current accommodations puts them at extreme risk and/or causes hardship and relocation would reduce the risks and/or alleviate the hardship</p> <ul style="list-style-type: none"> <li>• <b>Homeless Status</b> provides an increased opportunity for placement to households that are homeless (1 in every 10 households offered housing)</li> </ul>
	<p><b>PUBLIC HOUSING (ALSO CALLED "LOCAL HOUSING CORPORATION"):</b> NRH owns and manages 2,660 units of Public Housing stock in 9 of the 12 Niagara municipalities. Tenants pay 30% of their income for rent. <i>*Note: NRH owns and manages an additional 91 units that have affordable (80% market) and market rents.</i></p>
<b>Q</b>	
<b>R</b>	<p><b>RENT SUPPLEMENT PROGRAM:</b> Tenants pay 30% of their gross monthly income directly to the private landlord and NRH subsidizes the difference up to the agreed market rent for the unit. <i>*See also Housing Allowance Program and Housing First Project.</i></p>
<b>S</b>	<p><b>SERVICE LEVEL STANDARDS (SLS):</b> Establishes minimum number of RGI and special needs units to be maintained by each service manager</p> <p><b>SERVICE MANAGER:</b> As administrator for affordable housing on behalf of Niagara Region, NRH's main responsibilities include: administering Rent Supplement Programs, oversight of Non-Profit and Cooperative Housing Providers, determining RGI eligibility, maintaining Centralized Waiting List, establishing Local Policies etc.</p> <p><b>SOCIAL HOUSING (FORMERLY "AFFORDABLE HOUSING"):</b> All NRH programs and services, including Public Housing (NRH-owned), Non-Profit Housing Programs, the Rent Supplement Program and the Affordable Housing Program</p>
<b>T</b>	
<b>U</b>	
<b>V</b>	
<b>W</b>	<p><b>WELCOME HOME NIAGARA:</b> Assists low-to-moderate income rental households to purchase their first home by providing a down payment loan. The loan is forgivable after 20 years if the household remains in the home.</p>
<b>X</b>	
<b>Y</b>	
<b>Z</b>	