



**Housing Services  
&  
Community Housing Access Centre**

## Our Vision

The Region of Waterloo is working toward a world-class community for all residents. Integral to this cross-departmental plan is a commitment to making housing affordable for all because we believe communities thrive when everyone has a place to call home.

# The Region's Role



HOMELESSNESS

EMERGENCY  
SHELTERS

SUPPORTIVE  
HOUSING

COMMUNITY  
HOUSING

AFFORDABLE  
RENTAL  
HOUSING

AFFORDABLE  
HOME  
OWNERSHIP

MARKET  
RENTAL  
HOUSING

MARKET  
HOME  
OWNERSHIP

# The Region's Role



## Homelessness & Supportive Housing

Fund + administer programs and services aimed at **preventing and ending homelessness**

- Street Outreach
- Emergency Shelters
- Interim Housing
- Housing Resource Centers
- Rent Fund
- Coordinated Access System
- Housing Support Programs

**Respond to unsheltered homelessness + encampments**

- Facilitating community-led and resourced responses
- Expanding Street Outreach services

Administer the shared database, Homeless Individuals and Families Information System (HIFIS)

Support the **integration of health and housing services** to end homelessness

- Implementing harm reduction in shelters
- Integrating performance and data into service agreements with partners

# The Region's Role



## Affordable Housing Development

### Building Better Futures: create **2,500 new affordable homes in 5 years (2021-2026)**

- Accelerating the development of new affordable and supportive housing
- Investing Federal/Provincial capital funding
- Partnering with area municipalities and local non-profits
- Leveraging Regional land for affordable housing development
- Exploring strategic land acquisition and disposition to facilitate proximity to active transportation
- Creation of a reliable and sustainable source of funding for affordable housing through the Regional tax levy

### Implementing the **Waterloo Region Housing Master Plan**

- Creating increased rent and housing supports for Black, Indigenous and racialized folks
- Prioritizing carbon neutral designs to target net zero to minimize possible impacts of climate change on those with low incomes

### **Advocating for directed and sustained housing support funding** to expand housing support programs

- Introducing new housing policies in the Regional Official Plan

# The Region's Role



## Provide **support to co-op and non-profit housing providers**

- Build capacity and financial viability
- Support tenants and eviction prevention
- Create accountability and compliance to standards
- Monitor building condition audits

## **Protect + stabilize community housing**

- Respond to the **end of mortgage** for designated community housing providers throughout the region

## Administer the Community Housing Review System

## Administer the shared database Integrated Housing System (IHS)

- Automating the community housing application

## **Deliver a Portable Rent Assistance program to racialized families**

# The Region's Role



Administer **over 2,800 housing units owned + operated** by the Region

- Provide eviction prevention
  - Creating a tenant arrears strategy
- Tenant engagement, support, and services
  - Implementing community gardens
  - Implementing a Security Master Plan
- Community programming + partnerships
  - Reviewing Community Agency Contacts

Administer **CHAC = Community Housing Access Centre Waitlist** + programs

- Rent assistance
- Implementing rent supplement increases

**Tenant engagement + relocation**

- Designing + implementing community benefit spaces for tenants and communities

# Community Housing Access Centre (CHAC)

## Community Housing





# What is Community Housing?

## Community Housing

**Waterloo Region Housing**

- Owns & operates around 2,591 RGI units
- Property Management for additional units- Market Rent and RGI

**Non-Profit Housing**

- Developed primarily by service/community groups

**Co-Operative Housing**

- Governed under the Co-op Corporations Act
- Applicants can be refused housing if not likely to participate

**Rent Supplement**

- Around 900+ units in Waterloo Region
- All are Rent Geared to Income
- Landlords have the right to screen for suitability

**Below Average Market Rent units**

- Private landlords
- Rents set below the average market rate for the Region
- Rents are a fixed amount (see building selection form for list of rents by site)

Community housing is affordable rental housing for people who have low to moderate income

## What is CHAC?

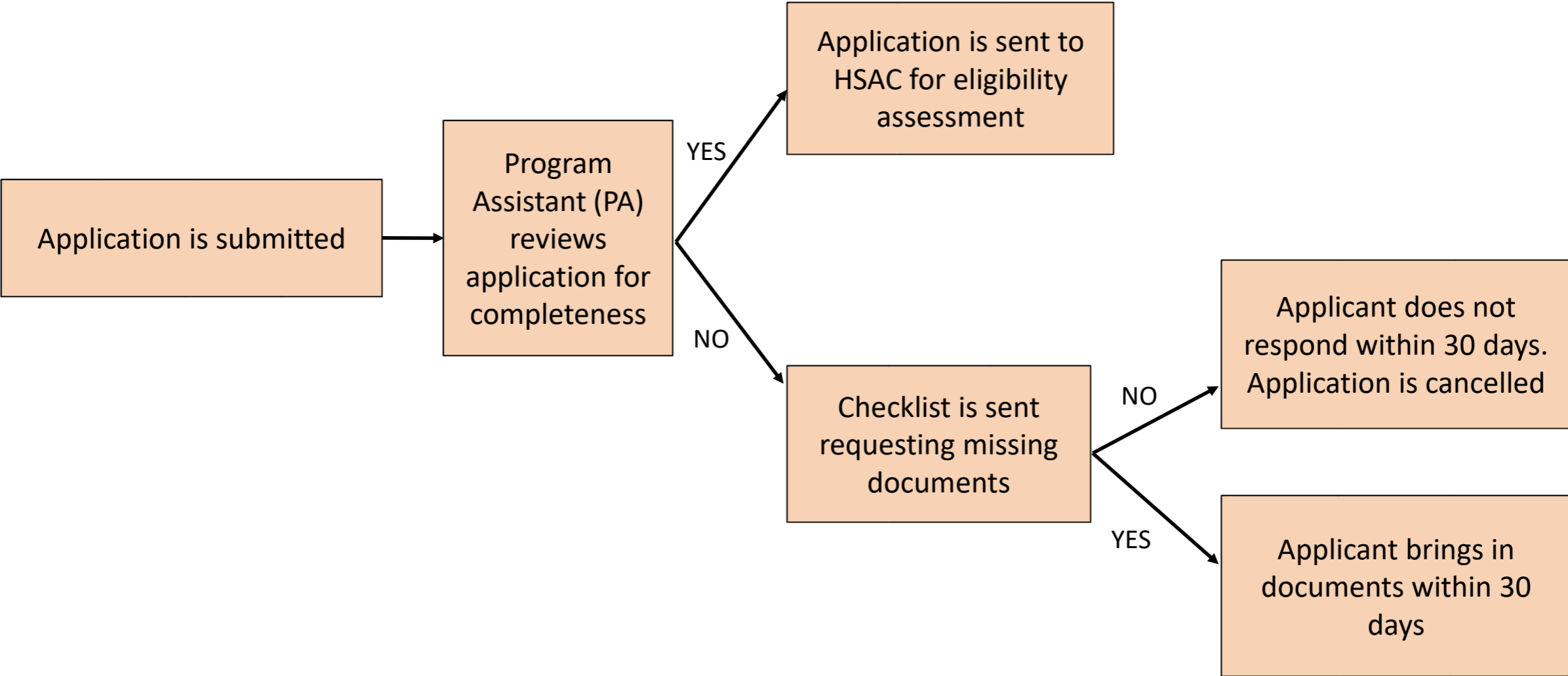


The shared waitlist managed by the Region of Waterloo for Community Housing

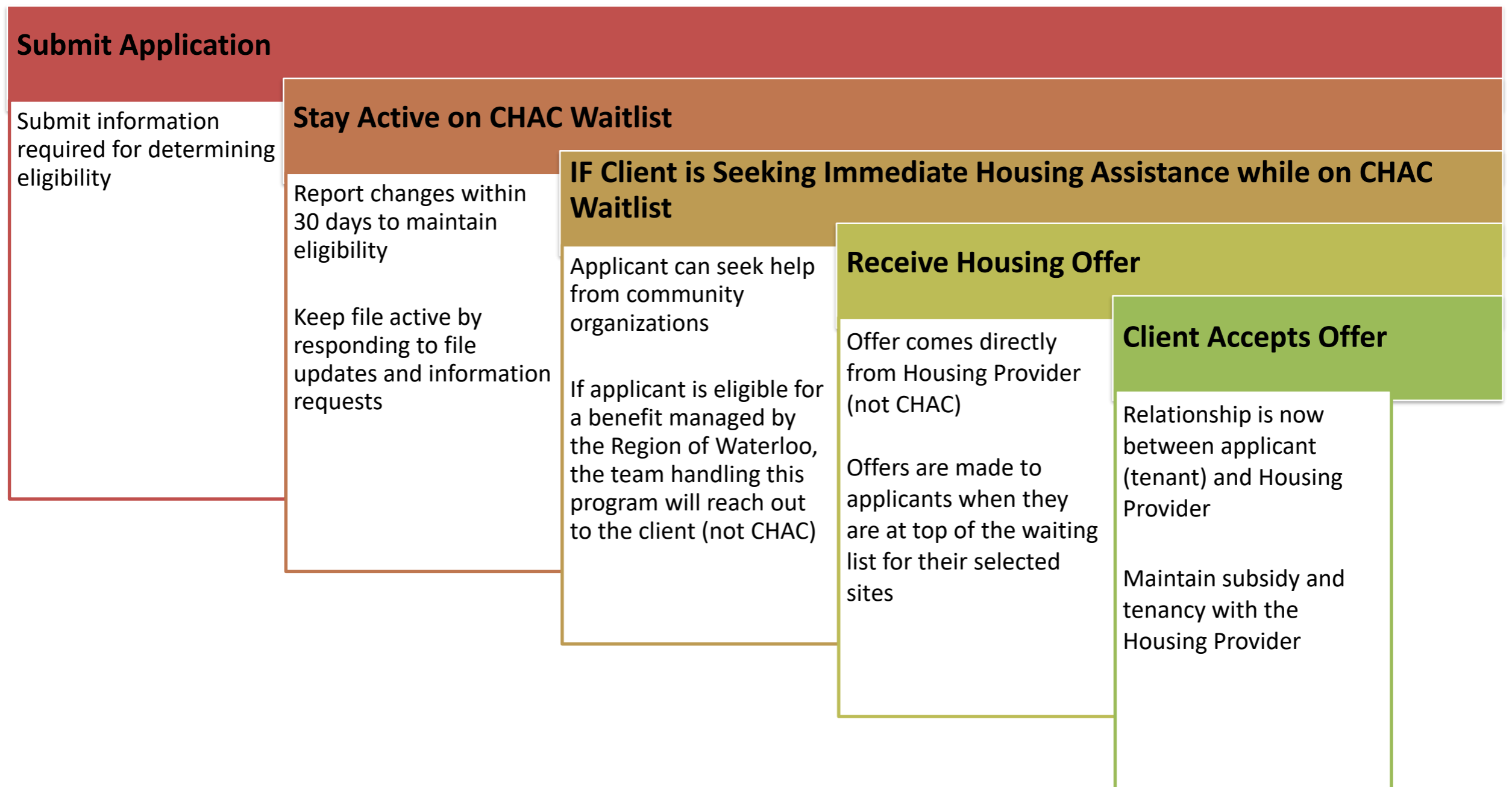
## Who can apply for Community Housing?

- ☑ At least one household member must be 16 years of age or older (able to live independently with or without supports)
- ☑ All household members must be Canadian Citizens, Permanent Residents, and/or Refugees (or have applied for status)
- ☑ There is no removal order enforceable by Immigration for any household member
- ☑ No member of the household has outstanding arrears for rent or damage to any publicly funded housing program
- ☑ No member of the household has been convicted of an offence of misrepresentation of income regarding the receipt of Rent Geared to Income (RGI) assistance
- ☑ If any property (suitable for year round living) is owned, applicants must agree to sell it within 6 months of being housed

# What is the process for applying?



# From application to offer



\*If an application is cancelled or closed an applicant can reapply at a later date

# What documents do you need to apply?

## Proof of Status in Canada and Age

- Refugee Claimant document
- Confirmation of Permanent Residence
- Record of Landing
- *No health cards*

## Proof of Income

- Notice of Assessment

## Supporting Documents

- Proof of Custody
- Medical Forms
- Additional Bedroom requests, etc.

## Proof of Assets

- Not currently taken into account, but changing around July 2023

# Where to apply?

## Online

- Receive a confirmation email upon submission
- Fastest processing time
- Future: Applicant Portal



## Email

- [housingapplication@regionofwaterloo.ca](mailto:housingapplication@regionofwaterloo.ca)

## In Person / Mail

- 150 Main St, Cambridge
- 235 King St E, Kitchener
- 99 Regina St S, Waterloo
- Can use computers on site to submit online, or complete paper forms
- Option to receive assistance with completing forms

## Fax

- 519-893-8648

# Tips for applicants

## Review types of affordable housing and suitability

- Waterloo Region Housing
- Rent Supplement
- Co-op
- BAMR
- Non-Profit

## Building Selections

- Visit neighbourhoods of interested property sites
- Use online building catalogue to view properties virtually
- Review building selections periodically

If former tenant arrears are owed, arranging repayment agreement with Housing Provider

Keep information updated with CHAC (household members, income, phone #, etc.)





## One offer policy

- Effective July 1, 2020
- Applicants are given first available unit from building selections chosen
- Refusal of a valid offer results in
  - Loss of application date
  - Loss of subsidy for current tenants in subsidized housing (only applies if overhoused)
- Below Average Market Rent units are not included



# Minimum wait times by unit size



# 2022 Statistics

**2,500** +/-  
New  
Applications  
Annually

**16%**  
Application  
Volume  
Increase

**8,000** +/-  
Active  
on the  
Waitlist



# CHAC ≠ Emergency Housing

## First Connect

Exploring Housing Options and Community Connections

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- 529-624-9133
- Support individuals 18+

## Here 24/7

Addictions, Mental Health & Crisis Services

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- 1-844-437-3247
- [here247.ca](http://here247.ca)

## Reception House

Government Assisted Refugees (GARs)

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- 519-743-2113
- [receptionhouse.ca](http://receptionhouse.ca)

## Emergency Shelters

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- Cambridge Shelter/Bridges
- Working Centre/King Street
- SHIP
- YWCA
- HOF
- oneRoof

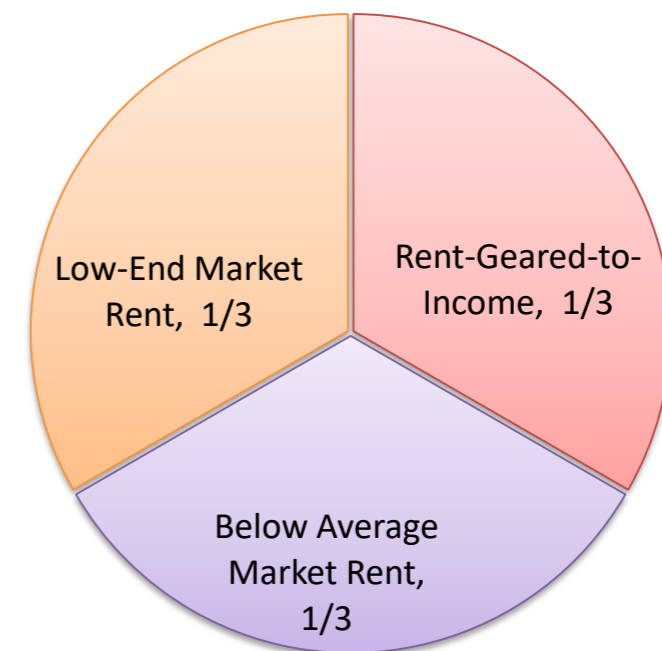
# Building better futures

- Create 2,500 affordable units in 5 years
- 1,825 are currently in development or occupied
- Focus on allocating more units through equity-inclusion programs
- Various creation methods to meet different needs
  - Private and non-profit projects
  - Regionally owned surplus land
  - Portable housing benefits
  - Waterloo Region Housing redevelopment projects

## Waterloo Region Housing Master Plan Projects

- Community Housing owned and operated by the Region of Waterloo
- Accessibility and energy efficiency are a priority
- Approximate breakdown of rents is shared between Rent Geared to Income (RGI), Below Average Market Rent (BAMR), and Low-End Market Rent

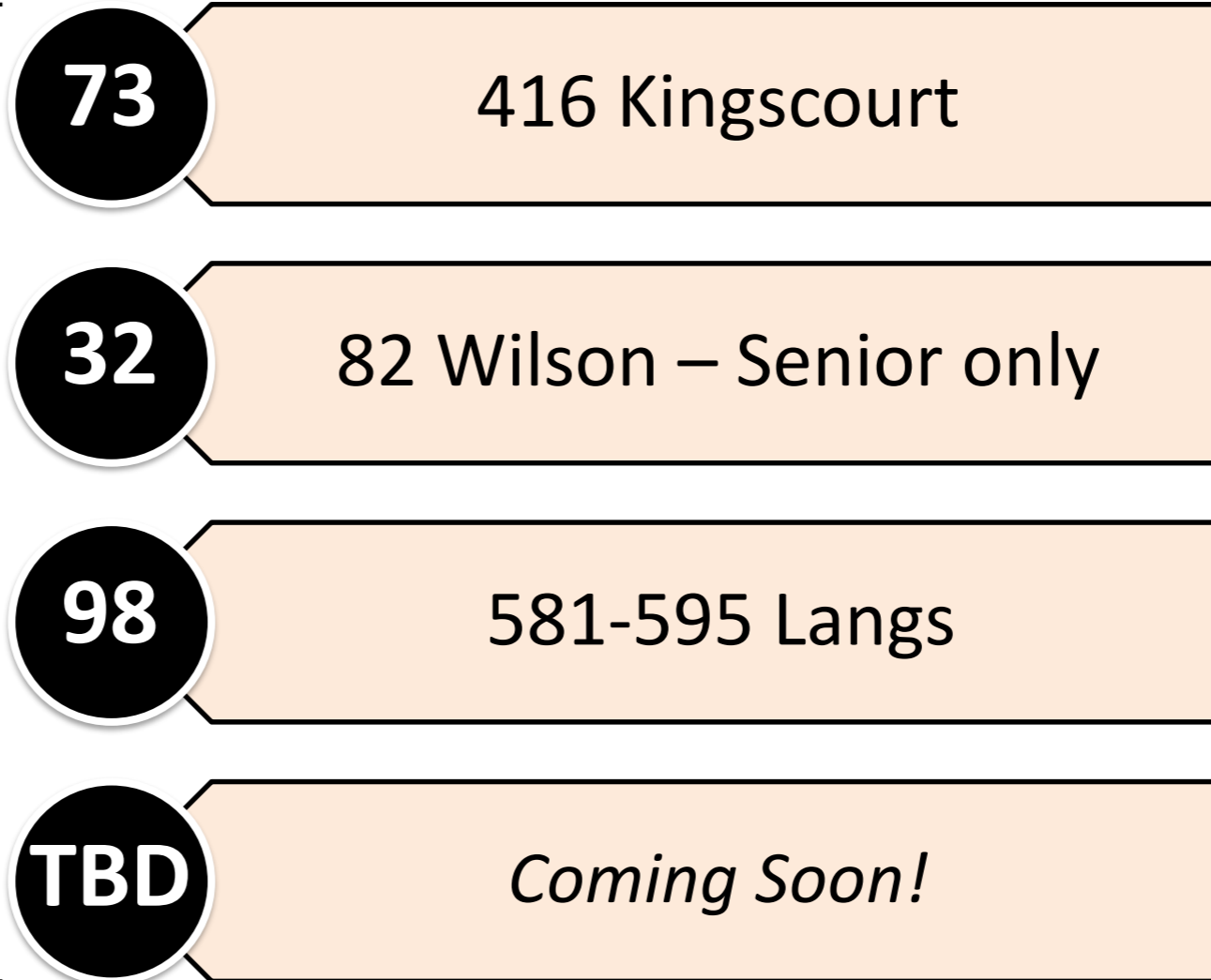
WRH Master Plan projects



■ Rent-Geared-to-Income ■ Below Average Market Rent ■ Average Market Rent

# Current WRH Redevelopments

Net New Units  
In Development



Questions?

