

London Housing Advisory Committee

Report

The 10th Meeting of the London Housing Advisory Committee
November 13, 2019
Committee Room #4

Attendance PRESENT: B. Odegaard (Chair), J. Banninga, M. Courey, B. Harris, M. Joudrey, J. Lane, C. O'Brien, J. Peaire, R. Peaker, D. Peckham, M. Richings and D. Turner (Committee Clerk)

NOT PRESENT: M. Abdo and W. Latuszak

ALSO PRESENT: J. Browne, D. Calderwood-Smith, S. Giustizia, G. Matthews, D. Purdy and M. Stone

The meeting was called to order at 12:15 PM

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

2.1 Accessibility for Ontarians with Disabilities (AODA) Orientation

That it BE NOTED that the attached presentation from M. Stone, Supervisor I, Municipal Policy (AODA), with respect to an orientation on accessibility standards in Ontario, was received.

3. Consent

3.1 9th Report of the London Housing Advisory Committee

That it BE NOTED that the 9th Report of the London Housing Advisory Committee, from its meeting held on October 9, 2019, was received.

3.2 Municipal Council Resolution - 8th Report of the London Housing Advisory Committee

That it BE NOTED that the Municipal Council resolution, from the meeting held on October 15, 2019, with respect to the 8th Report of the London Housing Advisory Committee, was received.

3.3 Notice of Planning Application - Official Plan and Zoning By-law Amendments - 464-466 Dufferin Avenue and 499 Maitland Street

That it BE NOTED that the Notice of Planning Application, dated November 6, 2019, from M. Vivian, Planner I, with respect to an Official Plan and Zoning By-law Amendment for the properties located at 464-466 Dufferin Avenue and 499 Maitland Street, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Community Housing Modernization Strategy - Provincial Regulatory Amendments

That it BE NOTED that the committee held a general discussion with respect to the Community Housing Modernization Strategy, including the impact of new provincial regulations on the application process and a tenant's ability to refuse an offer of housing.

5.2 LHAC Feedback on the Housing Stability Plan Draft Strategies and Actions

That it BE NOTED that the committee held a general discussion with respect to the Housing Stability Plan Draft Strategies and Actions document, and provided feedback to City staff on a variety of topics including developer incentivization, the re-purposing of vacant facilities, and community partnership/engagement.

5.3 Housing and Homelessness Situation in London - Role of the London Housing Advisory Committee

That it BE NOTED that the committee held a general discussion with respect to its role in City-led affordable housing initiatives.

5.4 Vacant Community Housing Units as a Result of Outstanding Repairs

That the agenda item 'Vacant Community Housing Units as a Result of Outstanding Repairs' BE DEFERRED to the next meeting of the London Housing Advisory Committee.

6. Adjournment

The meeting adjourned at 1:52 PM.

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Accessibility for Ontarians with Disabilities (AODA) Customer Service Training



Melanie Stone

Accessibility Specialist, HR & Corporate Services



AODA

- Goal: To help make Ontario accessible for all



Photo Caption: This photo is of a woman in a Canadian Sledge Hockey Team jersey, seated in an ice sledge, holding 2 sledge hockey sticks. She is facing the camera with a serious expression on her face. She is holding the sledge hockey sticks with large hockey gloves.

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AODA Components

- The AODA (Accessibility for Ontarians with Disabilities Act) and Integrated Accessibility Standards Regulation (IASR)
- Customer Service
- Information & Communication Standard
- Design of Public Spaces
- Transportation
- Employment



Thinking about disability

The AODA uses the Ontario Human Rights definition of disability. which includes physical disabilities as well as vision, hearing, speech, developmental, learning and mental health disabilities.

One in 7, to 1 in 5 Ontarians has a disability.

- **Who are people with disabilities?**
- Disabilities can be visible or non-visible. We can't always tell who has a disability. A disability can be temporary or permanent, and many of us will experience a disability at some point in our lives.
- The Accessibility for Ontarians with Disabilities Act, 2005 uses the same definition of disability as the Ontario Human Rights Code

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Who is a customer?

- The standards must be followed by:
- the Ontario Government and Legislative Assembly
- all designated public sector organizations, which include municipalities, universities, colleges, hospitals, school boards and public transportation organizations
- private businesses and not-for-profit organizations that have one or more employees in Ontario
- **Who is a customer?**
- A customer can be anyone who is accessing your organization's goods, services or facilities. They may include paying and non-paying members of the public, and individuals your organization might call customers, such as clients, members, patrons or patients.
- Customers can also be other businesses or organizations (also referred to as third parties).



Ontario Human Rights Definition of Disability

- Defining disability is a complex, evolving matter. The term “disability” covers a broad range and degree of conditions.
- A disability may have been present at birth, caused by an accident, or developed over time.
- Section 10 of the Code defines “disability” as: (a) any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,

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- (b) a condition of mental impairment or a developmental disability,
- (c) a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
- (d) a mental disorder, or
- (e) an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997. “Disability” should be interpreted in broad terms.



Ableism

- Discrimination in favour of able bodied people.
- Understanding that the world is built for particular bodies, and workplaces, policies, public spaces, buildings and their contents are often designed in favour of able-bodied people or people without disabilities
- The Supreme Court of Canada — the highest court — has also recognized that there is a social component to disability. It has called this social component “social handicapping.” What this means is that society’s response to persons with disabilities is often the cause of the “handicap” that persons with disabilities experience.

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Who is required to take this training?

- The following people must be trained on serving customers with disabilities:
- all employees and **volunteers** (paid and unpaid, full-time, part-time and contract positions)
- **anyone involved in developing your organization's policies (including managers, senior leaders, directors, board members and owners)**
- anyone who provides goods, services or facilities to customers on your organization's behalf (such as external contact centres or facilities management companies)
- Training must be completed as soon as possible after an employee or volunteer joins your organization.
- Training must also be provided when there are any changes to your organization's accessible customer service policies.



Customer Service Policies

- The Corporation of the City of London has its own accessible customer service policies.
- We provide information on how to use any equipment or devices available in your organization that can help to provide goods, services or facilities to people with disabilities

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Follow up training will be provided

- More detail on additional tools will be provided in the New Year as we roll out new policies and technology.
- Each committee has different policy requirements under the AODA. Please review the sections applicable to you so that your policy work is informed by accessibility legislation. For example, if you are involved in advising about public spaces, be sure you review the details of the public space standards.



Customer Service Standard

- Our job is to ensure better accessible structures, programs and services so that we aren't the barrier that prevents people from participation
- The AODA requires commitment to providing quality goods, services and facilities that are accessible to all persons we serve
- We will continue to work with the community and allocate appropriate resources towards the elimination of accessibility barriers in customer service

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City of London Accessible Customer Service Policy

- All of our staff are trained during orientation about how to provide accessible customer service.
- We have a number of tools available for customers to communicate



Common Mistakes

- Common mistakes
 - Leaning down inappropriately to talk to someone
 - Speaking loudly and slowly without being asked to
 - Being patronizing (good for you! You're outside doing things!)
 - Having different expectations/making decisions on someone's behalf
 - Speaking to a support person/partner only
 - Assuming someone is a support person and not a partner/family member/spouse
 - Offering unsolicited advice
 - Sharing personal stories of disability
 - Assessing someone's disability and worthiness for an accommodation (bathrooms & parking spots are common)
 - Describing people as their mobility aid "We need to move this wheelchair."
 - Moving a mobility aid without direction or permission

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Tips

- Ask before you help. People with disabilities often have their own ways of doing things.
- Don't touch or move a person's equipment (for example, wheelchair or walker) without their permission.
- If you have permission to move a person's wheelchair or mobility aid, don't leave them in an awkward, dangerous or difficult position, such as facing a wall or in the path of opening doors or elevators.
- If you need to have a lengthy conversation with someone who uses a wheelchair or scooter, consider sitting so you can make eye contact at the same level if appropriate or invited.



Visible and invisible

- There are visible and invisible disabilities. There are temporary and permanent disabilities and there are episodic disabilities.
- Many people have disabilities that involve all three or different intersecting disabilities such as mental health and physical disability.
- For this reason, ask how you can help. Needs change and what works one day may not work the next.

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Individuals with vision loss

- Vision loss can restrict someone's ability to read documents or signs, locate landmarks or see hazards. Some people may use a guide dog, a white cane, or a support person such as a sighted guide, while others may not.
- **Tips:**
- When you know someone has vision loss, don't assume the person can't see you. Not everyone with vision loss is blind. Many have some or fluctuating vision.
- Identify yourself and speak directly to your customer if they are with a companion.
- Ask if they would like you to read any printed information out loud to them, such as a policy or a bill or schedule of fees. Not everyone can read braille so ask how you can be of assistance.



- When providing directions or instructions, be precise and descriptive (for example, "two steps in front of you" or "a metre to your left"). Don't say "over there" or point in the direction indicated.
- Offer your elbow to guide them if needed. If they accept, lead – don't pull.
- Identify landmarks or other details to orient the person to the surroundings. For example, if you're approaching stairs or an obstacle, say so.
- If you need to leave the customer, let them know by telling them you'll be back or saying goodbye.
- Don't leave your customer in the middle of a room – guide them to a comfortable location.

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People who are deaf/Deaf or hard of hearing

- People who have hearing loss may identify in different ways. They may identify as deaf/Deaf, oral deaf, deafened, or hard of hearing. These terms are used to describe different levels of hearing or the way a person's hearing was diminished or lost.
- A person with hearing loss might use a hearing aid, an amplification device or hearing ear dog. They may have preferred ways to communicate, for example, through sign language, by lip reading or using a pen and paper.



- Once a customer has self-identified as having hearing loss, make sure you face the customer when talking and that you are in a well-lit area so the person can see you clearly.
- As needed, attract the person's attention before speaking. Try a gentle touch on the shoulder or wave of your hand.
- Maintain eye contact. Use body language, gestures and facial expression to help you communicate.
- If the person uses a hearing aid, reduce background noise or if possible, move to a quieter area.
- Don't assume that the customer knows sign language or reads lips.
- If necessary, ask if another method of communicating would be easier (for example, using a pen and paper).
- When using a sign language interpreter, look and speak directly to the customer, not the sign language interpreter. For example, say "What would you like?" not "Ask her what she'd like."

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Speech

- Cerebral palsy, stroke, hearing loss or other medical conditions or disabilities may make it difficult for a person to pronounce words or express themselves. Some people who have severe difficulties may use a communication board or other assistive devices.
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- **Tips:**
- Don't assume that a person who has difficulty speaking doesn't understand you.
- Speak directly to the customer and not to their companion or support person.
- Whenever possible, ask questions that can be answered "yes" or "no."
- If the person uses a communication device, take a moment to read visible instructions for communicating with them.
- Be patient. Don't interrupt or finish your customer's sentences.
- Confirm what the person has said by summarizing or repeating what you've understood and allow the person to respond – don't pretend if you're not sure.
- If necessary, provide other ways for the customer to contact you, such as email.



Learning Disabilities

- The term "learning disabilities" refers to a range of disabilities. One example of a learning disability is dyslexia, which affects how a person takes in or retains information. This disability may become apparent when the person has difficulty reading material or understanding the information you are providing.
- People with learning disabilities just learn in a different way.
- **Tips:**
- Be patient and allow extra time if needed. People with some learning disabilities may take a little longer to process information or to understand and respond.
- Try to provide information in a way that works for your customer. For example, some people with learning disabilities find written words difficult to understand, while others may have problems with numbers and math.
- Be willing to rephrase or explain something again in another way, if needed.

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Developmental or intellectual disability

- Developmental disabilities (such as Down syndrome) or intellectual disabilities can mildly or profoundly limit a person's ability to learn, communicate, do everyday physical activities or live independently. Supports, encouragement and inclusion
- **Tips:**
 - Don't make assumptions about what a person can or cannot do.
 - Don't exaggerate your speech or speak in a patronizing way.
 - Use plain language.
 - Provide one piece of information at a time.
 - If you're not sure of what is being said to you, confirm by summarizing or repeating what was said, or politely ask them to repeat it – don't pretend if you're not sure.
 - Ask the customer if they would like help reading your material or completing a form, and wait for them to accept the offer of assistance.
 - Be patient and allow extra time if needed.



Mental Health

- Did you know that one in five Canadians will experience a mental health disability at some point in their lives?
- Mental health disability is a broad term for many disorders that can range in severity. A person with a mental health disability may experience depression or acute mood swings, anxiety due to phobias or panic disorder, or hallucinations. It may affect a person's ability to think clearly, concentrate or remember things.
- You may not know someone has this disability unless you are told. Stigma and lack of understanding are major barriers for people with mental health disabilities.
- **Tips:**
 - If you sense or know that a customer has a mental health disability, treat people with the same respect and consideration you have for everyone else.
 - Be confident, calm and reassuring. Ask the customer for what they need.
 - Listen carefully, and work with the customer to meet their needs. For example, acknowledge that you have heard and understood what the person has said or asked.
 - Respect your customer's personal space.
 - Limit distractions that could affect your customer's ability to focus or concentrate. For example, loud noise, crowded areas and interruptions could cause stress.

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What creates disabling conditions?

- Expectations of fast pace & quick travel
- Ignorance or dismissive attitudes
- Lack of appropriate support technology
- Lack of creativity/problem solving
- Structural inaccessibility (stairs, poor lighting, temperature fluctuations, flashing lights, lack of snow removal, etc...)
- Inequitable funding
- Fear of doing the “wrong” thing so doing nothing at all
- Fear in the workplace
- Distractions and loud noises
- Not providing enough information for someone to request assistance ahead of time.



Accommodations

- Support persons for customers with disabilities are common and welcome at all city facilities
- Consent is required if confidential information is going to be discussed
- Support person is free to enter City facilities at no charge
- Speak directly to the customer, not the support person unless you are directed to do so

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Service animals

- Customers with disabilities are permitted to:
- Enter all public City facilities with service animals
- Go anywhere customers normally have access unless excluded by law
- Customer is responsible for the care and supervision of their service animal
- Avoid talking to, touching or making eye contact with the working animal
- Employees with disabilities are able to bring their service dogs into any area they are required to work with very few exceptions.



Service Disruptions

- We are required by law to provide public facing information about all service disruptions.
- If a service/program or building is to be closed or cancelled you should post your service disruption information on your website and other areas easily accessible to patrons.



This photo is an image of a person holding a temporary closure sign. The person's hands are in the photo and their blue shirt is in the background.

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If you host an event or customers be sure to accessible details

- If it applies, inform your customer of the accessible features in the immediate area (such as automatic doors, accessible washrooms, elevators or ramps).
- Think ahead and remove any items that may cause a physical barrier, such as boxes left in an aisle.
- If the service counter at your place of business is too high for a person using a wheelchair to see over, step around it to provide service. Use a clipboard handy if filling in forms or providing a signature is required.
- Keep in mind that a person's physical disability may not be visible or obvious. For example, a person may have difficulty standing for long periods of time and may ask to sit while waiting to be served.



Additional Assistance Available

Visit www.london.ca/accessibility

- You can also call me! 😊
- Melanie Stone, Accessibility Specialist
ext. 2425 mstone@london.ca or
accessibility@London.ca

London Housing Advisory Committee

Report

The 9th Meeting of the London Housing Advisory Committee
October 9, 2019
Committee Room #4

Attendance PRESENT: B. Odegaard (Chair), M. Abdo, J. Banninga, M. Courey, J. Lane, C. O'Brien, J. Peaire, R. Peaker and M. Richings and D. Turner (Secretary)

ABSENT: B. Harris, M. Joudrey, W. Latuszak, and D. Peckham

ALSO PRESENT: J. Browne, S. Giustizia, H. Lysynski, G. Matthews, and D. Purdy

The meeting was called to order at 12:20 PM

1. Call to Order

1.1 Disclosures of Pecuniary Interest

That it BE NOTED that no pecuniary interests were disclosed.

2. Scheduled Items

None.

3. Consent

3.1 8th Report of the London Housing Advisory Committee

That it BE NOTED that the 8th Report of the London Housing Advisory Committee, from its meeting held on September 11, 2019, was received.

4. Sub-Committees and Working Groups

None.

5. Items for Discussion

5.1 Market Based Measure Thresholds

That it BE NOTED that the London Housing Advisory Committee held a general discussion with respect to market based measure thresholds.

5.2 Poverty Trends in London, September 2015

That it BE NOTED that the London Housing Advisory Committee held a general discussion with respect to poverty trends in London and their relation to the affordable housing market;

it being further noted that the Poverty Trends in London, September 2015 document from the Child & Youth Network was received with respect to this matter.

6. Confidential

That the London Housing Advisory Committee convene, In Closed Session, for the purpose of considering the following:

6.1. Personal Matters / Identifiable Individual

A personal matter pertaining to identifiable individuals, including municipal employees, with respect to the 2020 Mayor's New Year's Honour List.

The London Housing Advisory Committee convened, In Closed Session, from 1:35 PM to 1:38 PM.

7. Adjournment

The meeting adjourned at 1:40 PM.



London
CANADA

P.O. Box 5035
300 Dufferin Avenue
London, ON
N6A 4L9

October 16, 2019

G. Kotsifas
Managing Director, Development and Compliance Services and Chief Building Official

J.M. Fleming
Managing Director, Planning and City Planner

S. Datars Bere
Managing Director, Housing, Social Services and Dearness Home

L. Livingstone
Deputy City Manager

B. Debbert
Senior Planner

I hereby certify that the Municipal Council, at its meeting held on October 15, 2019 resolved:

That the following actions be taken with respect to the 8th Report of the London Housing Advisory Committee, from its meeting held on September 11, 2019:

- a) the Civic Administration BE INVITED to attend a future London Housing Advisory Committee meeting to provide orientations including, but not limited to, By-law Enforcement, Inclusionary Zoning, the coordination of service areas and the tools available to the municipality, relating to housing and affordable housing;
- b) the Civic Administration BE REQUESTED to ask the applicant to consider adding affordable housing units in the proposed development of the property located at 1674 Hyde Park Road; it being noted that the London Housing Advisory Committee reviewed and received a Notice of Application for a Zoning By-law Amendment for the subject property from B. Debbert, Senior Planner; and,
- c) clauses 1.1, 3.1, 5.1 and 5.2 BE RECEIVED. (2.1/11/CPSC)

C. Saunders
City Clerk
/jb

cc: Chair and Members, London Housing Advisory Committee



NOTICE OF PLANNING APPLICATION

Official Plan and Zoning By-law Amendments

464-466 Dufferin Ave & 499 Maitland St



File: OZ-9130

Applicant: Ian B. Johnstone Professional Corporation

What is Proposed?

Official Plan and Zoning amendments to allow:

- An eat-in restaurant
- Maintain 4 residential dwelling units
- Recognize existing site conditions

LEARN MORE & PROVIDE INPUT

Please provide any comments by **November 26, 2019**

Melanie Vivian

mvivian@london.ca

519-661-CITY (2489) ext. 7547

Development Services, City of London, 300 Dufferin Avenue, 6th Floor,
London ON PO BOX 5035 N6A 4L9

File: OZ-9130

london.ca/planapps

You may also discuss any concerns you have with your Ward Councillor:

Arielle Kayabaga

akayabaga@london.ca

519-661-CITY (2489) ext. 4013

**If you are a landlord, please post a copy of this notice where your tenants can see it.
We want to make sure they have a chance to take part.**

Date of Notice: November 6, 2019

Application Details

Commonly Used Planning Terms are available at london.ca/planapps.

Requested Amendment to the Current Official Plan

To add a Special Policy Area to permit an eat-in restaurant within the ground floor of the existing building within the Low Density Residential designation.

Requested Amendment to The London Plan (New Official Plan)

To add a Special Policy Area to permit an eat-in restaurant within the ground floor of the existing building within the Neighbourhoods Place Type, located along a Neighbourhood Street.

Requested Zoning By-law Amendment

To change the zoning from a Residential R3/Convenience Commercial (R3-2/CC) Zone to a Residential R3/Convenience Commercial Special Provision (R3-2/CC(_)) Zone. Changes to the currently permitted land uses and development regulations are summarized below. The complete Zoning By-law is available at london.ca/planapps.

Current Zoning

Zone: Residential R3/Convenience Commercial (R3-2/CC) Zone

Permitted Uses: The Residential R3 (R3-2) Zone permits single detached dwellings; semi-detached dwellings; duplex dwellings; triplex dwellings; converted dwellings; and fourplex dwellings. The Convenience Commercial (CC) Zone permits convenience service establishments without a drive-through facility; convenience stores without a drive-through facility; financial institutions without a drive-through facility; and personal service establishments without a drive-through facility.

Requested Zoning

Zone: Residential R3/Convenience Commercial Special Provision (R3-2/CC(_)) Zone

Permitted Uses: The Residential R3 (R3-2) Zone permits single detached dwellings; semi-detached dwellings; duplex dwellings; triplex dwellings; converted dwellings; and fourplex dwellings. The Convenience Commercial Special Provision (CC(_)) Zone would permit an eat-in restaurant use within the existing building in addition to the other permitted uses, as outlined in Permitted Uses above.

Special Provision(s): To permit a restaurant, eat-in within the existing building and recognize existing conditions including lot frontage, lot depth, parking, setbacks, lot coverage and landscaped open space area.

Planning Policies

Any change to the Zoning By-law must conform to the policies of the Official Plan, London's long-range planning document. These lands are currently designated as Low Density Residential in the Official Plan, which permits single detached; semi-detached; and duplex dwellings as the main uses.

The subject lands are in the Neighbourhoods Place Type in *The London Plan*, located along a Neighbourhood Street, permitting a range of single detached, semi-detached, duplex, converted dwellings, townhouses, secondary suites, home occupations, and group homes.

How Can You Participate in the Planning Process?

You have received this Notice because someone has applied to change the Official Plan designation and the zoning of land located within 120 metres of a property you own, or your landlord has posted the notice of application in your building. The City reviews and makes decisions on such planning applications in accordance with the requirements of the *Planning Act*. The ways you can participate in the City's planning review and decision making process are summarized below. For more detailed information about the public process, go to the [Participating in the Planning Process](http://london.ca) page at london.ca.

See More Information

You can review additional information and material about this application by:

- visiting Development Services at 300 Dufferin Ave, 6th floor, Monday to Friday between 8:30am and 4:30pm;
- contacting the City's Planner listed on the first page of this Notice; or
- viewing the application-specific page at london.ca/planapps.

Reply to this Notice of Application

We are inviting your comments on the requested changes at this time so that we can consider them as we review the application and prepare a report that will include Development Services staff's recommendation to the City's Planning and Environment Committee. Planning considerations usually include such matters as land use, development intensity, and form of development.

Attend a Future Public Participation Meeting

The Planning and Environment Committee will consider the requested Official Plan and zoning changes on a date that has not yet been scheduled. The City will send you another notice inviting you to attend this meeting, which is required by the *Planning Act*. You will also be invited to provide your comments at this public participation meeting. The Planning and Environment Committee will make a recommendation to Council, which will make its decision at a future Council meeting.

What Are Your Legal Rights?

Notification of Council Decision

If you wish to be notified of the decision of the City of London on the proposed official plan amendment and zoning by-law amendment, you must make a written request to the City Clerk, 300 Dufferin Ave., P.O. Box 5035, London, ON, N6A 4L9, or at docservices@london.ca. You will also be notified if you speak to the Planning and Environment Committee at the public meeting about this application and leave your name and address with the Secretary of the Committee.

Right to Appeal to the Local Planning Appeal Tribunal

If a person or public body would otherwise have an ability to appeal the decision of the Council of the Corporation of the City of London to the Local Planning Appeal Tribunal but the person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the proposed official plan amendment is adopted, the person or public body is not entitled to appeal the decision.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the proposed official plan amendment is adopted, the person or public body may not be added as a party to the hearing of an appeal before the Local Planning Appeal Tribunal unless, in the opinion of the Tribunal, there are reasonable grounds to add the person or public body as a party.

If a person or public body would otherwise have an ability to appeal the decision of the Council of the Corporation of the City of London to the Local Planning Appeal Tribunal but the person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body is not entitled to appeal the decision.

If a person or public body does not make oral submissions at a public meeting or make written submissions to the City of London before the by-law is passed, the person or public body may not be added as a party to the hearing of an appeal before the Local Planning Appeal Tribunal unless, in the opinion of the Tribunal, there are reasonable grounds to do so.

For more information go to <http://elto.gov.on.ca/tribunals/lpat/about-lpat/>.

Notice of Collection of Personal Information

Personal information collected and recorded at the Public Participation Meeting, or through written submissions on this subject, is collected under the authority of the *Municipal Act*, 2001, as amended, and the *Planning Act*, 1990 R.S.O. 1990, c.P.13 and will be used by Members of Council and City of London staff in their consideration of this matter. The written submissions, including names and contact information and the associated reports arising from the public participation process, will be made available to the public, including publishing on the City's website. Video recordings of the Public Participation Meeting may also be posted to the City of London's website. Questions about this collection should be referred to Cathy Saunders, City Clerk, 519-661-CITY(2489) ext. 4937.

Accessibility – Alternative accessible formats or communication supports are available upon request. Please contact accessibility@london.ca or 519-661-CITY(2489) extension 2425 for more information.

Site Concept



Existing Conditions Plan.

The above image represents the applicant's proposal as submitted and may change.



Briefing Note

Date: October 18, 2019
To: Community Stakeholders
From: Housing Services, City of London
Regarding: Community Housing Modernization Strategy - Provincial Regulatory Amendments Ont. 367/11 & New Ontario Regulation 316/19

Purpose

- To provide an overview of the amended Provincial regulations and new legislation that will impact social housing in Ontario.

Overview

- The Government of Ontario has announced the following regulatory changes to Ont. 367/11, under the Housing Services Act:
 1. Housing Provider authority to refuse to offer a unit to a household based on a previous eviction for serious illegal activity;
 2. Enabling tenant transfers between different housing providers in the same Service Manager service area; and,
 3. Client loss of eligibility for social housing if a household refuses an offer of housing of their preferred choice and where the unit meets the Service Manager's occupancy standards.
- The Government of Ontario has also announced a new Ontario Regulation 316/19, which is intended to simplify the calculation of rent-geared-to-income (RGI) assistance:
 4. "Determination of Geared-to-Income Rent under Section 50 of the Act" under the *Housing Services Act*.
- Although these regulations have been formally passed, the Ministry of Municipal Affairs and Housing has set a variety of compliance date for each regulatory change.
- The Housing Division will work with municipal and provincial colleagues to better understand how to operationalize these new regulatory compliance obligations.
- The Service Manager is open to receiving input from both internal and external stakes in response to these change and how to best operationalize within London.

Regulatory Amendments Overview

1. **Authority to refuse to offer a unit to a household based on a previous eviction for serious illegal activity.**
 - As part of the Government of Ontario's Community Housing Renewal Strategy, the province is amending regulations to give social housing providers the authority to refuse to re-house a tenant based on a previous eviction for a serious criminal offence.
 - The rule provides a new tool for housing providers to address safety concerns.

- Currently, social housing providers can evict tenants for serious crimes such as drug trafficking, harming individuals or damaging property, however, these tenants have the option re-apply to live in the same social housing building.
- Prior to this amended regulation, social housing providers were only permitted to refuse to offer a unit to a household who has reached the top of the waiting list in certain limited circumstances that are set out in section 50 of Ontario Regulation 367/11 (e.g., based on their rental history, population mandate of the building, and the housing provider has reasonable grounds to believe the household will not pay their rent, etc.).
- In order to refuse a household under this new regulation, the housing provider must also have reasonable grounds to believe the household would pose a risk to the safety of one or more other people at the housing project (e.g. other residents, staff).
- In addition, this ground of refusal is only available where the past Landlord Tenant Board eviction order was based on certain types of serious illegal activity (outlined further below).
 - It applies only if the eviction order was issued within the past five years.
 - Refusals are connected to tenants who have been issued an N6 (Notice to End your Tenancy - For Illegal Acts or Misrepresenting Income in a RGI Rental Unit)
- The new ground of refusal applies only where there was a previous eviction order based on an illegal act involving one or more of the following:
 - Production, trafficking, or possession for the purpose of trafficking an illegal drug;
 - Illegal production, distribution or sale of cannabis;
 - Physical violence or attempted physical violence against another person;
 - Physical harm, attempted physical harm, or a risk of physical harm to another person;
 - Human trafficking; or
 - Use of threats to, intimidation of, and harassment of another person.
- The province has also allowed the Service Manager to make exceptions based on extenuating circumstances.
 - In practice, this will allow a prospective tenants the opportunity to appeal to the Service Manager directly if they disagree that their criminal history does not warrant a refusal for social housing.
- This new community safety rule takes effect immediately, as of September 23, 2019 however Service Managers can elect to implement no later than January 1, 2021.
 - The ministry intends to develop guidance material to support housing providers that choose to implement this rule within their building(s).

2. Enabling tenant transfers between different housing providers in the same Service Manager service area.

- Changes have been made to the regulation regarding tenant transfers between different housing providers in the same Service Manager area.
- Previous regulation stated that household(s) living in social housing must be added to the Service Manager's centralized waiting list if the household(s) wanted to transfer to a unit operated by a different social housing provider which means a household would have to wait (based on priority sequence) for an offer of housing.

- This regulation has been revoked and a household living in a RGI unit is no longer required to apply to be added to the centralized waiting list if the household wishes to transfer to a unit operated by a different housing provider in the same service area. The new regulation attempts to move household transfers in a more timely fashion.
- Service Managers are not required to place these households on the centralized waiting list.
- Service Managers may determine their own processes and criteria for managing these types of transfers in collaboration with the housing community.
- The regulation has been amended to include subsection 47(5.1) which states that a housing provider may, with the approval of the Service Manager, may select a household for a vacant unit if the household is occupying a unit operated by a different housing provider in the same service area, is in receipt of RGI assistance and has requested a transfer to a unit.
- The special priority policy applies to the selection.
- This new changes with come into effect on January 1, 2020, however Service Managers can elect to implement no later than January 1, 2021.

3. Client loss of eligibility for social housing if household refuses an offer of housing of their preferred choice and where the unit meets the Service Manager's occupancy standards.

- Currently, a household becomes ineligible for RGI assistance if that same household refuses a minimum of three offers of RGI assistance from a Service Manager.
- The regulation has been amended to state that a household would no longer be eligible for RGI assistance if a household refuses a single offer from a Service Manager.
- The offer must be for assistance in a unit that meets the Service Manager's occupancy standards and is in a housing project for which the household has expressed a preference.
- If a household refuses an offer for a portable housing benefit it would not be considered as a refusal under this rule.
- A household remains eligible if the Service Manager is satisfied that there are extenuating circumstances.
 - Examples of potential extenuating circumstances could include situations an applicant is in the hospital, receiving treatment for addiction, or if an applicant is a survivor of domestic violence or human trafficking and a preferred building is no longer safe due to the proximity of an abuser.
- The provincial rule on refusal of offers would apply to all applicants on centralized waiting lists, including special priority applicants (SPP).
- All Service Managers are required to comply with the provincial rule on refusal of offers by January 1, 2021.

New Regulation – Ont. 316/19 - Determination of Geared-to-Income Rent under Section 50 of the Housing Services Act, 2011

4. "Determination of Geared-to-Income Rent under Section 50 of the Act" under the Housing Services Act.
- The province is implementing a suite of changes to the RGI calculation to make calculating rent simpler for Service Managers, housing providers and tenants.

- Several changes have been made to the RGI calculation and related processes, including:
 - RGI calculation process will be a simplified, annual process based on 30 per cent of adjusted family net income determined, where possible, by the household members' net income amounts in their notices of assessment for the relevant taxation year.
 - Household members whose income is to be included in the rent calculation will be required to file their income tax returns annually as a condition of continued eligibility, subject to Service Manager discretion in extenuating circumstances
 - A household member's net income may be calculated differently depending on when rent is being reviewed.
 - In some instances, net income may be based on a projection of net income for the next 12 months in situations where income tax return information is not available or where it does not accurately reflect the current financial position of a household member.
 - A review of a household's RGI rent must be conducted every 12 months.
 - In-year reviews may only be completed under specific circumstances (e.g., permanent change in household composition, a decrease in income of 20% or a change in full-time student status), and households will no longer be required to report an increase in income before their next annual review.
 - All household members in full-time studies will now have their income exempt from the rent calculation, removing the existing conditions attached to this exemption.
 - For household members who work, the new system will continue to exempt \$75 or \$150 per month of family unit employment income (depending on family size) but simplify the criteria to determine the amount.
 - Minimum rent will be increased and indexed with the province's annual rent increase guideline, subject to phase-in for existing tenants paying less than indexed minimum rent.
 - The length of time that RGI households can pay market rent before losing eligibility for assistance will be extended from 12 to 24 consecutive months.
- No changes will be made to certain aspects of the RGI calculation, including:
 - Most definitions in the regulations including the definitions for a "family unit" and "benefit unit";
 - Utility scale and rent scale tables; and,
 - Most eligibility rules and rules for local rules.
- Rent for a family unit would be calculated by taking 30 per cent of annual adjusted family net income (AFNI) divided by 12 months.
 - AFNI the total of the net income of each member of the household excluding those in full-time attendance at a recognized educational institution divided by 12.
 - Rent will be adjusted for utilities, services and heating and is subject to minimum rent
 - Before applying the 30 per cent, monthly adjusted family net income is reduced by an employment-related earnings deduction of either \$75 or \$150 per month, depending on the size of the family unit.

- Rent for a social assistance benefit unit would generally be calculated using the prescribed “rent scales”.
- As of July 1, 2021, all Service Managers will be required to use the simplified regulations.
 - Service Managers would be required to recalculate rent for all existing tenants within 12 months of that date as part of client’s annual eligibility review.
 - For tenants with rent increasing, their rent will be phased in gradually over many months.

Background

- The Housing Services Act, 2011 establishes the legislative framework for social housing in Ontario.
- Service Managers are responsible for determining a household's eligibility for RGI assistance and priority access to subsidized housing in their service area.
- Once an applicant household is determined to be eligible for RGI assistance, they are placed on a centralized waiting list.
 - When the household reaches the top of list, they are offered a subsidized unit in a social housing building.
- Municipalities, through Service Manager’s footnote play an important role in the delivery of housing programs and services in Ontario.
 - For example, service managers are the primary funders of social housing for low-to-moderate income households.
 - In addition, service managers oversee numerous affordable housing initiatives that provide housing assistance for people at a range of incomes who cannot afford local market rents.

Next Steps

- The Housing Division will work with local and provincial colleagues to better understand how to operationalize these new regulatory compliance obligations.

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Housing Stability Plan

Draft Strategies and Actions

Draft Date: October 17, 2019

The Housing Stability Plan

Strategy Map



Vision

Housing stability for all.

Strategic Priorities	Strategies
Responding To The Homelessness Crisis	<ol style="list-style-type: none"> 1. Work collaboratively across systems to address the needs of individuals and families at risk of or experiencing homelessness. 2. Create a robust outreach system and rapid response to support individuals sleeping rough or urban camping. 3. Provide the right level of support at the right time to decrease inappropriate use of emergency services. 4. Prevent individuals and families from entering homelessness. 5. House and re-house individuals and families experiencing homelessness rapidly.
Creating, Retaining, and Enhancing Housing Stock	<ol style="list-style-type: none"> 1. Create and retain affordable housing stock. 2. Revitalize and modernize social housing to create sustainable community housing. 3. Increase supportive and specialized housing options for households at risk of or experiencing chronic homelessness. 4. Explore and implement alternative models of housing to meet the specific needs of the London market. 5. Build and maintain partnerships and engage stakeholders towards affordable housing solutions.
Accessing, Securing, and Retaining Housing	<ol style="list-style-type: none"> 1. Implement a coordinated intake and centralized access system to connect individuals and families to the best housing stability solutions to meet their needs. 2. Implement coordinated access to mental health and addictions services and supports. 3. Support positive movement within a range of housing options and services based on the needs and interests of individuals and families. 4. Strengthen the support for individuals and families in need of affordable housing through enhanced delivery of housing stability services. 5. Integrate and expand the housing stability approach to other services and sectors. 6. Lead social and community housing modernization integrating new regulatory access, supports, and management plans into current service delivery. 7. Promote community engagement, integration, and belonging in neighbourhoods where individuals and families reside.
Leading a New Housing System	<ol style="list-style-type: none"> 1. Redesign and implement a new housing system to better help clients avoid homelessness and achieve housing stability. 2. Use data to drive decision-making to respond in real-time to the housing stability needs of individuals and families. 3. Modernize service delivery and ease the administrative complexity for individuals and families to access housing stability services. 4. Be a local and national leader in housing stability.

The Housing Stability Plan

Strategy Map



ACTION NEEDED NOW

- We need to address the homelessness crisis. More people are experiencing homelessness and with more complex needs than ever before.
- We need far more affordable housing stock in our community. The shortage of safe, affordable housing options is impacting the stability and health of people across our community.
- We need better ways of accessing housing. People needing housing are stuck in a market with few options and no centralized way of getting meaningful help.
- We need better ways and more options to help people access the supports they need to stay housed.

ONGOING ACTION NEEDED

- We need to make sure there are safe, affordable housing options available for our community as it grows and changes.
- We need to make sure existing investments in housing are not lost. Government investments in housing, like roads and other infrastructure, need to be well maintained and managed while new developments occur.
- We need better ways to measure, manage, and respond to the things that change our housing market.
- We need to lead by example. A strong housing stability plan needs to be managed as a system and engage all sectors and stakeholders.

STRATEGIC PRIORITY #1: RESPONDING TO THE HOMELESSNESS CRISIS



What We Heard... There is a homelessness crisis in London.

The public told us there needs to be a focus on:

PREVENTION

- “We need to prevent the crisis from happening.”
- “Prevention is cost effective.”
- “Opportunities exist to focus on prevention.”
- “Focus on prevention measures that are immediate when housing loss occurs. This is a critical intervention time.”

DECREASED EMERGENCY SHELTER USE

- “The focus needs to be on minimizing shelter use and the length of time in shelter.”
- “Integrating a Housing First focus into shelters is a good step forward.”
- “Focus on shelter diversion.”
- “Encourage a culture shift in shelters towards assertive engagement and support to secure housing.”

OUTREACH

- “We’ve seen a dramatic increase in those sleeping rough and urban camping. The need has increased significantly.”
- “Lots of people sleeping rough. The plan needs to ensure nobody falls through the cracks.”
- “Increase outreach services.”
- “Stronger collaboration and partnerships to provide outreach supports.”

DIVERSION

- “We need to focus on diversion, so we can prevent folks from ending up in emergency shelters in the first place.”
- “Diversion work is currently taking place and is quite successful, especially for family shelters.”
- “A diversion strategy is important because it is a huge part of prevention.”
- “Increase access to more rigorous diversion processes and options.”

COORDINATION & COLLABORATION

- “Minimize the amount of times people have to tell their story.”
- “No matter what door or number you call, you should be getting the same information.”
- “Moving towards centralization and collaboration is critical.”
- “Collaboration and partnerships are key to solving homelessness.”

STRATEGIC PRIORITY #1: RESPONDING TO THE HOMELESSNESS CRISIS



London
CANADA

What We Know... There is a homelessness crisis. In London more people are experiencing homelessness and with more complex needs than ever before.

388

emergency shelter and violence against women emergency shelter beds are available in London.

100%

of emergency shelters are operating at capacity. Shelters are full each night and individuals and families are staying in emergency shelter for longer periods of time.

300

people are on London's By-Name List, which includes individuals experiencing chronic homelessness and high use of emergency shelter and/or urban camping.

200

individuals are sleeping rough and urban camping.

10 & 10

10 daytime and 10 overnight resting spaces are in place to support individuals who need a place to rest, sleep, shower, eat, and engage with service providers.

Unknown

There are many individuals and families in London that are at risk of experiencing homelessness.

STRATEGIC PRIORITY #1: RESPONDING TO THE HOMELESSNESS CRISIS



What We Will Do... To respond to the homelessness crisis.

OUR GOAL:

Meet the immediate needs of individuals and families at risk of or experiencing homelessness.

OUR RESULT:

Reduce the number of individuals and families at risk of or experiencing homelessness.

Strategy #1:

Work collaboratively across systems to address the needs of individuals and families at risk of or experiencing homelessness.

Our Actions:

- a. Triage and prioritize participants system-wide to support effective and efficient use of resources.
- b. Develop a centralized system for individuals and families in need of short-term and long-term permanent housing stability.
- c. Implement a community-wide communication strategy on how services are to be provided in London.
- d. Maximize provincial and federal funding to meet agreement requirements and to enhance housing stability.

Strategy #2:

Create a robust outreach system and rapid response to support individuals sleeping rough or urban camping.

Our Actions:

- a. Increase integration with outreach agencies and city service areas to support individuals and families living rough.
- b. Engage key partners in the Coordinated Informed Response, including those with lived experience.
- c. Operationalize the Coordinated Informed Response city-wide to house individuals and families living rough.
- d. Rapidly house individuals and families sleeping rough or urban camping.

Strategy #3:

Provide the right level of support at the right time to decrease inappropriate use of emergency services.

Our Actions:

- a. Increase system capacity and availability of services to meet the housing stability needs of individuals and families in crisis.
- b. Work with LPS/EMS to establish an engagement protocol to support individuals living rough or urban camping.
- c. Increase supports located within other sectors to prevent discharge to shelter or homelessness.

Strategy #4:

Prevent individuals and families from entering homelessness.

Our Actions:

- a. Improve diversion practices to better assist individuals and families to secure housing.
- b. Implement eviction and prevention programs to support people from entering homelessness.
- c. Establish a mobile diversion and prevention team that supports individuals throughout the City.

Strategy #5:

House and re-house individuals and families experiencing homelessness rapidly.

Our Actions:

- a. Implement unique opportunities to support rapid re-housing options.
- b. Strengthen the current housing finder role.
- c. Engage landlords to increase rental opportunities for rapid rehousing.
- d. Provide financial supports to assist individuals to secure housing.

*What resonates with you?
Is there anything missing?
How can you help?*

STRATEGIC PRIORITY #2: **CREATING, RETAINING, AND ENHANCING HOUSING STOCK**



What We Heard... London needs to build more housing stock and maintain the housing stock it has.

The public told us there needs to be a focus on:

HOUSING AFFORDABILITY

- “We need new affordable housing in London.”
- “Build more affordable housing, with a cap on top rent.”
- “We need many more affordable homes and apartments built. It must be a priority.”
- “If we do not have safe, clean, affordable housing options the issues are not going to get better.”

SUPPORTIVE AND SPECIALIZED HOUSING

- “Housing provided with an understanding of where people are at.”
- “Offer different and more housing with supports.”
- “The priority is to add units with supports.”
- “Enhance supportive housing stock and other low-barrier housing options.”

INNOVATION

- “Mixed housing is more effective, but hard to do. This is where innovation comes in.”
- “We need to look at innovative solutions. Not the same old, same old.”
- “Implement new ways of managing and building new units or new housing models.”
- “Look at successful models in other cities.”

TOOLS

- “The goal needs to be funding for more affordable housing, which is a major barrier.”
- “Require builders to incorporate a certain percent of rental units as affordable.”
- “Better incentives for developers to create and keep housing affordable.”
- “Make it easy for homeowners to convert part of their house into affordable housing.”

COMMUNITY HOUSING

- “Ensure community housing recognizes the diverse populations who need it.”
- “We need to be thinking about changing the structure of community housing.”
- “We need a new way. It’s a difficult system to navigate.”
- “Need improved maintenance for community housing.”

STRATEGIC PRIORITY #2: CREATING, RETAINING, AND ENHANCING HOUSING STOCK



What We Know... We need far more affordable housing stock in our community.

3,000

new affordable housing units are needed in London.

300+

units need to be created each year to close this gap.

5-7

years is the average wait time for social housing. The demand for social housing has grown 70% over the last two years.

2.1%

rental market vacancy rate. This equates to virtually no available rental housing stock that is affordable.

88%

of those entering social housing have complex needs.

14%

of Londoners are in core housing need. London ranks 4th nationally for individuals and families living within Core Housing Need.

→ There is very little movement in the housing market.

→ The private housing market is becoming increasingly unaffordable due to rising rents, falling rental vacancy rates and average income not keeping pace.

→ ODSP / OW Shelter Rates are inadequate to the true average market rent in London-Middlesex.

→ A limited amount of new affordable housing is being built annually.

STRATEGIC PRIORITY #2: **CREATING, RETAINING, AND ENHANCING HOUSING STOCK**



What We Will Do... To create, retain, and enhance housing stock.

OUR GOAL:

Sufficient supply and range of housing stock exists to help build strong communities.

OUR RESULT:

Increase affordable quality and mixed housing options.

Strategy #1:

Create and retain affordable housing stock.

Our Actions:

- a. Establish relationships within the private market to retain and enhance existing stock.
- b. Develop surplus lands to include affordable housing.
- c. Advance new financial and development tools for affordable housing.
- d. Create and implement the municipal housing toolbox.
- e. Advance affordable housing through development charges.
- f. Explore opportunities to stimulate new affordable housing through government legislation.
- g. Establish rental conversion policy to limit conversion of rental housing to condominium housing.
- h. Initiate official plan and zoning amendments to allow for appropriate intensification of Housing Regeneration Sites.
- i. Continue to advocate for the Assessment Growth Policy as a funding source opportunity.

Strategy #2:

Increase supportive and specialized housing options for households at risk of or experiencing chronic homelessness.

Our Actions:

- a. Explore transitional housing options that support vulnerable populations that are currently underserved in London.
- b. Develop a supportive housing model based on the unique needs of individuals and families.
- c. Engage experts and leaders in the field towards developing new supportive housing models.
- d. Work across sectors and systems to create supportive housing solutions for persons at risk of homelessness.

Strategy #3:

Revitalize and modernize community housing.

Our Actions:

- a. Support existing plans for the regeneration of community housing.
- b. Leverage funding available across all levels of government in order for providers to have maximum access to capital funding.
- c. Support sector-wide long-term capital planning through a portfolio view of capital requirements to address renovation needs.
- d. Test new technologies or solutions that reduce operating costs in an environmentally sustainable manner and are resilient to climate change.
- e. Build capacity and enhance support to boards through governance and skill development training and advisory.
- f. Implement tools needed to stabilize rent-geared-to-income stock in lieu of end of operating agreements and end of mortgage.
- g. Reduce barriers for alternative housing accommodations to be offered as part of the social housing stock.

Strategy #4:

Explore and implement alternative models of housing to meet the specific needs of the London market.

Our Actions:

- a. Engage experts to determine the ongoing and specific needs and best practices required in London.
- b. Establish a regular update of the guidelines to affordable housing models.

Strategy #5:

Build and maintain partnerships and engage stakeholders towards affordable housing solutions.

Our Actions:

- a. Create partnerships to develop new models of affordable housing.
- b. Work with government programs to create new affordable housing supply.
- c. Explore foundations, land trusts, and other means to attract private investment to affordable housing.
- d. Support and advance the non-profit sector in housing development.

*What resonates with you?
Is there anything missing?
How can you help?*

STRATEGIC PRIORITY #3: **ACCESSING, SECURING, AND RETAINING HOUSING**



What We Heard... Londoners need supports to find housing and stay housed.

The public told us the focus needs to be on:

COORDINATION AND CENTRALIZATION

- “Having centralized intake to be able to divert ensures that clients end up in the best spot possible.”
- “Tools or system (maybe triage?) to assess individuals. It should be short and intensive.”
- “Design centralized access to formally serve a diverse range of clients (triage, case management).”
- “Work with other agencies to ensure the best possible support.”

HOUSING FIRST

- “Focus should be on prioritizing who should be using Housing First programs.”
- “Housing First is a good model, but it isn’t for everyone.”
- “Need to expand Housing First to beyond chronically homeless individuals.”
- “Housing First strategy has to be flexible enough to account for different kinds of groups.”

COMMUNITY BELONGING

- “Establish a sense of community from the beginning. It shouldn’t be an afterthought.”
- “Encourage neighbourhood belonging through scattered site housing.”
- “Strengthening skills based on self-determined goals such as education, family, and social integration.”
- “Intentional community building.”

HOUSING STABILITY

- “Need to look at eviction. We need to keep people housed.”
- “Education needs to be part of this strategy so that people are aware they are about to become homeless or precariously housed.”
- “It would be good to offer more supports to landlords. Relationship building is critical.”
- “Intensive case management specifically focused on housing stability.”

CONNECTION TO SUPPORTS

- “Integration into other processes in hospitals and jails is important, these discharges are complex.”
- “Need to get all community agencies together so everyone is on the same page about how things are going to work.”
- “Once people are housed we cannot leave them alone without supports.”
- “Spend more money on supports to ensure people that are getting housed, stay housed.”

STRATEGIC PRIORITY #3: ACCESSING, SECURING, AND RETAINING HOUSING



What We Know... We need better ways and more options to help people access the supports they need to stay housed.

1,050

households were supported to maintain their housing between January and June 2019 through Housing Stability Bank loans for rental arrears. Many individuals and families do not require emergency shelter to resolve their homelessness.

400

individuals and families have been successfully housed with support through Housing First programs in London in the last five years. This is getting harder as fewer private market rental units are available.

Unknown

The result of the housing crisis negatively impacts all service sectors.



Individuals and families require access to a range of supports and services based on their unique needs.



Individuals experiencing, or at risk of, homelessness may also be experiencing co-occurring issues related to physical health, mental health, addictions, or trauma.

STRATEGIC PRIORITY #3: **ACCESSING, SECURING, AND RETAINING HOUSING**



What We Will Do... To support accessing, securing,
and retaining housing stock.

OUR GOAL:

Meaningful opportunities to secure and maintain stable housing.

OUR RESULT:

Individuals will secure housing that meets their needs.

Strategy #1:

Implement a coordinated intake and centralized access system to connect individuals and families to the best housing stability solutions to meet their needs.

Our Actions:

- a. Engage VAW sector to find better ways to integrate housing stability solutions.
- b. Develop a seamless touchpoint for individuals and families in need of short-term and long-term permanent housing stability.
- c. Develop and implement a needs assessment as a part of the intake process to better understand the individuals we serve and their unique housing needs.
- d. Revise the current locally-driven priority systems for social housing to better reflect need.

Strategy #2:

Implement coordinated access to mental health and addictions services and supports.

Our Actions:

- a. Reengage relevant sectors to assist in supporting individuals who present with tri-morbidity.
- b. Strengthen partnerships with the health community to explore additional opportunities for continuity of care in community housing communities.

Strategy #3:

Support positive movement within a range of housing options and services based on the needs and interests of individuals and families.

Our Actions:

- a. Work with individuals and families to determine what their support needs are to achieve community belonging, improved employment, and stable housing.
- b. Support housing providers to help tenants reach their community of choice.
- c. Continue to expand offerings of existing programs to individuals and families engaged in the private housing market.

Strategy #4:

Strengthen the support for individuals and families in need of affordable housing through enhanced delivery of housing stability services.

Our Actions:

- a. Review evidence and best practices that respects a tenant's community of choice.
- b. Provide education and supports for property managers and tenants to improve housing stability.
- c. Implement an Eviction Prevention Strategy.
- d. Partner with community housing providers to develop an eviction prevention strategy to support housing stability.
- e. Develop and implement additional housing programs that align with individual needs.

Strategy #5:

Integrate and expand the housing stability approach to other services and sectors.

Our Actions:

- a. Continue to invest in Housing First programs to meet the needs of the community and assist individuals and families to move towards housing stability.
- b. Partner with organizations in a variety of areas to assist individuals and families to remain housed.
- c. Adopt, in conjunction with community organizations, a housing stability approach to help individuals and families to remain housed.

Strategy #6:

Lead social and community housing modernization integrating new regulatory access, supports, and management plans into current service delivery.

Our Actions:

- a. Explore the role of community housing providers in supporting housing stability and preventing homelessness.
- b. Consult with community housing providers on an ongoing basis to determine how to support excellence in maintaining housing stability and preventing homelessness.

Strategy #7:

Promote community engagement, integration, and belonging in neighbourhoods where individuals and families reside.

Our Actions:

- a. Work with housing providers to connect residents to supports, services, and resources in their community.
- b. Work to increase income and provide employment opportunities for individuals and families.

*What resonates with you?
Is there anything missing?
How can you help?*

STRATEGIC PRIORITY #4: **LEADING A NEW HOUSING STABILITY SYSTEM**



What We Heard... The system needs to be easier to navigate.

The public told us the focus needs to be on:

SYSTEMS INTEGRATION

- “Coordinated strategies are important from a systems perspective.”
- “Standardize forms, tools, and language to ensure collaboration and working together.”
- “People often get lost navigating the system.”
- “Work together as one system towards one shared goal.”

DATA SHARING

- “Sharing data and information.”
- “We need better data sharing.”
- “A centralized database that collects and displays real-time data.”
- “There is a data piece to this. Looking forward to something in the Plan.”

SYSTEM REDESIGN

- “Make it easy to navigate the system.”
- “Improve the prioritization process. Have more conversations about what it means to be ‘vulnerable’.”
- “Have a coordinated system to provide proper supports that is based on assessments.”
- “We need a unified approach to housing and homelessness.”

LONDON AS A LEADER

- “Make London a leader in this!”
- “Solutions don’t require a great capital investment. But, they do require willpower and bold leadership.”
- “We need a unified approach to housing and homelessness.”
- “Goals and outcomes need to be met. Accountability is important.”

MODERNIZATION

- “There needs to be improved technology to better manage the system.”
- “Hope to have transparency with the waitlist.”
- “If we continue to add priority cases we will never house individuals. We need a new way.”
- “Streamline the process and the system.”

STRATEGIC PRIORITY #4: **LEADING A NEW HOUSING STABILITY SYSTEM**



What We Know... We need to lead by example. A strong housing stability plan needs to be managed as a system and all sectors and stakeholders need to be engaged.

- ➔ Housing instability impacts all sectors such as labour market, health, corrections, education, etc.
- ➔ All orders of government have made housing stability and affordability a priority.
- ➔ The work related to housing stability requires engagement of and partnerships with multiple sectors to address the needs of individuals and families.
- ➔ All sectors need to work together towards a common goal of housing stability for all.
- ➔ There is a need for a user-friendly system for individuals and families who require support to attain or retain housing.

STRATEGIC PRIORITY #4: LEADING A NEW HOUSING STABILITY SYSTEM



What We Will Do... To lead a new housing stability system.

OUR GOAL:

Strong, sustainable, and integrated housing stability solutions developed collaboratively to respond to local needs.

OUR RESULT:

Increase in the ability of the housing stability system to address community needs.

Strategy #1:

Redesign and implement a new housing system to better help clients avoid homelessness and achieve housing stability.

Our Actions:

- a. Establish a 24/7 coordinated access system by March 31, 2022.
- b. Create a community-based housing stability leadership Working Group across the city of London to guide the implementation of system change.
- c. Create shared standards of practice between Homeless Prevention and Housing.
- d. Better alignment of existing priority lists within the housing stability system.

Strategy #2:

Use data to drive decision-making to respond in real-time to the housing stability needs of individuals and families.

Our Actions:

- a. Develop a robust data culture to ensure decisions are informed by local intelligence.
- b. Publish an annual report that provides the community with an assessment of current homeless prevention and housing efforts.
- c. Advance a system approach that supports evidence-informed decision-making, transparency, and accountability through consistent evaluation and reporting of housing stability plan outcomes to the community.
- d. Establish cross-functional teams that regularly discuss changes to the housing market and determine the needs of priority populations.

Strategy #3:

Modernize service delivery and ease the administrative complexity for individuals and families to access housing stability services.

Our Actions:

- a. Modernize and transform the Housing Stability System with a focus on better assessing clients' needs and triaging those who are the highest priority with the right service in a timely manner.

Strategy #4:

Be a local and national leader in housing stability.

Our Actions:

- a. Articulate a clear vision for the delivery of housing stability for all.
- b. Manage through strong, sustainable governance.
- c. Participate in national initiatives to solve homelessness.
- d. Share results of programs through report publishing, community engagement and education and training opportunities.
- e. Work with local agencies to support engagement with individuals with lived experience and foster opportunities for peer support in the community.
- f. Continue to make the efforts of the homeless prevention division and housing services division visible in the community.

*What resonates with you?
Is there anything missing?
How can you help?*

TO:	CHAIR AND MEMBERS COMMUNITY AND PROTECTIVE SERVICES COMMITTEE MEETING ON SEPTEMBER 10, 2019
FROM:	SANDRA DATARS BERE MANAGING DIRECTOR HOUSING, SOCIAL SERVICES AND DEARNESS HOME
SUBJECT:	REPORT FROM CIVIC ADMINISTRATION OF THE VACANT COMMUNITY HOUSING UNITS AS A RESULT OF OUTSTANDING REPAIRS

RECOMMENDATION

That, on the recommendation of the Managing Director, Housing, Social Services and Dearness Home, that the Report From Civic Administration of the Vacant Community Housing Units as a Result of Outstanding Repairs **BE RECEIVED** for information.

PREVIOUS REPORTS PERTINENT TO THIS MATTER
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- Homelessness Plan (CPSC: June 17, 2013)
- Housing Services Act (CSC: December 19, 2011)
- City of London Community Housing Strategy 2013 to 2019 (CPSC: June 21, 2010)
- Homeless Prevention And Housing Plan 5 Year Review And Update – Process (CPSC, June 24th, 2019)

BACKGROUND

On June 25, 2019, Municipal Council directed Civic Administration to report back on the backlog of vacant unit repairs within the current community housing stock (also referenced as social housing), with a financial cost and possible sources of funding to complete all repairs prior to the end of the year. Civic administration was directed to report back to the Community and Protective Services Committee on September 10, 2019.

METHODOLOGY

Upon direction from City Council, Civic Administration engaged all 64 community housing providers (which also includes London Middlesex Community Housing) to identify unit(s) in their portfolio that are currently vacant and are waiting to be repaired before being occupied.

In total, 38 housing providers responded with eight housing providers stating that their vacant unit(s) met the criteria, while 30 housing providers reported either no vacancies or their vacant units did not fit the criteria.

The housing providers were asked to provide the following:

- The unit is currently vacant and unoccupied, as of August 28, 2019;
- Confirm that the unit is a rent-geared-to-income unit;
- The unit is in need of significant repair outside of normal wear and tear;
- If insufficient existing capital and replacement reserve funding is preventing the unit from being repaired; and
- The state of disrepair prevents the unit from being occupied in a timely manner.

If a unit met all of the criteria above, civic administration also requested housing providers provide an estimate of the repair costs and timelines of repair throughout the rest of the calendar year, and potentially, into early 2020.

Housing providers were asked to use their best professional judgement when determining an estimated repair cost and timeline and not to obtain competitive quotes. Housing providers were also informed that the information provided to civic administration will support Council discussions related to this matter.

Initially, Civic administration contacted all social housing providers over email to clarify the request and troubleshoot any vacancies that may apply to the criteria. For providers who were non-responsive, additional contact, including direct calls to the organization, were made.

RESULTS

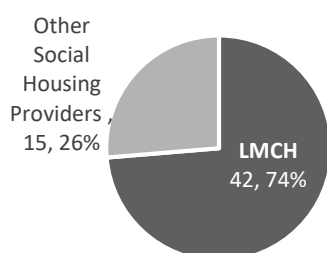
The following provides a summary of the information submitted by the housing providers within London-Middlesex.

Vacant Social Housing Units in Need of Significant Repair			
<i>Dwelling Size</i>	<i>Total Units</i>	<i>Average Repair Cost</i>	<i>Estimated Timeline of Repairs</i>
One Bedroom	27 Units	\$0 - \$5,000	1 – 6 Months
Two Bedroom	11 Units	\$5,000 - \$10,000	1 – 6 Months
Three Bedroom	13 Units	\$0 - \$5,000	0 – 4 Weeks
Four+ Bedroom	6 Units	\$5,001 - \$10,000	1 – 6 Months
Total	57 Units	\$445,000*	

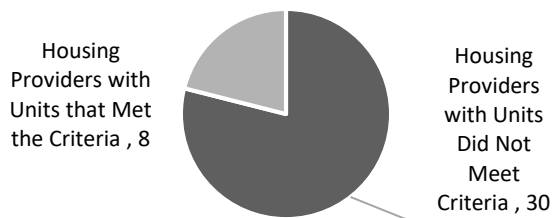
*Total average cost as self-reported by housing providers within London-Middlesex County. These repairs costs are unverified. Housing providers were asked to use their best professional judgment when determining costs and timeline of repair. An official assessment from a third party was not requested.

No bachelor units were reported

Total Units That Met Criteria -
57 Total



Total Providers with 'No Vacancies' or Units Not Meeting Criteria



N: 38 - Total number of housing providers completed the Unit Restoration Tracking Sheet, including London Middlesex Community Housing. This represents an approximate 60% response rate.

Civic Administration contacted all social housing providers through multiple emails and phone calls.

All NIL responses from housing providers were considered as having no current vacancies that meet the criteria.

Civic administration considers these findings appropriate given that housing providers will typically contact the Service Manager if a unit is significantly damaged outside of regular wear and tear.

ANALYSIS

Understanding Vacancies

Civic Administration consulted London Middlesex Community Housing (LMHC) to provide Council additional information on their repair process. It is common for apartment units and town homes within LMCH to become and remain vacant in between tenancies. These units could remain vacant for a variety of reasons. Currently once a tenant vacates their dwelling, a unit is inspected and assessed for repairs. Vacant units can remain vacant for an average of 30 to 60 days in order for maintenance teams to repair the unit caused by normal wear and tear. However, if the unit requires significant repairs, the unit could remain vacant for longer than 60 days and up to 120 days in order for repairs to be completed.

Accountability for Capital Repairs

When a social housing provider requires financial resources to repair or enhance the interior or exterior of their property, this is referred to as capital needs. Social housing providers are responsible for managing their capital needs. The federal, provincial and municipal governments all support social housing providers capital needs through their local Service Manager.

As an outcome of housing, vulnerable members of the community from the social housing registry waitlist, individual(s) may impose damages to their unit beyond regular wear and tear. Significant damages may result from episodes due to significant mental health, addictions and trauma. In these exceptional circumstances, additional funding is required to repair significantly damaged units in a timely manner.

Housing Service Delivery Review Report

On March 6, 2019, Municipal Council put forward and approved a resolution to undertake a review of the delivery of housing programs and services that are specific to the shareholder agreement between the City and London Middlesex Community Housing (LMCH) as well as the City and Housing Development Corporation, London (HDC). On August 26, 2019, City Council received this report at the Strategic Priorities and Policy Committee meeting.

It is important to note the data collected for this report is not connected to the vacancies noted in the review of the delivery of housing performed by KPMG.

The service review on the delivery of housing was specific to all vacancies within the LMCH portfolio. The difference in this report, as requested by Council, are vacancies within the social housing stock in London-Middlesex, including LMCH.

The scope of vacancies directed to Council was to focus on including units in need of significant repair outside of normal wear and tear and existing capital funding.

CONCLUSION

Civic administration is committed to continuing to work with all social housing providers to ensure greater access to units through improving the restoration and vacancy process. Through monitoring existing capital funding, civic administration will support social housing providers to fill vacancies in a timely manner.

FINANCIAL IMPACT

LMCH has different access to capital funding which is not available to other social housing providers. Civic administration has identified two possible funding sources which could be allocated to fund unit restoration costs:

LMCH Proposed Funding Source

- LMCH's Annual Capital Allocation

Other Social Housing Providers Proposed Funding Source

- Social Housing Major Repairs, Upgrades and Stabilization Reserve Fund for all social housing providers

The Social Housing Major Repairs, Upgrades and Stabilization Reserve Fund is available to all social housing providers, including LMCH.

PREPARED BY:	SUBMITTED BY:
DOUG CALDERWOOD-SMITH MANAGER, STRATEGIC PROGRAMS AND PARTNERSHIPS	DAVE PURDY MANAGER, HOUSING SERVICES
RECOMMENDED BY:	
SANDRA DATARS BERE MANAGING DIRECTOR, HOUSING, SOCIAL SERVICES AND DEARNESS HOME	

Cc:

Josh Browne, CEO, London Middlesex Community Housing
All Social Housing Providers within London and Middlesex County