



www.londonhousingregistry.com

Community and Protective Services Committee

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Brad Morphy, President
LHR Board of Directors
Shelley Milos - Executive Director

Overview of London Housing Registry

Created in 1984 to assist homeless or at risk households find and maintain permanent housing in the private market sector.

Providing basic skills to search and retain housing.

A leader in acquiring private landlords and property management companies.

In the past year, LHR has received 5,406 housing inquiries, housed 758 households, and provided advocacy for 790 households. We have adopted a “housing first” approach with the primary focus being prevention, securing, and sustaining.



Mission: To Provide support to homeless and/or those at risk of becoming homeless find and maintain permanent housing in the private market.

Vision: Continue to develop alternative options to decrease the barriers of finding a home.

Values

- ❖ Passionate
- ❖ Respectful
- ❖ Motivated
- ❖ Committed
- ❖ Open-Minded



London Housing Registry Highlights

Municipal investment of \$80,580 and successfully fundraised and secured grants totalling \$62,733. This allowed the LHR to achieve the following:

- ▶ Provided hands-on housing educational intake services to youth
- ▶ Created educational programs for seniors based on the Residential Tenancies Act
- ▶ Developed and researched an Educational Program Services model for tenants living in private sector housing and clients accessing LHR services
- ▶ Purchased a business server and fax machine
- ▶ Purchased computer equipment
- ▶ Trained 25+ volunteers, on a rotating schedule
- ▶ Provided off-site services in partnership with the following organizations:
 - MSP
 - Youth Action Center
 - Unity Project
 - Second Stage Housing
 - Center of Hope
 - Zhaawanong



Program and Services

- ▶ Locate suitable housing for our clients
- ▶ Contact landlords and maintain a list of affordable housing
- ▶ Match clients with suitable accommodation
- ▶ Follow-up weekly with client's housing search
- ▶ Advocacy on behalf of our clients to find suitable housing
- ▶ Act as a referring agency to other community services
- ▶ Workshops about finding and maintaining housing
- ▶ Off-site Outreach
- ▶ On-site Resource Room



Client Profiles

◆ Examples of Clients in 2013

Middle aged homeless female with four dependants. Referred by the Housing Access Center

Barriers:

Limited income through OW.
Breakdown of marriage.
Housing needed immediately.

Outcome:

Client was given appropriate listings and successfully housed within one week.

Single male referred by Men's Mission

Barriers:

No social support in London.
Lack of knowledge of city resources including OW.
No current address leading to further barriers to gain employment and OW.

Outcome:

Intake worker advocated on clients behalf setting up meetings with landlords.
Intake worker referred client to numerous community resources including OW application and housing stability fund.

London Housing Registry

◆ Community Involvement

New Private Sector Investments:

Supporting homelessness and those at risk

- Greenshield of Canada Foundation
- Agape Foundation
- Walter Blackburn Foundation
- New Horizon for Seniors
- Jack and Barbara Hay Foundation
- Oliver and Associates
- RBC
- Keyline Industrial Limited
- Sunroom Design Centre

New partnerships in 2013 with:

- Salvation Army: Centre of Hope
- Unity Project
- Zhaawanong Shelter
- Women's Community House/Second Stage Housing
- Youth Opportunities Unlimited
- My Sister's Place
- Collège Boreal



London Housing Registry

◆ Impacts

With a limited budget, the volunteers and staff of the London Housing Registry:

- ▶ Received **5,406** general housing inquiry calls in 2013, a significant increase from 2012 which saw **4,200** households requiring our services.
- ▶ Based on an increased demand, LHR provided:
 - ▶ education on the Residential Tenancies Act and how to build respectful relationships between tenants and landlords.
 - ▶ off-site housing intake services for those in housing crisis partnering with numerous community organizations.
 - ▶ advocacy on behalf of our clients to make connections with landlords and other community agencies.
- ▶ Provided information sessions on budgeting, how to be a good tenant, respecting rental property, and rights and responsibilities, in accordance to the Residential Tenancies Act (RTA).
- ▶ Successfully placed **758** households in permanent housing in 2013, a success rate of 61%.
- ▶ Successfully provided **15,930** housing related services which included advocacy and community social service referrals in 2013, an average of **1328** per month.



Landlord Testimonials

- ❖ *"My experience with the LHR has been very beneficial. The LHR has provided our property management company with many different clients, which has assisted us in lowering our vacancy rate here in London. The screening process completed by the LHR is also essential. It helps to fit clients with appropriate listings, which makes the renting process more efficient". - S. Pontes*
- ❖ *"I have found the service to be useful and has provided me with tenants from time to time. The people that call at the beginning of the month are polite and thorough and have previous info on file so I don't have to waste time repeating every detail. They always call at the beginning of the month. They are a great help to people like a property manager". - Malcolm Millar, Able Property Management*
- ❖ *"The London Housing Registry has been very effective in keeping our listings in front of their clients. From time to time, we have connected with prospective tenants and went on to successful landlord/tenant relationships with some of their clients". - Ray Robertson, Askey Properties Ltd.*
- ❖ *"The experience of working with London Housing has been an excellent and a very rewarding relationship". - Philip Pacheco*
- ❖ *"We have been using the good services of Shelly Milos at the London Housing Registry for about 30 years. Her dedication to finding housing for those in need is truly remarkable. Our experience is that we have ethical, efficient and pragmatic partner as we strive to serve a challenging low income rental market of single persons.*
- ❖ *"Thinking a lot about our tenants/ clients as I review the status of a very poor country [Uganda] and what some great folk are doing about it. As much as I like the LHR for my own business purposes I can see that taking it away is only putting up one more barrier to housing for the poor we serve. The job is taking away the barriers!" - Norman Chubb, Wharncliffe Lodging*
- ❖ *"Just want to say what a great thing we do for those in need, and keep up the great work". Catherine Martin - Briarlane*