

London Housing Advisory Committee

Report

The 6th Meeting of the London Housing Advisory Committee
June 13, 2018
Committee Room #4

Attendance PRESENT: J. Coley Phillips (Chair), A. Galloway, M. Inthavong,
K. Kaill, J. Malkin, D. Nemeth, B. Odegaard, J. Peaire, D.
Peckham, N. Reeves and P. Shack(Secretary)

ALSO PRESENT: J. Browne, H. Lysynski and D. Purdy

REGRETS: N. Calford and J. Stickling

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 D. Nemeth, Member, disclosed a pecuniary interest in clause 5.1 of this Report having to do with closing crash beds and closing the Resource Centre Programs at Mission Services London, by indicating that his employer is Mission Services London.

2. Scheduled Items

2.1 Energy Efficiency Initiatives

That it BE NOTED the London Housing Advisory Committee heard a verbal presentation from S. MacDonald, Manager, Facilities Planning, Energy & Assets, with respect to Energy Efficiency initiatives.

2.2 Age Friendly London Housing Initiatives

That it BE NOTED the London Housing Advisory Committee heard the attached presentation from M. Dellamora, Specialist II, Municipal Policy, with respect to Age Friendly London Housing initiatives.

3. Consent

3.1 5th Report of the London Housing Advisory Committee

That it BE NOTED that the 5th Report of the London Housing Advisory Committee, was received.

4. Items for Discussion

4.1 Old East Village Dundas Street Corridor Secondary Plan

That K. Killen, Senior Planner, BE REQUESTED to attend a future London Housing Advisory Committee meeting to provide an updated with respect to the Old East Village Dundas Street Corridor Secondary Plan.

4.2 Growing Marijuana in Apartment Buildings

That it BE NOTED that the London Housing Advisory Committee reviewed and received a communication from J. Browne, London Middlesex Housing Corporation, entitled "Preparing for Marijuana Legalization" and requested that the matter be included on their next Agenda.

4.3 Homeless Coalition Update

That it Be NOTED that the London Housing Advisory Committee heard the attached presentation from D. Purdy, Manager, Housing Services, with respect to a Homeless Coalition update.

4.4 Ontario Renovates Home Repair

That it BE NOTED that the London Housing Advisory Committee was advised by D. Purdy, Manager, Housing Services, that a report relating to the Ontario Renovates Home Repair is included on the June 18, 2018 Community and Protective Services Committee Agenda.

4.5 GreenON Social Housing Program

That it BE NOTED that the London Housing Advisory Committee was advised by D. Purdy, Manager, Housing Services, that a report relating to the GreenON Social Housing Program is included on the June 18, 2018 Community and Protective Services Committee Agenda.

4.6 Portable Housing Benefit - Special Priority Policy (PHB-SPP) Program

That it BE NOTED that the London Housing Advisory Committee was advised by D. Purdy, Manager, Housing Services, that a report relating to the Portable Housing Benefit - Special Priority Policy (PHB-SPP) Program is included on the June 18, 2018 Community and Protective Services Committee Agenda.

4.7 Request for Proposal 18-05 - Social Housing Building Inventory - Building Condition Assessment and Reserve Fund Studies

That it BE NOTED that the London Housing Advisory Committee was advised by D. Purdy, Manager, Housing Services, that a report relating to the Request for Proposal 18-05 - Social Housing Building Inventory - Building Condition Assessment and Reserve Fund Studies is included on the June 18, 2018 Community and Protective Services Committee Agenda.

4.8 Summer Meeting Schedule

That it BE NOTED that the London Housing Advisory Committee will meet over the summer on July 11, 2018, and resume on September 12, 2018.

5. Deferred Matters/Additional Business

5.1 (ADDED) Mission Services Crash Beds & Resource Center Closing

That it BE NOTED that the London Housing Advisory Committee heard a general discussion with respect to Mission Services London closing crash beds and its Resource Center for five weeks, beginning July 1, 2018, due to lack of funding.

5.2 (ADDED) LHAC Terms of Reference

That it BE NOTED that the London Housing Advisory Committee asked its Committee Secretary to include their Terms of Reference on their next Agenda for review.

6. Adjournment

The meeting adjourned at 2:00 PM



Action Plan

2017 – 2020





*Funding for this project
was provided by the
Government of Ontario.*

Acknowledgements

This Age Friendly London Action Plan 2017 – 2020 represents the combined vision of older adult community members, service providers, organizations, working group chairs, City champions, and members. Their ideas, solutions, and contributions made the development of this plan possible, and will guide our work together to improve age friendliness in London.

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Letter From The Co-Chairs

In June 2016, the Age Friendly London Network celebrated the completion of our first community Action Plan. We learned a lot in our first three years and we are very proud of our accomplishments. We are also excited to see the Network creating opportunities for community collaboration and engagement.

The Network completed a comprehensive Impact Assessment on the work of our first Action Plan in October 2016. It was demonstrated that progress has been made in all areas and we also confirmed that there is more work to be done. Through the Impact Assessment and in the development of our new Action Plan, we asked Londoners what was working well and what changes they would like to see to make our city even more age friendly. The feedback we received was insightful, diverse, and reflected many different perspectives from older adults, caregivers, service providers, and others.

In our new Action Plan, you will see common themes running through the eight focus areas. The new Action Plan has an enhanced focus on engaging older adults from diverse backgrounds, improving communication and information-sharing, and making evidence-informed decisions. This Action Plan will push us forward as a community to strengthen the Network, support organizations working together, and engage and empower all older adults to participate in their neighbourhoods and age well.

Recent census data has shown that for the first time in Canadian history, the number of older adults age 65 and older is greater than the number of children under 15. This is an important turning point in our society and it demands a change in how we think about aging and older adults. The Age Friendly London Network is preparing for these changes and will continue to work at being a diverse, vibrant, caring, and healthy community, which empowers all individuals to age well and have opportunities to achieve their full potential.

Sincerely,

The Co-Chairs of the Age Friendly London Network

*Joyce Castanza
Margery Sherritt
Bonnie Quesnel
Marion LaBelle
Katrine Barton Coward*

*Beverly Farrell
Kandi – Rae Brown
Dharshi Lacey
Karen Hernandez McPhail
Vicki Mayer*

*Bill Pigram
Jean Knight
Catherine DuVal
Patrick Fleming
Sue Barnes*



Summary

Number of older adults, 65+ in London, Ontario

*Projection

2036*

103,000

2016

64,000

1996

40,500

Age Friendly London Network

245



Network Members

8



Working Groups



141
Working Group
Members

37



Organizations

The Development Of The Action Plan

500

community members provided feedback through the Impact Assessment

200+

community members were involved in building the Action Plan, including:

60

immigrant and newcomer older adults contributed to the development of the Action Plan through focus groups





Introduction

About Age Friendly Communities

An age friendly city is a place that encourages active aging by optimizing opportunities for health, participation, and security in order to enhance quality of life as people age. It is a place that works to improve the livelihood of people of all ages (World Health Organization, 2005).

The World Health Organization (WHO) developed the concept of an age friendly city. In 2005, the WHO established the Age Friendly Cities Project, a partnership between 35 cities around the world aimed to make communities better, healthier, and safer places for older adults to live and thrive. An age friendly community is one where policies, services, and structures related to the physical and social environments are designed to support and enable older people to live in a secure environment, enjoy good health, and continue to participate fully in their communities.

To date, hundreds of cities around the world, including the City of London, have focused on making their communities more age friendly.

About The Age Friendly London Network

In 2010, London became the first city in Canada to join the World Health Organization Global Network of Age Friendly Cities. Membership in the Network represents a city's commitment to improving its age friendliness and to engaging older adults in the process. Age Friendly London was also identified as a strategy in the City of London Strategic Plan 2015-2019 within the "strengthening our community" area of focus.

The Age Friendly London Network (the Network) is a community-based network with the vision of a *diverse, vibrant, caring, and healthy community, which empowers all individuals to age well and have opportunities to achieve their full potential.*

The Network membership is comprised of older adults, representatives from senior-serving organizations, and others who are interested in making London a more age friendly city. There are eight working groups, one for each of the eight focus areas of age friendliness. The City of London provides the backbone support to the Network although the community is the leader of change. The overall governing body responsible for implementation is the Network. The eight focus areas represent aspects of the physical and social environments that impact people's ability to age actively, maintain independence, and improve quality of life. For more information about the Network, please visit www.london.ca/agefriendly.

The Action Planning Process

To create the Age Friendly London Action Plan 2017 – 2020, the Age Friendly London Network facilitated multiple stages of community engagement and focused planning. The action planning process incorporated the following stages:



Stage #1

Community Conversation

- March 22, 2017
- Participants shared ideas, improvements, and solutions about each of the eight focus areas.

Stage #2

Action Planning Sessions

- March 27 & 28, 2017 and April 12 & 13, 2017
- Working group members participated in two separate working group sessions for each focus area.
- The 2016 Impact Assessment, input from the community consultation, and plans from City of London initiatives and other community plans were used to formulate the new Action Plan.
- Specific strategies and actions were developed for each focus area.

Stage #3

Community Validation

- April 26, 2017 to May 5, 2017
- Community members provided feedback on the Action Plan.
- Network staff intentionally and strategically connected with underrepresented and isolated older adults and seniors' groups.
- Working group members had the opportunity to provide feedback.
- Revisions were made to the strategies and actions based on input from the community.

Stage #4

Action Plan Finalization And Endorsement

- May 30, 2017
- The Action Plan was taken to the Network for endorsement.
- The membership endorsed the Age Friendly London Action Plan 2017 – 2020.

Network Strategies

The Age Friendly London Action Plan 2017 – 2020 includes five core network strategies.

- **Strengthen The Age Friendly London Network**
- **Engage And Empower ALL Older Adults**
- **Work Together To Improve Age Friendliness**
- **Use Research To Create Impact**
- **Capture Emergent Opportunities**

Most of the strategies developed through the action planning process aligned with a specific focus area of age friendliness, however, a number of ideas emerged that apply to the Network overall. These strategies reflect the principles that will strengthen and guide our work over the next three years.

Strengthen The Age Friendly London Network

Continuing our work to strengthen the Network is key to the implementation of the Action Plan. This will happen by sharing our plan, communicating our work, growing the Network, working to make sure it reflects the diversity of our community, and making it the place in London for community discussions with older adults. The following actions will assist us in strengthening our presence:

- 1 Share the Age Friendly London Action Plan 2017 – 2020 with the community.
- 2 Increase meaningful participation of older adults from diverse communities in the Network and working groups.
- 3 Engage every senior-serving organization in London to become a member of the Network and participate in a meaningful way to strengthen the quality of life of older adults.
- 4 Improve communication and sharing of information among working groups and within the Network overall.



Engage And Empower ALL Older Adults

Engaging and empowering older adults to be leaders in the community is key to the implementation of many of the strategies in this Action Plan. The Network actions to achieve this are:

1

Outreach to diverse and underrepresented older adults (newcomers and immigrants, visible minorities, indigenous, LGBTQ, persons living with low income, and persons with disabilities) to remove barriers and support their participation.

2

Encourage and empower older adults to connect and become leaders in the community and their neighbourhoods.

3

Engage older adults in local decision making and other community building activities.



Work Together To Improve Age Friendliness

This strategy is about changing the way organizations and agencies work to support older adults. Improvements can be realized both within organizations and the way organizations work together. Supporting organizations to make change will be key to implementing the Action Plan and will include the following actions:

1

Establish a commitment from member agencies and organizations to improve age friendliness both within their organizations and in the work they do.

2

Develop and apply an age friendly lens to the work of the Network, with special emphasis on how our work impacts diverse groups.

3

Encourage organizations, businesses, and government agencies to apply an age friendly lens to the work they do every day.

4

Report annually on the work being accomplished by community organizations and agencies to demonstrate how they are implementing age friendly strategies.



Use Research To Create Impact

Using best practices and research to inform the implementation of our plan will ensure we are making the best decisions as we move towards making our community more age friendly. We are committed to tracking our successes and challenges and regularly reporting on our impact. The Network will deliver on the following actions:

1 Use the best available research and data to make evidence-informed decisions about implementing strategies and actions.

2 Track outcomes and indicators to measure our progress.

3 Be accountable and report on the work of the Network on a yearly basis.



Capture Emergent Opportunities

It is important that the Network is able to react to opportunities that may emerge that were not anticipated when this Action Plan was developed. Capturing emergent opportunities can occur at any time throughout the three years of the Action Plan and will include the following actions:

- 1 Make collective decisions about the inclusion of additional strategies as new opportunities arise throughout the course of the Action Plan.
- 2 Account for new actions in an annual report.
- 3 Encourage discussions with the Network and its working groups for any emerging issues that impact older adults.



Eight Focus Areas

The World Health Organization defined these eight focus areas as being key elements of an age friendly city. The Age Friendly London Network has adopted these eight focus areas in addition to the overall Network Strategies.

- **Outdoor Spaces & Buildings**
- **Transportation**
- **Housing**
- **Social Participation**
- **Respect & Social Inclusion**
- **Employment & Volunteerism***
- **Communication & Information**
- **Community Support & Health Services**

Each focus area in this Action Plan includes a brief description of the domain of age friendliness, as defined by the World Health Organization, as well as specific working group strategies and corresponding actions.

The strategies are objectives that each focus area working group will work towards for the next three years. The actions are specific steps the groups will complete to achieve these strategies. While some actions are exclusive to one focus area, other actions provide the opportunity for collaboration across groups. The specific activities for each action will be detailed further through implementation plans developed by each focus area working group.

**Formerly Civic Participation & Employment (as named by the World Health Organization). The focus area was renamed by the Network to capture the new emphasis on employment and volunteerism. Strategies related to civic participation are now incorporated in the Network Strategies and opportunities for civic engagement will be identified moving forward in all eight of the focus areas.*



#1 Service
using my postal
No one has asked
available mail box
a one for table
very other way
delivery
at my own mail

#2
for table
Service

#3
for table
Service

Outdoor Spaces & Buildings

The outside environment and public buildings have a major impact on the mobility, independence, and quality of life of older adults, and affect their ability to age in place. Physical accessibility of many outdoor spaces and buildings has improved and will continue to advance as the Accessibility for Ontarians with Disabilities Act standards are put into place.

Strategies

- 1 Influence neighbourhood design to support aging in place.
- 2 Increase the age friendliness of parks, pathways, and trails.

Actions

- A Engage the City of London to determine how to promote consideration of age friendly design in new developments.
 - B Promote the benefits of aging in place, including the benefits of compact, infill development, and multiple housing types within neighbourhoods.
 - C Create tools for builders, planners, and designers to educate them about the design needs of older adults that support aging in place.
 - D Support older adults to lead and participate in local neighbourhood safety audits.
-
- A Review the Age Friendly Parks Checklist using a safety lens, and use it to identify, prioritize, and advocate for future upgrades of parks.
 - B Promote specific parks as age friendly and celebrate them.
 - C Develop signage in parks to highlight amenities, accessibility, and how to be a courteous pathway user to help older adults become more active.

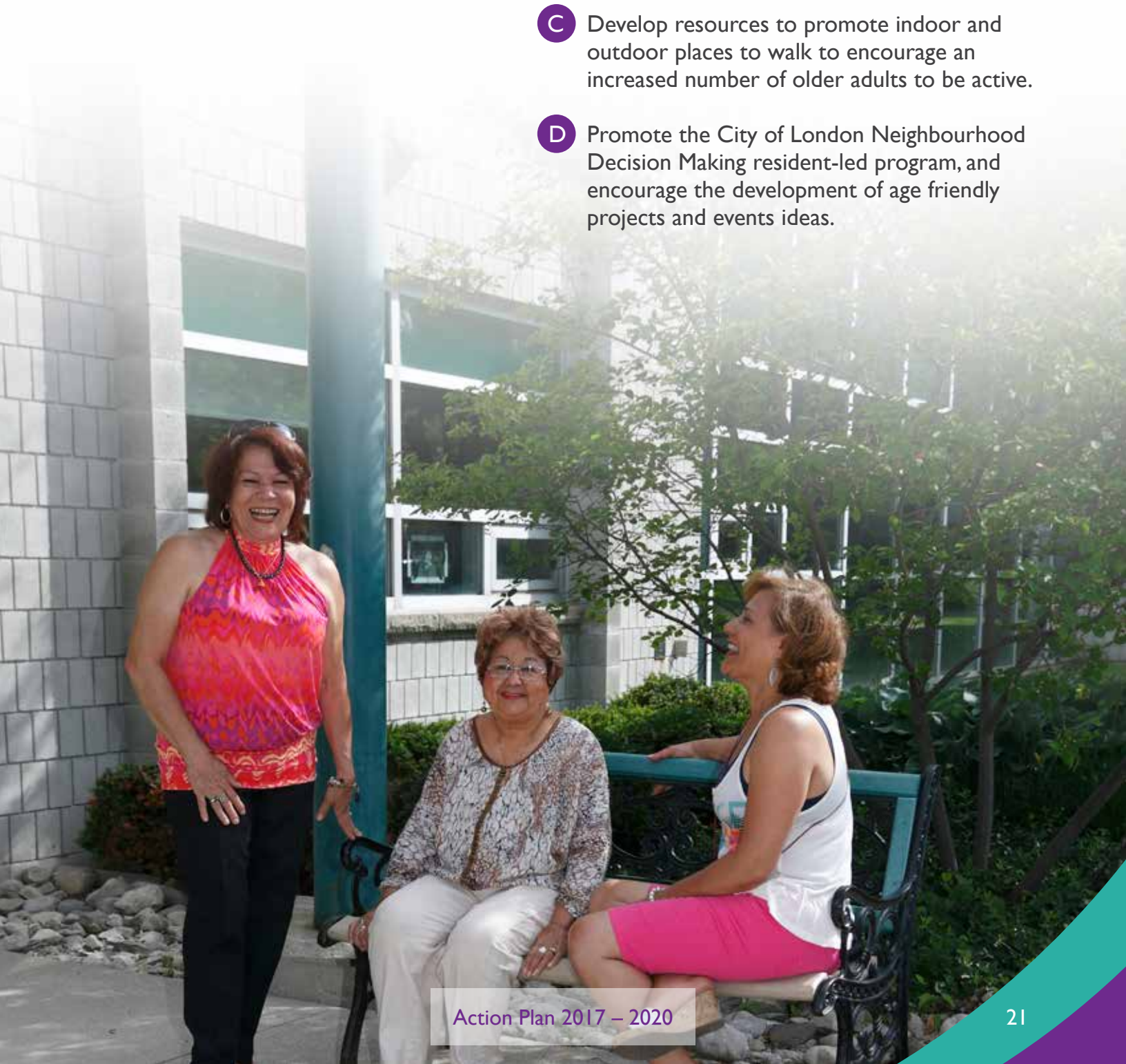
3 Promote existing age friendly programs and amenities.

A Advertise and promote age friendly amenities of neighbourhood gathering places such as community centres, libraries, and parks.

B Promote existing programs such as Clean & Green, Adopt-A-Park, TreeME Fund, and Community Gardens to engage older adults in their neighbourhoods.

C Develop resources to promote indoor and outdoor places to walk to encourage an increased number of older adults to be active.

D Promote the City of London Neighbourhood Decision Making resident-led program, and encourage the development of age friendly projects and events ideas.



Transportation

Transportation is a key factor influencing active aging. Transportation allows people to not only access amenities of daily life, but also to participate in activities, connect with family and friends, and contribute to their communities.

Strategies

- 1 Engage older adults in the planning and development of transportation initiatives.
- 2 Improve the accessibility of city roads and sidewalks.

Actions

- A Advocate for the London Transit Commission to better accommodate older adults' destinations in route planning.
 - B Create opportunities for older adults to participate in decision-making regarding transportation.
-
- A Advocate for larger street name signs to ensure they are visible and easily read by older adults.
 - B Improve street crossing locations and times where there is demand from older adult pedestrians.
 - C Advocate for increased efforts to make sure sidewalks are well connected, safe, well maintained, and accessible to encourage walking.
 - D Advocate for improved snow and ice removal, noting the need for timely snow clearing in areas where older adults live and the places they visit.

3 Increase engagement of older adults within neighbourhoods to develop and promote active transportation initiatives.


- A Implement a "walk your city" signage initiative to encourage active transportation.
 - B Create a neighbourhood walking audit for older adults.
 - C Develop a guide to age friendly outdoor recreational trails in London.
 - D Pilot a cycling workshop for older adults.
-

4 Improve accessibility of public transit.

- A Develop a tool for neighbourhood groups and residents to conduct audits of bus stops to ensure shelter and benches are available in safe and accessible locations.
 - B Advocate for more bus stops closer to locations where older adults live and to places where older adults visit and gather to improve social participation and access to necessities of daily life.
 - C Review transit travel information systems by improving and adding on-board visual aids and audio notifications and by enhancing displays at bus stops.
-

5 Improve transportation options for older adults across the city.

- A Research affordable transportation options to ensure older adults are able to travel to destinations across the city.
- B Advocate for a review of para-transit to increase the availability and reliability of options.
- C Increase the capacity of volunteer transportation organizations.



6 Enhance access to transportation information.

- A Review supports and programs available for older adults transitioning from being drivers to non-drivers.
- B Share information with family, friends, and healthcare providers to learn how and when to intervene when someone may no longer be a safe driver.
- C Promote existing age friendly transportation resources and make them available in multiple languages.
- D Host workshops and training sessions to assist older adults who would benefit from using transit services.
- E Provide customer service information in multiple languages to ensure all older adults can access information.

Housing

Housing is essential to health and quality of life. Where we live is more than just a roof – it's a home, a place that is familiar and loved. Most older adults want to live in the residence of their choice, usually an existing home or within an existing neighbourhood, for as long as they are able, as they age. This is called “aging in place” and includes being able to access services or other supports as their needs change over time.

Strategies

- 1 Raise awareness of housing options available for older adults.
- 2 Support and empower older adults to age in place with dignity.

Actions

- A Promote the Seniors Housing Directory and Housing Options Guide to the broader community.
 - B Provide information to community groups about available housing options so they can support older adults.
 - C Identify and share updated information on housing services, specialized housing, home modification, social housing, and economic supports.
-
- A Advocate for affordable and accessible housing options to allow individuals to stay in their neighbourhoods as they age.
 - B Research innovative home sharing initiatives such as intergenerational housing, flex housing, and co-housing to advocate for increased options for the community.
 - C Provide information on home adaptation and modification resources, including funding, how to choose a contractor, and Canadian Mortgage and Housing Corporation resources.

3 Educate housing providers about the need for increased appropriate housing stock for older adults.

- A Research and identify the gaps between appropriate housing stock and the demand. Map the areas of highest demand.
- B Develop a communication plan targeting housing providers to bring a greater awareness to the need for increased levels and types of housing stock for older adults.
- C Advocate to all levels of government for increased and greater variety of housing stock for older adults.
- D Collaborate with local developers to educate and explore options to meet the housing needs of the aging population.



Social Participation

Participating in recreation, leisure, social, cultural, and spiritual activities in the community, as well as with family, allows older adults to enjoy respect and esteem, and maintain and establish supportive relationships.

Strategies

- 1 Build strong partnerships among organizations to enhance social opportunities.
- 2 Reduce barriers to participation in recreation and social opportunities for older adults.

Actions

- A Work with service providers to improve access to program information on physical accessibility, audio and visual aids, and transportation options.
 - B Improve databases of information that include recreation and social opportunities for older adults and explore ways to improve access to this information.
 - C Create opportunities where organizations and neighbourhood associations can network and share information to enhance neighbourhood-based social participation.
-
- A Expand opportunities for the lending of assistive devices to support older adults with disabilities to participate in recreation and informal social gatherings.
 - B Promote inclusive and accessible “social space” for people to gather informally in community centres and other gathering places.
 - C Research the implementation of an “age friendly buddy” program to engage marginalized and isolated older adults and reduce barriers to their participation.
 - D Explore why older adults are not attending or are dropping out of programs and support service providers to follow up with people who drop out and provide the needed resources and support.

3 Promote the benefits of older adults participating in meaningful activities.

- A Plan and support community events that promote participation (e.g. REXPO, Leisure Fairs, Age Friendly Conference).
- B Create a video series to promote recreation and leisure to older adults.
- C Create a virtual tour of recreation facilities and programs to promote local programming.



3 Empower older adults to have a voice in their own advocacy.

A Conduct an environmental scan of current advocacy groups for older adults.

B Build partnerships with advocacy groups to promote a common agenda and mutually reinforcing activities.

C Encourage older adults to participate as decision makers within the healthcare field.

D Collaborate to raise awareness of elder abuse.



Employment & Volunteerism

Older adults do not stop contributing to their communities upon retirement. Many continue to provide paid, unpaid, and voluntary work. An age friendly community offers opportunities for older adults to continue to contribute to their communities through paid employment and volunteerism.

Strategies

- 1 Improve access to information about employment opportunities for older job seekers.
- 2 Increase meaningful volunteer opportunities for older adults.
- 3 Increase skill building opportunities for older adults.

Actions

- A Promote Experience Works 2 to agencies, employers, and older adult job seekers.
 - B Collaborate with existing employment service networks to improve access to information about employment opportunities.
 - C Provide older adults with information related to entrepreneurship and self-employment.
 - D Investigate new and innovative methods to reach older adults who want to work, and connect them with employment supports.
-
- A Assist organizations through training, resources, and tools to provide clear, accessible, and meaningful volunteer opportunities.
 - B Assist employers, unions, and retiree groups to promote volunteer opportunities to retiring workers.
-
- A Develop and promote skills training programs and opportunities.
 - B Provide assistance with résumé writing, completing application forms, and interview skills.
 - C Improve access to technology training and computer classes.

Communication & Information

Staying connected to people, activities and events, and the ability to access information, is vital for active aging. The rapid evolution of information and communication technologies means there are more and more ways to stay connected, but requires access for older adults to new technology.

Strategies

- 1 Communicate and promote the work and accomplishments of the Network.
- 2 Promote resources and tools that support our community to better serve older adults.

Actions

- A Define core age friendly messages for Network promotion and recruitment.
 - B Create and implement a communication plan and marketing strategy to raise awareness of the Network and our Action Plan within the community, including businesses and service agencies.
 - C Create a toolkit to support working groups to share their messages and resources and best reach target groups.
-
- A Promote and distribute the Age Friendly Business Resource Guide.
 - B Research the implementation of an "age friendly connector" program to connect older adults with information and services.
 - C Build an inventory of neighbourhood organizations, gathering places, and community hubs where information can be effectively distributed.
 - D Continue to promote and share information about age friendly resources and supports through 211 and InformationLondon.ca.

Community Support & Health Services

Health and support services are essential to maintaining vitality and independence for older adults. This includes a wide network of services, including hospitals, healthcare providers, caregivers, family supports, home care, and community organizations.

Strategies

- **I** Reduce barriers that older adults experience with finding and using healthcare services and community supports.

Actions

- A** Engage with health planning organizations to better understand where the Network can have influence.
- B** Advocate for and promote multi-cultural and multi-lingual healthcare and social services for older adults.
- C** Support information sharing and collaboration to strengthen the referral process between community support agencies and health services.
- D** Recommend further age friendly improvements to information resources for health services and community supports to make them more user-friendly.
- E** Investigate programs that provide “check-ins” and emotional or social support in non-crisis situations.



- 2 Improve awareness of existing programs and services that support healthy aging.

- A Partner with educational institutions to share information with future healthcare workers on healthy aging programs and supports that are available in the community.
- B Engage private home care and other community support agencies to help with the promotion of community supports.
- C Ensure older adult volunteers are provided with the support and training to mentor their peers in health promotion.

- 3 Improve awareness and availability of services and supports for caregivers.

- A Identify existing organizations and resources available to support caregivers and identify gaps.
- B Create and implement an advocacy strategy to improve supports for caregivers.
- C Work with the Caregiver Exchange to improve awareness of available supports.
- D Explore ways to improve relief, respite, and support for informal and family caregivers.



Next Steps

The Age Friendly London Action Plan 2017 – 2020 will guide the work of the Network, the City of London, and senior-serving organizations in our collective efforts to increase age friendliness in London.

It is an exciting time to be an age friendly community. As our population continues to grow older, we are thankful for the commitment of individuals and organizations who serve and support older adults and are working collaboratively to improve age friendliness in London.

The Network is committed to deepening our impact and building on the work that has been accomplished in the past three years. Through our strategies and actions, as well as the over-arching network strategies, we will seek to make a difference in the lives of older adults in London and create change that will last well into the future.

We are encouraged to see renewed energy and focus around this new Action Plan with an emphasis on increasing meaningful participation of older adults from diverse communities in our city. As we move forward, how we work together to strengthen the Network and engage all older adults will be just as important as what work we complete.

Increasing Network membership, improving communication, and applying an age friendly lens will be essential to our work across the eight focus areas.

The eight working groups of the Network are responsible for carrying out this Action Plan. To ensure effective implementation, each working group will develop an implementation plan that identifies specific tasks, timelines, leads, and partners for each of the actions. Working groups have made a commitment to meet regularly to review progress. Results will be shared through annual reports to the community.

The Action Plan moves us closer to our vision of a *diverse, vibrant, caring, and healthy community, which empowers all individuals to age well and have opportunities to achieve their full potential.* The successful implementation of the Action Plan requires the energy, skills, and talents of many Londoners. We encourage you to join us and be part of the exciting future of the Age Friendly London Network.



Action Plan

2017 – 2020

Considering Housing Models for London's Aging Population

A Report Prepared for the Housing Working Group of the
Age Friendly London Network



Housing in Older Adulthood

In Canada, the population is aging. Currently, the population of individuals who are aged 65 and older is greater than those who are aged 0 to 14 (Statistics Canada, 2014a). The changing demographics of Canada will have an impact on many aspects related to housing, such as what people desire and what they require (CMHC, 2008). Specifically, a trend towards wanting to age in one's home or community, or "age in place", will call for changes that facilitate housing and supports that adapt to changing needs individuals age (CMHC, 2008). Data from the most recent census indicates that a minority of older adults (7.9%) live in contexts, such as senior citizens residences or health care facilities, compared to the majority who live in private homes (92.1%) (Statistics Canada, 2011). Although there are many who wish to remain at home, it may not be feasible or the selected pathway for all aging individuals. Despite the above statistics, trends show that as people get older, the proportion who live in care facilities increases, while the proportion who live in single family homes decreases (Statistics Canada, 2011). As CMHC (2008) emphasized,

Given the diverse needs and preferences of the aging population, there will be a need to provide a full continuum of housing choices – in terms of location, forms of housing, types of tenure, living arrangements and range of services – which can enable older people to continue to live independently and participate in the community for as long as possible (p. 3).

Addressing housing needs in an inclusive manner is of the utmost importance, given that it is "...one of the most fundamental human needs" (Ministry of Municipal Affairs and Housing [MAH], 2011a, p. 2) and can be considered integral to health (Mikkonen & Raphael, 2010; Ontario Associations of Community Care Access Centres, 2013).

The government's role in fulfilling conditions that support health makes housing an issue to be addressed through public policy (Mikkonen & Raphael, 2010). A recommendation from a document that explored supportive housing in Ontario reinforces that you cannot put preference on one option over another, rather you need a range of options (Jones, 2007).

In Ontario, there is a spectrum of housing that encompasses non-market and market options. The range of non-market housing includes homelessness, emergency

shelters, transitional housing, supportive housing, social housing, and subsidized rental, while market housing includes private market rental and home ownership



(MAH, 2011a).

Figure 1 Ontario's Housing Continuum. Reprinted from Ministry of Municipal Affairs (2011a). Municipal tools for affordable housing. Toronto: ON: Ministry of Municipal Affairs. Permission for use will be sought.

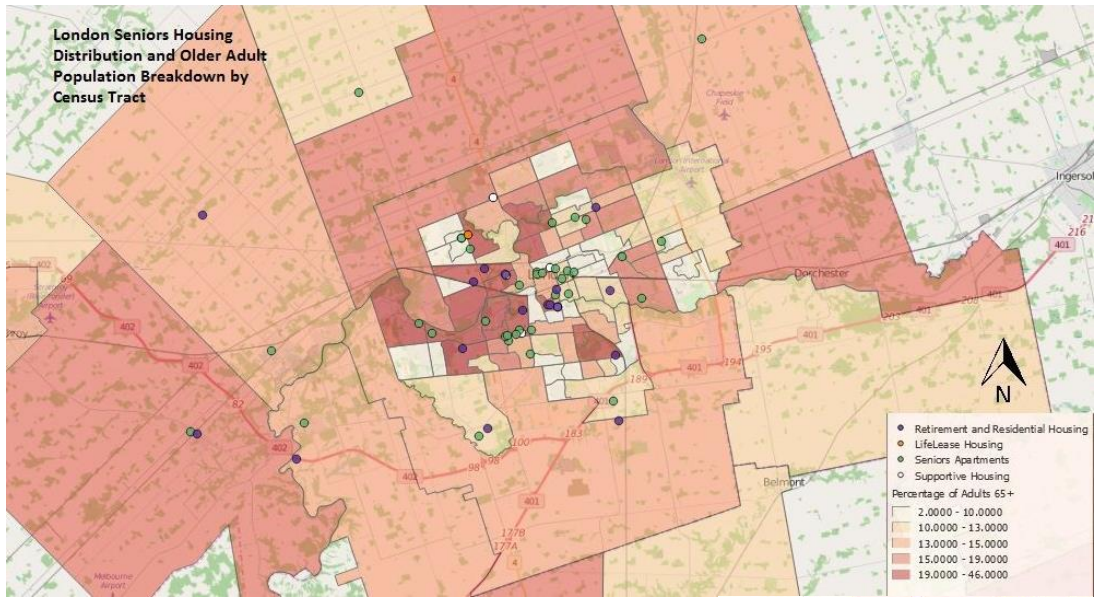
Creating a range of affordable options is an essential component of accommodating the financial needs of all individuals. A lack of affordable and secure options, for example, can lead to negative health impacts for individuals who live in these environments (Mikkonen & Raphael, 2010). Ensuring access to affordable housing may be particularly salient for older individuals who live alone, because 28.5% of these individuals fall into a low income range, opposed to 6.2% in households with families of two or more people (Statistics Canada, 2014b). Addressing affordable housing, however, is advantageous at a community level, not only for individuals who occupy lower/moderate income levels, but the community as a whole (MAH, 2011a).

Older Adults in London

London is also a city that is aging. Earlier projections indicated that by this year, there would be a smaller proportion of individuals under age 15 than those 65 and older (City of London, 2014). Between 2011 and 2036, projections show that London's older adult population will increase by 7.8% (14.7 to 22.5%) (Age Friendly London, 2015). In London, older adults are distributed across several neighbourhoods throughout the city. Within London, there are 42 different neighbourhoods, which are grouped into Central London/Downtown, North East, North West, South East, and South West London. The proportion of the population who are over 65 differs in each neighbourhood; it is 9-14 % in Central/Downtown neighbourhoods, 10-21% in North neighbourhoods, 7-26% in North West neighbourhoods, 5-18% in South East, and <1%-48% in South West

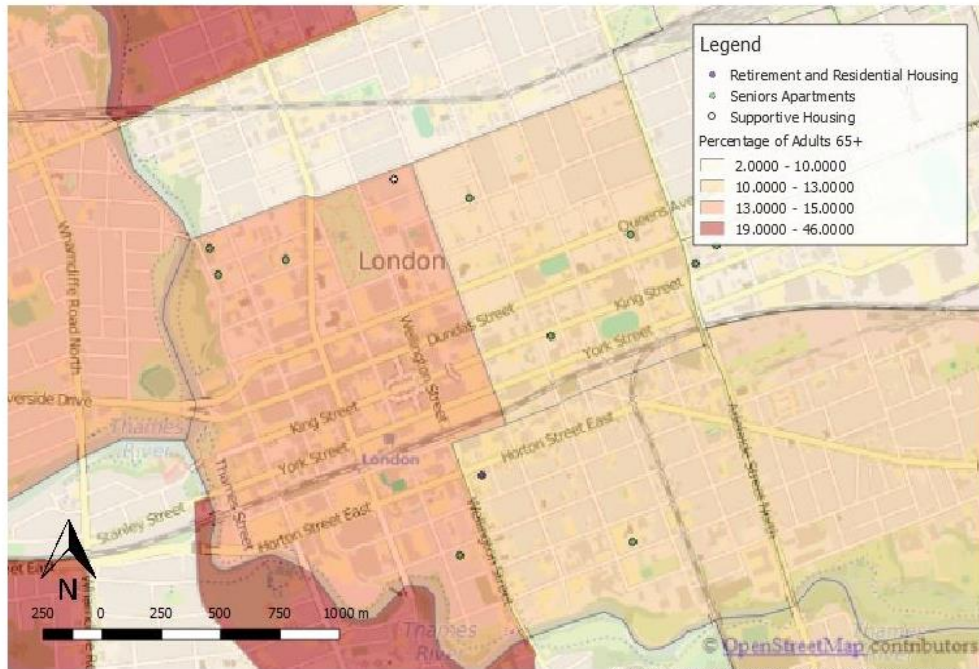
neighbourhoods (City of London, 2013). More households led by older adults in London are owned (69.1%), while a smaller proportion are rented (30.9%) (Age Friendly London, 2015).

London



Data obtained from: CCACseniors scene (2005); City of London Guide to Seniors' Housing (2014); Statistics Canada (2011)

Central London

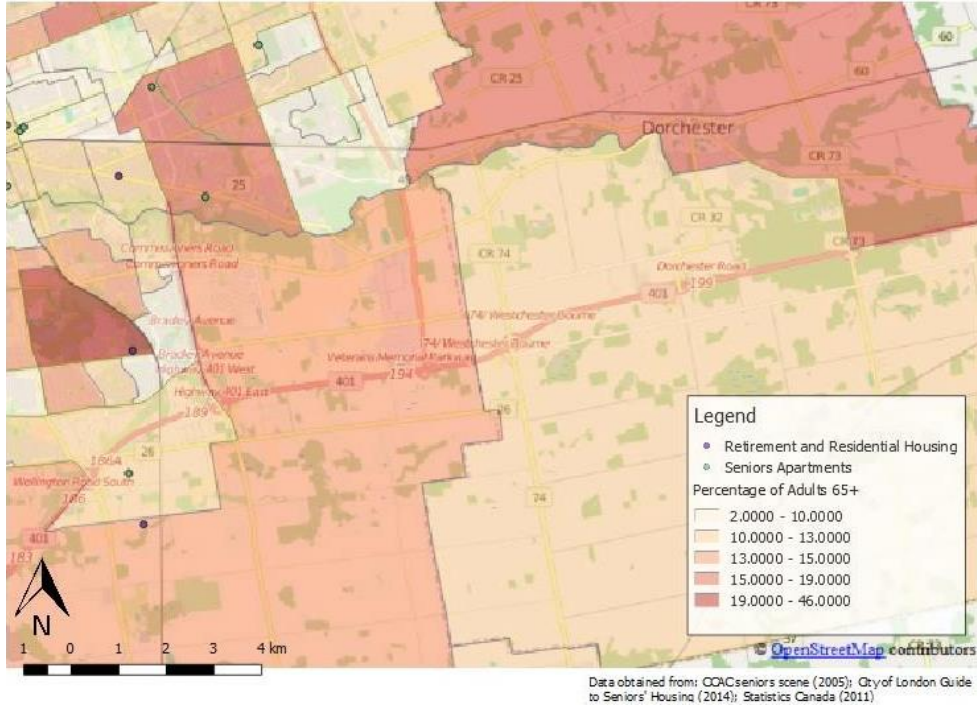


Data Obtained from: CCACSeniors Scene (2005); City of London Guide to Seniors' Housing (2014); Statistics Canada (2011)

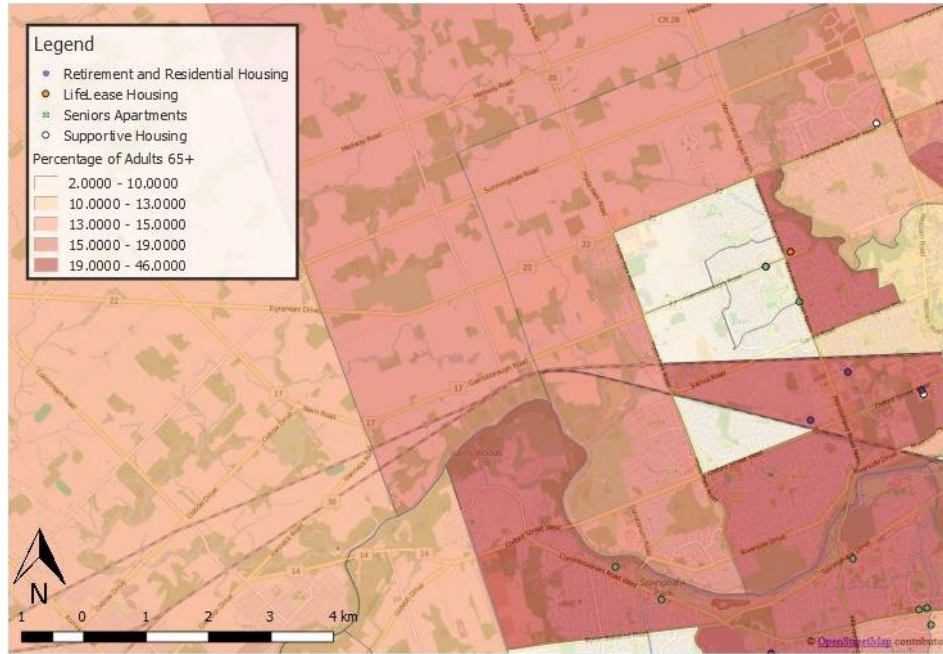
Southwest London



Southeast London

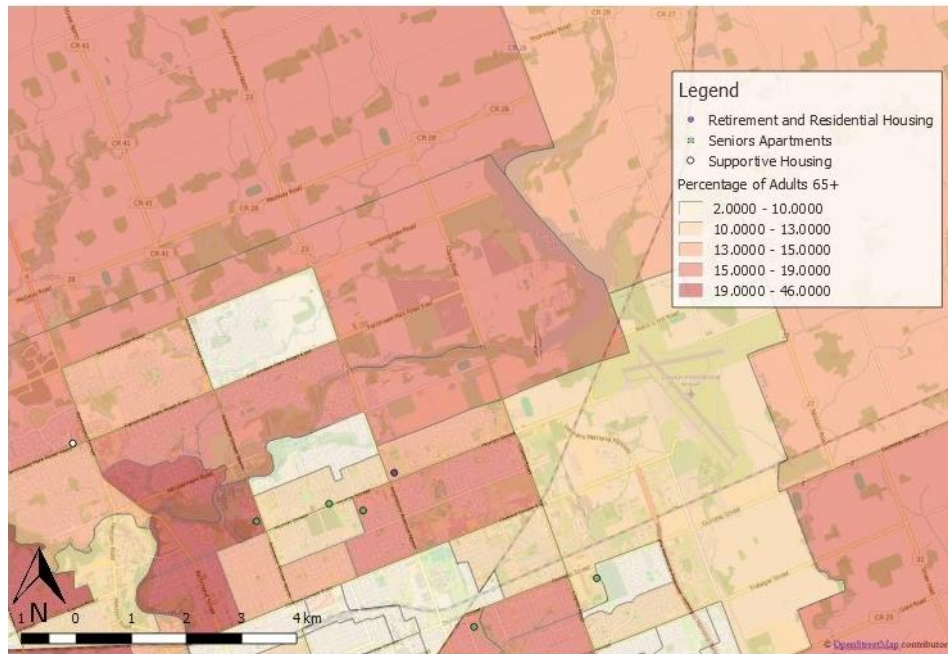


Northwest London



Data obtained from: CCACseniors scene (2005); City of London Guide to Seniors' Housing (2014); Statistics Canada (2011)

Northeast London



Data obtained from: CCACseniors scene (2005); City of London Guide to Seniors' Housing (2014); Statistics Canada (2011)

The above maps illustrate that the population of older adults in London is the highest in the southwestern area of the city, where the greatest number of housing options are located. There is also a high proportion of older adults in the north part of the city, which has fewer housing options.

Purpose of Booklet

Considering the aging population in London and the importance of a range of housing options, this booklet will outline a variety of housing models, the benefits and drawbacks of each model, and estimations of cost of living. Based on the findings, recommendations are made to the Housing Working Group of the Age Friendly London Network, regarding next steps towards implementing various housing models in London.



Universal Design



Universal Design



Universal design is “the design of products and environments to be usable by all people, to the greatest extent possible, without adaptation or specialized design,” (The Center for Universal Design, NC State University, 2006). This idea has been applied to the design and development of universally designed houses and living spaces. The following main features that are recommended to be included:

- 1) No step-entry
- 2) Wide doorways and halls
- 3) One-floor living
- 4) Easily accessible controls and switches
- 5) Easy to use handles (levers instead of knobs)
- 6) Accessible bathrooms – e.g. wall mounted sinks, curbless showers, grab bars

If these features were to be included from the beginning of designing new buildings, especially those designated as senior’s housing, more people would be able to access the spaces without having to have specific ‘accessible’ entrances or apartments (Roden, 2015).

The Accessibility for Ontarians with Disabilities Act (2005) requires all public and private buildings in Ontario to be fully accessible by the year 2025 (Ontarians with Disabilities Act, 2005). In addition, new amendments to building codes for new housing facilities were enacted across Ontario in January 2015, requiring elevators in multi-story buildings, power door operators, and barrier-free washrooms in all new multi-unit residential buildings (MAH, 2013).

The City of Vancouver has also become the first city in Canada to enact a bylaw requiring all new homes to be accessible and adaptable for older adults and

individuals living with disabilities (Lee & Morton, 2013). Under this bylaw, all new single-family, townhouse, and multi-resident housing facilities must have wider doorways and hallways, lever handles on doors and plumbing fixtures, wheelchair-accessible building controls, wall reinforcements for grab bars to be added, and modified plumbing to allow for easy replacement of bathtubs with shower stalls if needed, in addition to other changes (Lee & Morton, 2013).

Benefits

Adaptable housing models, such as the one enacted in Vancouver, benefit everyone by their implementation. For example, wider doorways not only make it easier for individuals using wheelchairs to enter and exit rooms, but they can also be helpful for moving furniture or other objects in the home (Office of Housing and Construction Standards, 2016). In addition, there is a wider cost-savings by implementing these modifications by preventing increased utilization of higher cost institutionalized care facilities (Office of Housing and Construction Standards, 2016).



Market Housing Options



CMHC FlexHousing™

Market Value Life Leasing

Garden & Secondary Suites

CMHC FlexHousing™



FlexHousing™ is a model of housing introduced by the CMHC that aims to adapt to individuals as their needs change (CMHC, 2015). It can inform the construction of a variety of styles of new homes, not simply single family homes. The adaptations that can be made to the house are designed in a way to make them affordable. There is also the possibility of adding a secondary suite. The adaptability of this design makes it an attractive for all ages (CMHC, 2015). In addition to supporting aging in place, it offers “... practical, common-sense elements that appeal to a wide range of consumer needs and budgets while being energy efficient, healthy, safe and environmentally friendly—all under one roof” (CMHC, 2000, p. 1).

Benefits

- ▶ Can apply to different types of new builds (e.g. townhouse; single family; multi-unit residential buildings).
- ▶ Can be adapted to meet a variety of need and can be adapted if needs change over time (e.g. aging in place).
- ▶ Can enable the addition of a secondary suite for supplementary income or enable another occupant, if need be.
- ▶ Offers an “affordable, accessible, and adaptable” option in market housing.
- ▶ Has the option to add an elevator.
- ▶ Has features that enhance livability beyond simply mobility needs (e.g. placement of light switches).

(CMHC, 2000; 2015; 2016)

Potential Limitations

- Design that is implemented into new builds.
- Does not address care needs outside of housing design (i.e. if other care needs are required, such as PSW support).
- Not a good option for individuals who are not able to secure a mortgage.

Cost

The estimated building costs for FlexHousing™ was determined in 2002 in Saskatchewan (CMHC, 2016a), which makes it somewhat difficult to determine the actual pricing as it would apply within London at this time.

The estimated cost described was for a 1,863 sq. ft. plan, which included a rough-in for an elevator, basement suite, and bonus room in the attic (CMHC, 2016a). The plan was adapted from a plan made in Ottawa that is described as a “good seller”. The overall cost of FlexHousing™ with basic features was \$150,905.00 (taxes not included). The basic features of FlexHousing™ were \$7833.00, which was added to the cost of the original floor plan to reach the above figure (CMHC, 2016a).

If a house was constructed with basic features and then renovated (excluding the elevator), the renovations would cost \$49,605.00 and \$74,605.00 with the elevator (CMHC, 2016).

Again, these are estimates, but serve to illustrate an approximate cost for creating a home that can change based on your needs or features you want.

Resources

Below is a checklist that further describes the features of FlexHousing™:

<http://www.cmhc-schl.gc.ca/odpub/pdf/61943.pdf?fr=1421086550208>

The FlexHousing™ website to see pictures and learn more about specific features:

<http://www.cmhc.ca/flex/en/>

Life Leasing

.....

In life leasing, the home is owned by a sponsor (non-profit or charitable organization) who typically oversees the its operation (MAH, 2014a). If an individual purchases a life lease, they buy the “right to occupy” or to live there, even though the sponsor is the owner. Within this model, there are different types of life leases including: Market Value, Price Index, Fixed Value, Declining Balance, and Zero Balance. Each of these has slightly different characteristics that can be beneficial or can serve as drawbacks, although the Market Value is the predominant one found in Ontario (MAH, 2014a).

Life leasing is an alternative model housing designed for older adults that differs from both owning and renting a home (Ministry of Municipal Affairs and Housing [MAH], 2014a). The available amenities, potential social connection, a reduced burden for home maintenance, or the cost may influence an older individual or couple looking to downsize to select this option. Some life leases are units within a building (like apartments), while others are free-standing homes in a community and, generally, are slightly less expensive than condominiums. You do, however, still pay a fee that is similar to a condominium fee each month (MAH, 2014a).

The Gainsborough

In London, the only life lease option available to independent adults over 55 is the Gainsborough (Grace Communities Corporation [GCC], 2012). It is a Market Value model of life leasing, which means that they purchase and can sell at market value, and is sponsored by the Salvation Army. There are 120 suites in this community, with 10 different floor plans that offer one and two bedroom options. The units range in sized from 675 sq. ft. to 1140 sq. ft. They were also built with “Easy Living” elements, which enhance accessibility (GCC, 2012).

Some of the offerings of this community include underground parking, suites for guests to stay in, a chapel, an exercise facility, a whirlpool, a billiards room, and a surveillance system (GCC, 2012). Additionally, it is located close to amenities, which enables individuals to walk to them. The location also features gardens and 5 acres of grounds (GCC, 2012).

Benefits

- ▶ Amenities available.
- ▶ Decreased burden of home maintenance.
- ▶ It can foster community (some also cater to certain religious denominations or nationalities).
- ▶ Do not carry the same liability issues as owning a large asset.
- ▶ The “life lease interest” can be passed to your beneficiaries, in the case you pass away.
- ▶ Market Value model allows for appreciation of the property, so a person can benefit at the time of a sale (including in situations if it is inherited).
- ▶ Provides an environment designed to serve older individuals (e.g. features that improve accessibility).
- ▶ Can be more affordable than other market options, such as condominiums.

(GCC, 2012; MAH, 2014a)

Potential Limitations

- ▶ Require you to be independent; may have to move if you require more support in the future.
- ▶ Beneficiaries cannot necessarily move into the unit if you pass away (can sell).
- ▶ If you pass away, the costs associated with your life lease must still be covered until it sells (whoever inherits it must sell it and cover costs).
- ▶ You have the potential to lose money if the housing market depreciates.
- ▶ You do not own the unit or property.
- ▶ Requires you to pay money upfront for the purchase.

Cost

In Market Value models of life leasing, you pay market cost for your unit, as well as monthly fees and property tax (MAH, 2014). At the Gainsborough, a one bedroom unit costs approximately \$100,000, while two bedrooms are around \$140,000 (these are estimates as there is a range) (The Gainsborough, personal communication, March 29, 2016). At this site, individuals are also responsible for a monthly fee, utilities, and property taxes (GCC, 2012). The overall cost of constructing this facility was \$11,200,000 in 1995 (D. Grant Construction Limited, n.d.).

Other Models to Consider

Some life lease sponsors also have associated retirement homes or long-term care facilities (MAH, 2014a). These can be government funded, as well as privately funded. If a privately owned retirement facility is associated with the life lease sponsor, it is possible to apply to them directly for a space when care needs increase. Government funded facilities, however, require a person to go through the same process as other government funded facilities, which is overseen by the CCAC (MAH, 2014a).

An example of this is located in Collingwood, Ontario. Sunset Village features 40 units, with similar benefits discussed above, but is attached to Sunset Manor (Long-Term Care) (Simcoe County, 2014).

Resources

Below is an in-depth resource that reviews life leasing and would be beneficial for parties interested in this type of housing:

<http://www.mah.gov.on.ca/AssetFactory.aspx?did=10455>

Garden & Secondary Suites



A garden suite is a self-contained, detached dwelling, with no basement, installed on the lot of an existing, permanent single-family home (CMHC, 2016b). Garden suites typically contain one or two bedrooms, a kitchen, a bathroom, and storage space (CMHC, 2016b; MAH, 2011b). These buildings are usually portable, temporary, and can be constructed in a modular manner, allowing for easy assembly. This type of housing is intended to be use by individuals or couples over the age of 65 who can live independently, or with little support (CMHC, 2016b). Generally, the owners of the existing home are the children or close relatives of the seniors, which enables them to provide care and support.

In regards to secondary suites, Ontario has legislation that requires municipalities to allow secondary suites in single-detached, semi-detached, and townhouse units (CMHC, 2016b). This legislation is intended to help provide more adequate and affordable housing. There are several considerations when looking at secondary suites, specifically within the building codes pertaining to entrances, fire safety, light, and moisture (CMHC, 2016b). Separate units within an existing building have extra requirements that must be met in order to be safe and secure.

Considerations for London

The City of London (n.d) has a zoning bylaw surrounding this type of housing, Section 48: Temporary Garden Suites. According to this bylaw, a temporary garden suite must be built on a lot that is a minimum of 4000 square metres. Furthermore, the garden suite can be a maximum size of a 150 square metres, within 50 metres of the main building, and should be located in the interior side or rear yard. A garden suite is not permitted on the front or exterior side yard of a property (City of London, n.d).

Benefits

- Garden and secondary suites provide an option for more affordable housing for seniors and allow for more aging in place (CMHC, 2016b; MAH, 2011b).
- Allow residents to maintain a level of independence while getting care, companionship, and security from their family members (CMHC, 2016b).

- ▶ Potentially decrease the demand on community services because the family members can take on that role.

Potential Limitations

- ▶ As the garden suite is a separate building, building permits and municipal regulations will apply. This can increase the cost as well.
- ▶ The bylaw regarding garden suites detailed many restrictions on construction. An appropriately sized lot would need to be available in order to build a garden suite.
- ▶ Secondary suites are subject to different zoning bylaws and regulations than that of single-unit residences that create additional steps to implement.
- ▶ Addition of another unit or residence on a street can create issues surrounding street parking.
- ▶ Expectations of care and support from family increases the risk of caregiver burnout.

Cost

The cost to build a garden or secondary suite varies widely based on many factors. Those factors include: size and design, type of foundation, distance from the manufacturing plant, municipal permit fees and property taxes, removal and restoration costs, and connection to water and wastewater (CMHC, 2016).

Resources

More detailed information from the CMHC about Garden Suites can be found below:

http://www.cmhc-schl.gc.ca/en/co/acho/acho_013.cfm

More detailed information from the CMHC about Secondary Suites can be found below:

<http://www.cmhc-schl.gc.ca/en/inpr/afhoce/afhoce/afhostcast/afhoid/pore/pesesu/index.cfm>



Social Housing



Non-Profit

Rent-Geared-to-Income

Affordable Housing

Co-operative Housing

Social Housing

Social housing for seniors is a larger umbrella term that covers different types of housing/support for older adults with low to moderate income (Ontario Association of Non-Profit Homes & Services for Seniors [OANHSS], 2016). These can include non-profit housing, co-operative housing, rent supplement, and housing allowances (OANHSS, 2016). In addition to having an important role in tackling homelessness, access to affordable housing may assist in removing barriers to meeting other needs (Ministry of Municipal Affairs and Housing [MAH], 2014b).

It is also the most economical way to address homelessness; for example, it costs ~\$613/month to cover a rent-geared-to-income subsidy, while shelter beds cost ~\$2,100/month, a bed in long-term care costs ~\$3,960/ month, and a hospital bed costs ~\$13,500/month (MAH, 2014b). It is a concern, then, that federal (MAH, 2014b) and provincial (Cheung, 2016) funding for this type of housing does not seem to be sufficient to meet needs.

Non-Profit Housing & Rent-Geared-to-Income



Non-profit housing is provided by organizations that do not profit from the rent paid, for example the municipal government, while rent-geared-to-income works is a subsidized form of housing (30% of total income in the household) (OANHSS, 2016). These two types of housing, however, have some overlap. For example, some non-profits in London and Middlesex offer rent at 95% of market rate, while others are geared to income (30% total) (The Corporation of the City of London [CCL], 2016).

In London & Middlesex, non-profit housing, co-operative, and public housing is overseen by the City of London (Housing Division) (CCL, 2016). Individuals who is seeking subsidized housing needs to apply through the Housing Access Centre. There is a recognized requirement for more housing options that are affordable seniors, which is being addressed with the Investment in Affordable Housing Program. In these cases, housing is not offered through subsidy, but rather are market rate or below (CCL, 2016).

Affordable Housing



London has made a commitment to increasing accessibility to affordable housing (City of London, 2016). They are adding new housing that meet criteria for affordable housing (not more than 30% of income) and have added 1200 units since 2005. In these units, the cost to inhabit on of these units is market value or lower. In private affordable options, there are some offerings specifically for older adults, while others target both adults and older adults (City of London, 2016).

Co-operative Housing



Co-operative housing is as the name suggests. There is no external landlord that manages the housing complex. Residents vote for a board of directors that can make decisions for the entire co-op unit. A co-op is considered a self-regulated legal corporation that is governed by the provincial Co-operative Corporations Act, human rights laws, and principals of natural justice (CMHC, 2016c).

Co-operative housing can be a series of townhouses to large apartment complexes. Members do not own property and is equivalent to renting a unit. Once the resident move out, they can no longer vote or make decisions regarding the co-op (CMHC, 2016c). Co-ops are much more affordable than normally renting a unit. Part of the reason is because housing is *not-for-profit* and their initial developments are funded by the federal and provincial government (Agency for Co-op Housing, 2015). Some units are also subsidized by the municipal government where rent is further reduced and is on a geared-to-income policy. Eligibility is dependent on income in these cases. Not all co-operative housing in Ontario, however, is publically owned, however (CMHC, 2016c) and co-operatives are not exclusively geared to older adults. In London, there is a 50+ Housing Co-Operative, but many other options that facilitate all ages.

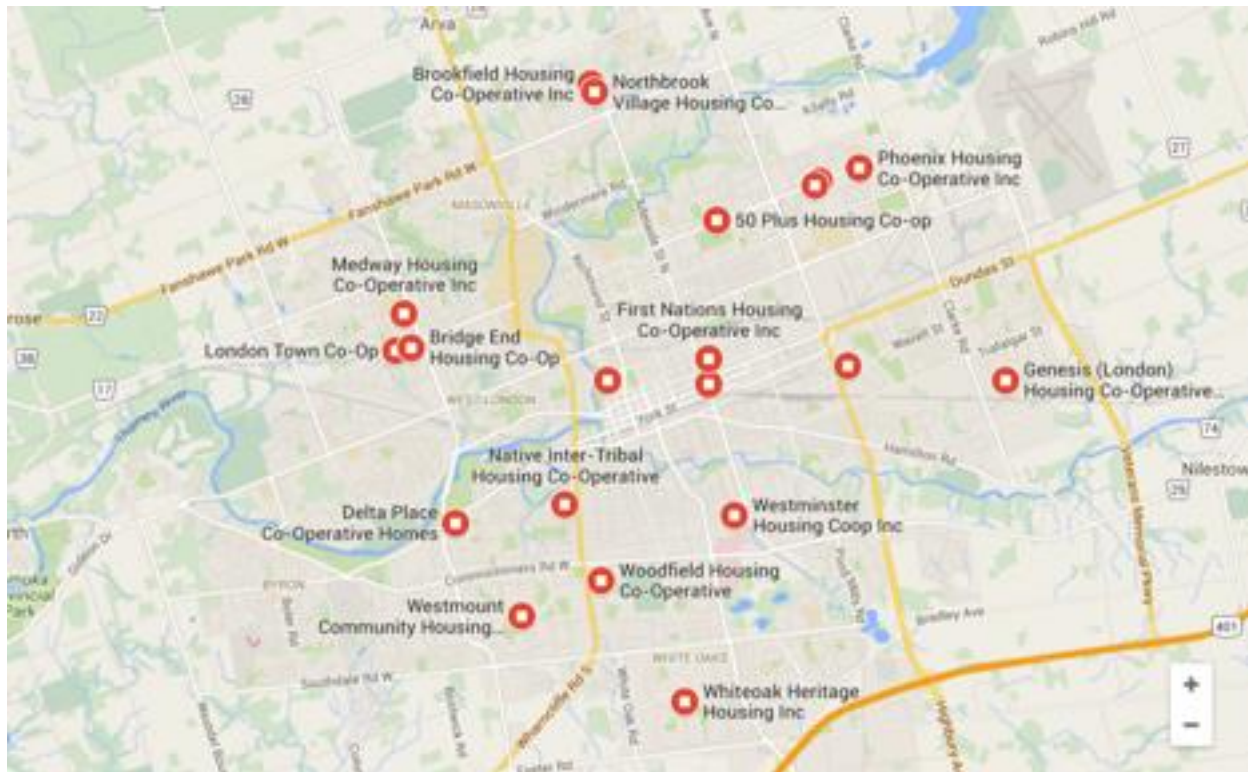
Membership & the Board of Directors

As a member, you can vote on how the annual budget is used such as how much money will be spent on certain upkeeps compared to others. You can also elect members or run to be part of the board of directors. As part of the board of directors, by-laws can be passed that all members of the co-op have to follow. By-laws then have to be voted by members and at least 2/3 of the members needs to agree before it is passed (CMHC, 2016c).

As a co-op, an annual meeting have to be held as part of the Co-operative Corporations Act. It is here that the annual budget, by-laws, and other issues can be addressed as a whole with its members. There must be a sufficient number of members present for co-ops to meet this requirement (CMHC, 2016c).

Co-operative Housing in London

Below is a map of London and all the known co-operative housing shown via Google Maps. Currently, there is 50+ Housing Co-operative that is aimed for an older population. It is an apartment complex made up of 56 units, with 27 1-bedroom units and 29 2-bedroom units. Only 10 units are considered as accessible units (South West Health Line, 2015).



Benefits

- Support the housing needs of older individuals who have low or moderate income.
- Housing available in London & Middlesex directed towards individuals 60+. This may help facilitate social connections.

- ▶ Community. Co-ops can have facilities or projects that facilitates a sense of community such as producing monthly newsletters. Maintenance tasks such as lawn care can be divided among its members.
- ▶ Offer affordable ways for older adults to live in the community independently.
- ▶ Cost of living. As mentioned above, co-ops are not-for-profit corporations and units are subsidized based on income. Rent is much more affordable than typically renting an apartment.
- ▶ Some available for wheelchair accessible units.
- ▶ Self-governance. Unique to the co-op is its identity as a self-regulated corporation. Members and board of directors can advocate for change directly in the community they live in as opposed to challenging external landowners. The system is also democratic and hopefully allows budgets to be used effectively.

Potential Limitations

- ▶ Long wait lists (CCL, 2016). A recent report shows an increased in older adults on waiting lists for housing geared-to-income (Ontario Non-Profit Housing Association, 2015). In relation to co-operative housing, a member can live there as long as they like as long as by-laws are followed and rent is paid on time. For prospective members, this can mean a very long wait time (Canada Mortgage and Housing Corporation, 2016).
- ▶ While there are wheelchair accessible units available, the proportion is rather small in some of the housing offered in London (CCL, 2016). In 50 plus co-op, only 10 units are considered accessible. This means the waitlist for these units will be even longer (South WestHealth Line, 2015). Co-ops are generally catered to a population that is fairly physically independent.

Cost

Private affordable options are market or below cost (City of London, 2016). Other social housing falls is subsidized, so costs 30% of the total income in the house, while others (e.g. some non-profits) are 95% of the market rent (CCL, 2016).

Resources

Social Housing for Older Adults London:

<https://www.london.ca/residents/Housing/Finding-Housing/Documents/A%20Guide%20to%20Seniors%20Housing-Booklet%202016.pdf>

Private Affordable Housing:

<http://www.london.ca/residents/Housing/Finding-Housing/Pages/Affordable-Housing.aspx>

Co-operative Housing:

Canada Mortgage and Housing Corporation:

<http://www.cmhc.ca/en/co/buho/gucoho/>

The Co-operative Housing Federation of Canada:

http://www.chfcanada.coop/eng/pages2007/about_1.asp

The Agency for Co-operative Housing: <http://agency-public.coop/>

Contact information for 50+ Housing:

<http://www.southwesthealthline.ca/displayservice.aspx?id=12994>



Housing that Includes Health Services & Community Supports



Home and Community Care

Assisted Living

Supportive Housing

Housing with Health & Community Supports

As adults age, loss of functional abilities becomes more common. After age 85, 25% of individuals report at least a moderate limitation in functional abilities (CIHI, 2011). As functional abilities decrease, assistance in daily activities is required. For this reason, housing that includes health services and community supports is essential for communities with aging populations.

Home and Community Care

Home and community care refers to health care and other supportive services that individuals can access in their own home to help them live independently in their own community (Government of Canada, 2006). In Ontario, home and community care is currently coordinated by Community Care Access Centres (CCACs) who provide information to help individuals identify their needs, access private local service agencies who will provide care, and help individuals in need apply for long term care, supportive housing, or day programs (Ontario Ministry of Health and Long Term Care, 2008). While the home and community care sector is well resourced in Ontario, there have been concerns that the distribution of services through third party agencies, as well as outdated funding practices, has created a lack of quality in these services across the province (Born & Laupacis, 2012). In addition, Canada-wide, 15% of individuals requiring home and community care reported that they did not receive all of the care they needed in 2012 (Statistics Canada, 2012). For these reasons, it is imperative that best practices are examined for access to and provision of home and community care services, worldwide.

Research has shown that the majority of older adults worldwide, and across Canada, would prefer to retain their independence in their own homes if they can (CIHI, 2011). For this reason, several areas around the world have begun innovative home

care programs to improve the independence of older adults (Province of British Columbia, 2014). Certain countries with highly effective home care systems for older adults, such as Italy, Japan, and Germany, offer government funding for private home care services to allow older adults to remain at home with assistance in daily activities (Province of British Columbia, 2014). In addition, these best-practice programs tend to be tailored to the unique needs of individual clients, rather than assume that a single care model will effectively serve every person (Province of British Columbia, 2014). Finally, when informal caregivers are included in the care process, evidence has shown that the client, health care professional, and informal caregiver, all benefit (Province of British Columbia, 2014). In Canada, some provinces and regions have integrated some of these best practice procedures into their home care programs. For example, Fraser Health's Home is Best program in British Columbia, as well as Prince Edward Island's Integrated Palliative Care Program have had numerous benefits for their provinces' populations (Accreditation Canada and The Canadian Home Care Association, 2015).

Cost

Home and community care is offered both through the public health care system by referral from a health care provider, as well as through private pay (Ontario Ministry of Health and Long Term Care, 2008).

Recommendations

Due to Ontario's proposed changes to the CCAC system and provision of home care services, LHINs across Ontario, including South West LHIN, may have the opportunity to enact changes that may include some of these best practices in the near future (Church, 2015).

Assisted Living



Assisted living refers to forms of supportive housing for older adults requiring minimal to moderate assistance with managing their health, household, and personal care (Bruin, 2012). Unlike traditional supportive housing, assisted living does not provide round-the-clock availability of services, and is utilized by older adults who can direct their own care and are able to continue to engage independently in a range of meaningful activities and social events (Bruin, 2012). While assisted living facilities are common in London, and across the country, they remain relatively unstudied. Best practices in assisted living facilities have revolved around maintaining residents' independence and quality of life, while providing choices for them to engage in meaningful activities in a number of ways (Park, 2007; Bruin, 2012).

Benefits

Less costly than traditional supportive housing or nursing homes, assisted living provides a more affordable option to allow older adults to live with some supports in a setting that allows maintenance of autonomy and independence (Bruin, 2012).

Potential Limitations

There is limited research on assisted living in general, as several models fall under the 'assisted living' umbrella that are examined in more detail. Balancing the ability to maintain independence while ensuring health care and safety needs are met is a key challenge in this housing type (Bruin, 2012).

Recommendations

Assisted living facilities should be widely available as an option for older adults looking for minimal to moderate care supports. These facilities should have a strong focus on maintaining residents' independence and quality of life (Park 2007; Bruin, 2012).

Cost

Cost is determined by individual facilities. Many of the facilities are private pay, with additional fees depending on services provided (South West Health Line, 2015).

Supportive Housing



Supportive housing refers to housing that is available for those living with severe physical, mental health, or cognitive disabilities, and is offered in residential settings throughout Ontario (South West CCAC, 2014). Supportive housing allows for those with greater needs than can be served through typical home and community care services to access a 24-hour availability of personal support and homemaking (Ontario Ministry of Health and Long Term Care, 2000). This type of housing contributes to the community need for a broad availability of housing options for seniors of varying abilities to age in place (Boydell, 2007). Currently, there are over 100 supportive housing programs in Ontario, and four of these programs exist in the London area (Boydell, 2007). Funding for the services offered in supportive housing are funded partially through the LHIN (Ontario Non-Profit Housing Association, 2013).

In Alberta, Smithfield Supporting Housing, built in 2003, is an assisted living and supportive housing facility for seniors that is located directly next to a large regional health services centre which provides residents access to specialized health services including dialysis (Boydell, 2007). Affordable monthly rent at this location includes a daily lunchtime meal, and every suite has a wheelchair accessible washroom (Boydell, 2007). This project began as a joint effort between the regional health authority and regional housing management organization (Boydell, 2007).

Benefits

Supportive housing provides independent living for older adults with severe functional limitations and disabilities (Boydell, 2007). Homes that provide accessible units, such as Alberta's Smithfield Supportive Housing, allow individual age in place as their care needs and functional abilities change (Boydell, 2007). In addition, safe and easy access to required community resources such as health care centres, allows a decreased risk of falls or other safety issues occurring during outings from the home (Boydell, 2007).

Potential Limitations

Not all supportive housing locations are affordable to potential residents. For example, the Smithfield Supportive Housing facility has a set fee of up to \$1000 for individuals per month to live in its apartments (Westlock Foundation, 2013).

Cost

Current cost of supportive housing in the London region varies depending on the program (South West Health Line, 2015). Medically necessary support services are covered, however, rent varies (South West Health Line, 2015). Cheshire homes, Victorian Order of Nurses (VON), and Trinity Place Community Support Services, in London have rent geared to income for their residents (South West Health Line, 2015). Trinity Place offers compulsory meal plans for residents for \$197.50 a month for thirteen meals. All meals are made on-site in the Trinity Place kitchen and the staff serve the tenants. Four Counties Community Villa, located in Newbury, ON, has set rental rates of \$826/month for a 1-bedroom unit, and \$902/month for a 2-bedroom unit (South West Health Line, 2014).



Mixed Needs Dwellings



Mixed Needs Dwellings

Senior Campus

Village Model

Mixed Needs Dwellings



Mixed- needs dwellings consist of a continuum of care available to seniors based on their individual needs (Krout & Pogorzala, 2002). For example, Schlegal Villages offers full service retirement living, assisted care, and memory care depending on the time and needs in a persons life. Examples of mixed-needs dwellings here in London are Glendale Crossing and Chelsey Park. Another similar model in Vancouver is Haro Park that has more specialized options such as palliative support

Benefits

- Internal transfers are available for residents from independent living-retirement as their needs change.
- Staying in the same continuum of care allows consistency for residents, whether it's with physicians, location, etc.

Potential Limitations

- Waitlists to get placed into one of the facilities.
- Although internal transfers are available for residents that are not quite at the long-term care level, to transfer into long-term care at the Ontario facilities requires externally using CCAC. CCAC is the gatekeeper to long-term care and this eliminates the internal transfer to long-term care from a more independent setting within Ontario.

Cost

Chelsey Park: Independent living: \$1050/month

Assisted care (between long-term care home and retirement home) all meals, laundry, etc included: \$3400/month

Long-term care: \$1,774.81/month

Senior Campuses

Seniors Campuses consist of housing for seniors available in residences of colleges and university (Krout & Pogorzala, 2002). This model is a type of intergenerational housing. In Ontario, an example of this type of housing is the partnership that Schlegel Villages and Waterloo University have developed. In this model, a long-term care facility has been built on the Waterloo Campus. Another example of a senior campus is Lasall Boston in the United States. It's an intergenerational living accommodation in the residence of a college.

Benefits

- ▶ Assistance, learning and enjoyment for both seniors and students.
- ▶ Age-peer companionship and supportive environment.
- ▶ Connectedness to community and can help reduce isolation from the larger community.
- ▶ Intergenerational bonding.

(Krout & Pogorzala, 2002)

Potential Barriers

- ▶ People with a surplus of family within the area are less likely to move into seniors campuses.
- ▶ Homeowners (less likely to relocate, more likely to age in place).
- ▶ Tends to attract predominantly women and people previously associated with the university.
- ▶ Can be expensive.

(Krout & Pogorzola, 2002; Ward, Spitze, & Sherman, 2005)

Cost

Schlegel Villages: long term care facility at University (cost the same as any long-term care)

Lasall Boston: residents must purchase square footage (\$300,000-\$800,000)

- ▶ residents receive 90% of this back once they move out.
- ▶ around \$4,000/month and residents must commit 450 hours per year in academic, volunteer or paid work endeavours

Village Models



Village models/ continuing care retirement communities provide residents with a continuum of housing, health and social services as required to support aging in place. Some examples of village models are: Boston's Beacon Hill Village and Supporting Active Independent Lives in Wisconsin

Benefits

- ▶ Homeowners more likely to move to retirement villages due to access to funds.
- ▶ Age-peer companionship.
- ▶ Member driven (members helping members).
- ▶ Pre-screen vendors.
- ▶ Arrange group discounts.

(Ward, Spitze, & Sherman, 2005)

Barriers

- ▶ Homeowners typically are more likely to age in place.
- ▶ Affordability.
- ▶ Family resources may prevent seniors from relocating into a retirement community.

(Ward, Spitze, & Sherman, 2005)

Cost

Cost of initially buying residency:

- ▶ \$600 annually per person (available discounts for lower income residents)



Ottawa Aging in Place Model



Ottawa Aging in Place



The idea behind aging in place is to provide seniors with supportive services where they live so that they can remain in their own homes longer instead of having to move to a new facility every time an increase in care or support is needed. The Ottawa Aging in Place project focuses on providing health care services and linking residents to community supports; this also results in fewer emergency room visits or hospitalizations. The idea is to ensure services are available to older adults where they live, which in this program, means they are connected with a CCAC case manager and an on-site Support Outreach Coordinator. Support Outreach Coordinators are on site five half days a week to facilitate health and housekeeping services, social events, and to foster good relationships with tenants wanting their services. Coordinators are staff of a designated senior's community agency and funded through the LHIN. Many services are free of charge. The individuals who receive these services live in certain buildings of Ottawa Community Housing (11 buildings in total) (Ontario Ministry of Health and Long-Term Care, 2010).

Benefits

- ▶ Provide a variety of services from meals and transportation to crisis intervention
- ▶ Liaise with CCAC case managers
- ▶ Support Outreach Coordinators are available on site to answer questions and coordinate services
- ▶ Many services are provided free of charge
- ▶ Enable individuals to remain where they live longer.

Potential Barriers

- ▶ The program is only provided to people who live in Ottawa Community Housing apartment buildings
- ▶ There is a long wait-list to be approved to live in those buildings

(Ontario Ministry of Health and Long-Term Care, 2010)

Resources

Below is a pamphlet which describes the Ottawa Aging in Place model in detail:

<http://owcs.ca/wp-content/uploads/AIP-Brochure.pdf>

This is a link to the Ottawa West Community Support website, which describes the model as well:

<http://owcs.ca/aging-in-place/>



Congregate Dining



Congregate Dining



Congregate dining is when people come together to a communal dining room for meals. This type of dining is commonly used in Independent Living Facilities, where an individual may not need much assistance with day-to-day activities, but may want a more simplified lifestyle with more companionship or support. In these facilities, there is generally a kitchenette, not a full kitchen, available in the units. However, congregate dining can also be used in facilities that offer more support, such as supportive housing and long-term care homes. Residences that offer congregate dining generally provide at least one communal meal per day, with many providing more than that (Caring.com, 2016). A few places in London that offer congregate dining are: Trinity Place, Ashwood Manor, and Longworth Retirement Residence.

Other Potential Ways to Implement this Model

Congregate dining could also be used in places such as existing apartment buildings or co-housing situations. There is a co-housing complex in Ottawa that reconfigured seven townhouse units to have a shared, communal dining area (CBC News, 2014). This type of model allows the individual to live independently, but also gain the benefits of congregate dining. This can also allow for diverse, intergenerational relationships to form (CBC News, 2014). It may be valuable to look into other programs, such as one in Georgetown and Acton (Links2Aging, n.d.) and a ‘culturally appropriate’ program in Hamilton (Hamilton Niagara Haldimand Brant LHIN, n.d.), which seem to facilitate this model in different ways¹.

Benefits

Congregate dining offers many benefits to seniors. An individual who has the option of eating meals in a dining room no longer has to worry about preparing full meals for themselves. As well, there will be no concern regarding a person’s safety in the kitchen if they are not cooking meals. Congregate dining also provides increased social interaction for residents. A study by Myer (2004), found that eating with

¹ More information required to determine how the programs are organized.

others promoted socialization between individuals, an increased nutritional intake, and overall improved the quality of life of seniors.

Potential Limitations

- Not all residences that offer it provide three meals a day. This means that the individual will need to buy and prepare food for the other meals.
- Most units have kitchenettes, but not full kitchens, which makes it difficult to prepare a full meal if the person would like to do so.

Cost

The cost of residences with congregate dining ranges from \$1000-\$2000 a month on the low end in Canada, although places that offer more care, more luxury, or are in more expensive locations with cost more (Comfort Life, 2014).

Trinity Place: Price varies widely, as Trinity Place offers geared-to-income rent to assist those with low-income.

Ashwood Manor: Studio apartments range from \$2549-\$2980/month. One-bedroom apartments range from \$3351-\$4000/month

Longworth Retirement Residence: Studio apartments start at \$2955. One bedroom apartments range from \$3650-\$6000/month.



Shared Housing/Home Sharing



HomeShare



HomeShare is rooted in the concept of Aging in Place and aims to be an affordable housing alternative to what's currently in place. The Burlington Age-Friendly Council recognized a large portion of income for seniors is spent on rent, but rental apartments have a very low vacancy rate of 1-2% in their location (Community Development Halton, 2014). The council also recognizes over ¼ of households are one-person households and that themes of isolation and decreased mental health are issues for certain parts of the population (Community Development Halton, 2013). HomeShare is an alternative solution that can provide benefits for the people involved.

The idea is very similar to a landlord renting out rooms to a group of students. In the house, each person has their own private bedrooms, but will share common areas, such as the kitchen, laundry rooms, bathrooms, etc. What is unique about HomeShare is the agreement can be catered to benefit both parties. The landlord, also known as the home provider, can lower the rent of living provided the tenant, also known as the home seeker, if he/she is able to fulfill certain duties such as lawn care and house chores (Burlington Age Friendly Seniors Council, 2015).

In relation to the aging population, the older adult can be the home provider or home seeker. As the home provider, the older adult may seek out other older adults to share their home, perhaps, they may seek out a young adult who is able to help out with tasks around the house (Burlington Age Friendly Seniors Council, 2015). In general, this allows the older adult to remain in his/her home, even if he is starting to require more assistance with managing the house. At the same time, this can generate some income for the home provider for other needs. As a home seeker, the older adult can benefit from a lower cost of living and perhaps form a stronger sense of community as opposed to living by themselves.

Things to consider

When it comes to sharing a home, whether you are the home seeker or provider, it is important to communicate initially to see if it's a good fit. As a home provider, you will want references to know more about the home seeker. You will likely arrange a home visit where you can interview the person to see if he or she is a good fit. As a home seeker, you will want to know the exact responsibilities you will be engaged in and if the home provider is a good fit with you (Burlington Age Friendly Seniors Council, 2015).

Currently, identifying prospective home sharers is rooted in networking and advertising. You may want to ask the people in your community first, such as churches, leisure groups, etc. When it comes to advertising, there really isn't a streamlined specific method to go about doing so. You may post an advertisement in the local university or colleges, senior centre, the local newspaper, online websites such as Kijiji, or various community groups (Burlington Age Friendly Seniors Council, 2015).

Benefits as outlined by the HomeShare Toolkit (2015)

- ▶ HomeShare can allow individuals to form a community within the home when they could be living in isolation.
- ▶ Cost of living would benefit both parties as they come to share the house and provide benefits to each other.
- ▶ HomeShare promote the concept of Aging in Place. When an older adult may require more assistance around his or her home, they can find tenants that helps them out more and fulfill their needs.
- ▶ More autonomy and choice is available for people who may otherwise live alone.

Potential Barriers:

- ▶ Advertisement can be difficult without a streamlined process for older adults.

- There might be no suitable home providers or home sharers for you, whether it is due to value differences or by experience.
- Potential conflict and lack of trust can steer people away from sharing their home. It is important to be aware of policies such as the Landlord and Tenant Act in order to prevent conflicts.

Cost

The cost will vary depending on the home provider and the properties of the house. It should generally be cheaper than renting an apartment or a house, because the complex is being shared (Burlington Age Friendly Seniors Council, 2015).

Resources

HomeShare in Ontario: <http://www.homesharecanada.org/ON>

The Burlington Age-Friendly Seniors Council: <http://burlingtonagefriendly.ca/>

The Halton HomeShare Toolkit: <http://torontoist.com/wp-content/uploads/2015/04/The-HomeShare-Toolkit-Final.pdf>



Other Resources



Resources for Accessible and Adaptable Homes:

The CMHC has a variety of PDF resources available that address accessibility of a home. There are found on their website (<https://www.cmhc-schl.gc.ca/en/co/acho/acho/index.cfm>)

House Design:

<http://www.cmhc-schl.gc.ca/odpub/pdf/66093.pdf?fr=1441919676959>

Living Spaces:

<http://www.cmhc-schl.gc.ca/odpub/pdf/66095.pdf?fr=1441919698084>

Bathrooms:

<http://www.cmhc-schl.gc.ca/odpub/pdf/65686.pdf?fr=1443199043832>

Kitchens:

<http://www.cmhc-schl.gc.ca/odpub/pdf/65588.pdf?fr=1441919731396>

Outside Spaces:

<http://www.cmhc-schl.gc.ca/odpub/pdf/67572.pdf?fr=1441919768871>

Ramps:

<http://www.cmhc-schl.gc.ca/odpub/pdf/65023.pdf?fr=1441919794286>

Appliance Design:

<http://www.cmhc-schl.gc.ca/odpub/pdf/65080.pdf?fr=1441919751021>

A Guide to Home Adaptations (self-assessment):

<http://www.cmhc-schl.gc.ca/odpub/pdf/61087.pdf?fr=1442318489140>

Funding Resources:

While it was not within the scope of this project to deeply explore funding options, below are possible sources to be explored. Most of these options are directed towards individuals who need housing, while there are some available that may fund larger program goals.

Various Sources that Fall under the Investment in Affordable Housing for Ontario Program (Rental Housing Component, Ontario Renovates, Off-Reserve Aboriginal Housing):

<http://www.mah.gov.on.ca/AssetFactory.aspx?did=9288>

Examples from other places in Ontario:

http://www.simcoe.ca/SocialHousing/Documents/JC_OR%20-%20Urgent%20Repairs%20application%20package%202016-17.pdf

<http://www.simcoe.ca/SocialHousing/Documents/Application%20Requirements%20Secondary%20Suites%202016.pdf>

<https://www.cityofkingston.ca/residents/community-services/housing/programs/secondary-suites>

Home Adaptations for Seniors Independence Program (First Nations):

http://cmhc.ca/en/ab/hoprifias/hoprifias_005.cfm

Residential Rehabilitation Assistance Program for Persons with Disabilities (First Nations):

http://cmhc.ca/en/ab/hoprifias/hoprifias_011.cfm

Seed Funding for Affordable Housing:

<http://cmhc.ca/en/inpr/afhoce/afhoce/upload/cmhc-seed-funding-affordable-housing.pdf>

Healthy Homes Renovation Tax Credit:

<https://www.ontario.ca/page/healthy-homes-renovation-tax-credit>

Home and Vehicle Modification Program:

<http://www.marchofdimes.ca/EN/programs/hvmp/Pages/HomeandVehicle.aspx>



Recommendations



The recommendations section is meant to outline some of the preliminary suggestions for the housing in London, which are based on the information analyzed in the creation of this booklet. Multiple recommendations are presented, so that the Housing Working Group is able to select those that seem to fit best with the group's goals and resources.

Overarching Recommendations

The information found in the booklet can be used for three main purposes: 1) to educate older adults in London about types of housing available currently, 2) advocate/educate builders and developers about potential areas for expansion, and 3) advocate to the municipality for changes to current programs, or for funding. These overarching recommendations can guide general use of the information provided, while specific recommendations are below.

Market Housing Models

1. Create and distribute education about adaptable housing, such as the FlexHousing™ model, throughout the community to raise awareness of this option. This could impact individuals who are planning on building a house throughout the lifespan.
2. Discuss FlexHousing™ with local builders to educate about this option and advocate for accessible housing construction.
3. Explore the option of connecting Life Leasing housing with Long-Term Care facilities (e.g. Sunset Village and Manor in Collingwood).
4. Explore funding options available for the development of garden or secondary suites, to support translation of this knowledge to interested parties.

Social Housing

1. Connect with the Peel Advisory Working Group on Older Adults' Housing, contact: Patricia Chrisjohn (Region of Peel Housing and Property Department; 905-453-1300 ext. 356). Peel region appears to have strong strategies in place

in terms of increasing social housing options for older adults (32 buildings for seniors, as well as units in other family based buildings) (Region of Peel, n.d.). Additionally, there are 289 units that are identified as supportive housing, which delivers supports within the housing facility for those residents who require them, such as seniors (Region of Peel, n.d.).

Housing that Includes Health Services and Community Supports

1. Home and Community Care: Due to Ontario's proposed changes to the CCAC system and provision of home care services, LHINs across Ontario, including South West LHIN, may have the opportunity to enact changes that may include some of these best practices in the near future (Church, 2015).
2. Assisted Living: Assisted living facilities should be widely available as an option for older adults looking for minimal to moderate care supports. These facilities should have a strong focus on maintaining residents' independence and quality of life (Park 2007; Bruin, 2012).
3. Supportive Housing: Supportive housing facilities should consider access to required medical services for residents, much like Smithfield Supportive Housing does in Alberta. In addition, supportive housing organizations should have affordable options, as those in most need of these services are often also financially vulnerable (Federation of Canadian Municipalities, 2015).

Mixed Needs Dwellings

1. It may also be beneficial for the Housing Working Group to make contact with Schlegal Village to further discuss the direction that they will take with their London location.

Ottawa Aging in Place

1. Currently, London does not have a program that mirrors the Ottawa Aging in Place model. The unique inclusion of support services to facilitate aging in place would be a beneficial addition to housing offered in London. Further research is needed to determine the feasibility of developing a similar program in London.

Congregate Dining

1. Based on interest expressed by the Housing Working Group, some programs that appear to offer congregate dining in a somewhat untraditional way were provided. From here, it would be beneficial to follow-up with these groups to determine how they are organized, funded, and delivered to determine if untraditional delivery of congregate dining is possible in London.

Home Sharing

1. Currently, there does not seem to be an appropriate venue or formal process for older adults in London to find individuals other individuals to homeshare with. The Housing Working Group could explore how to distribute the toolkit or develop a program that facilitates home sharing. It is recommended that the toolkit (provided in the resources of the above section) be reviewed and, if necessary, contact be made with the group who developed it to assist with future directions.



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A Guide to Seniors Housing City of London and County of Middlesex



Housing/Logement

Introduction

The Guide to Seniors Housing is intended as an aid for seniors 60+ or 65+ looking to live in seniors social housing in London and Middlesex County. The guide provides general project information and shows a photo of each housing project that is designated for Seniors only, indicating the age of the building, number of units and specific unit modifications, location, amenities in the neighborhood, etc. for viewing purposes only.

The non-profit housing listed in the guide offers subsidized housing and low end market rent (not subsidized) to seniors with low incomes.

Rent is subsidized by the City of London, Housing Division and is normally set at 30% of household's gross income from all sources such as employment, pensions, investment interest, etc. In addition, there are long waitlists for subsidized housing. To apply for subsidized housing contact the Housing Access Centre at **519-661-0861** or email hac@london.ca

For low end market rent (not subsidized), apply directly to the housing provider listed.

In the past few years, reports and studies in London have identified the need for senior's affordable housing. Various levels of government, local community organizations and private sector firms have cooperated on solutions to the need for affordable housing for seniors.

Through the Investment in Affordable Housing Program, new homes are being created for seniors in the City of London and Middlesex County. These rents are set to be at or below average market rent in the city of London as determined by the Canada Mortgage and Housing Corporation (CMHC). The City has established an income eligibility requirement five (5) times the monthly rent. *Occupancy standards apply.

This affordable housing is not rent-geared-to income housing and the rent will not be subsidized.

Please note

The results produced are for information only and are only accurate to the date collected. We apologize for any incorrect or outdated information and are not liable for any actions or activities as a result of such information. To find the most up-to-date information on how to apply for tenancy in each building, call the contact number shown on each page.

If you discover an error on one of our listings please let us know by emailing us at housing@london.ca and we will endeavor to correct the information.

*Occupancy Standards determine what size of dwelling unit that a rent-geared-to-income household is eligible for (1 bedroom, 2 bedroom, etc.).

These can be found on our website www.london.ca/housing Housing Division Notice HDN#: 2012-177: Local Rule-Occupancy Standards.

Social Housing Programs

There are 64 private non-profit and cooperative housing corporations, governed by Boards of Directors who are responsible for the overall management of the buildings. They housed a mix of people with varying household incomes in their developments.

Private Non-Profit Housing (PNP) - There are 27 private non-profit groups with 37 projects with 1,815 units under City of London administration located throughout the City of London and County of Middlesex.

They are owned by sponsor organizations such as service clubs, church organizations and ethnic groups and are either self-managed or managed through a property management company. Most of the non-profit units are designated for rent-geared-to-income housing and are required to participate in the centralized waiting list, the rest are low end market rent units (not subsidized). To apply for low end market rent go directly to the non-profit housing provider.

Federal Non-Profit Housing (FNP) - There are 20 federal non-profit groups with 27 projects with 1,357 units under City of London administration located throughout the City of London and County of Middlesex.

They are owned by sponsor organizations such as churches and service clubs, and are either self-managed or managed through a property management company. Very few are designated for rent-geared-to-income and they are not required to participate in the centralized waiting list, most are low end market rent (not subsidized). To apply for low end market rent go directly to the non-profit housing provider.

Provincial Co-operative Housing (PCO) - There are 16 non-profit housing co-operatives with 16 projects with 1,122 units under City of London administration located throughout the City of London and County of Middlesex.

They are owned and managed by their occupant members. Each resident becomes a member and has a say in how the co-operative is operated and is expected to help in the day-to-day operations. A Board of Directors is established from members of the co-operative. Most of the Co-operative units are designated for rent-geared-to-income housing and required to participate in the centralized waiting list, the rest are low end market units (not subsidized). To apply for low end market rent go directly to the co-operative.

Public Housing (PH) / Rent-Geared-To-Income (RGI) Housing - Public housing units are rent-geared-to-income (RGI) and are governed and managed by the London & Middlesex Housing Corporation (LMHC). There are 3,282 public housing units that are designated for rent-geared-to-income throughout London and County of Middlesex. LMHC participates in the centralized waiting list.

RGI assisted housing targets the neediest households. Rent does not exceed 30% of the gross household income. Tenants pay rent based on the combined gross income of all households members.

Rent Supplement Program (RS) - The City of London, Housing Division administers and manages 479 rent-geared-to-income units in privately owned buildings, through agreements with landlords under the Rent Supplement Program.

Tenants are referred from the Housing Access Centre social housing wait list to the private landlords. Tenants pay their RGI portion of rent to the private landlord and the City of London provides the rent supplement portion to the landlord; which is the difference between the tenant portion of the rent and the landlord market rent.

Affordable Housing Program (AHP)

The City of London's role under the AHP is working with developers through investment funding to secure a portion of their units as "affordable" meaning that a number of rental units will be made available to the general public at a low end market rate than the average private market rentals and the remaining units will be that average private market rentals. The AHP units are NOT rent-geared-to-income housing. We do not find tenants for these units; the developers (Landlords) find their own tenants. For a listing see page 39-43.

Andover Gardens Seniors Apartment

1 Andover Drive, London, ON

Phone: 519-668-0137



Population Target: Seniors 65+			
Year of Existence: 1983			
Zone: Southwest			
Property Management: Self-managed			
Direction: Corner of Andover and Village Green Adjacent to the sponsoring church			
Building Type: 4-Storey apartment building			
Utilities Included: Yes			
Rent: Low end market rent (rent set at 95% of average market rent)			
Total Units: 53		# Market Rent Units: 28	
# Bedroom Units:	1-Bedroom: 35	2-Bedrooms: 18	
# Wheelchair Accessible Units: 1			
Unit features: Fridge & stove			
Parking: No assigned space			
Building Features: Laundry facilities, common room			
Amenities: Close to Westmount Mall on bus route, churches, dental and doctor's offices, variety stores, gas stations, Westminster High School			
Transportation: Access to city buses			

Argyle Manor (A Non-Profit Housing Corp)
 363 Clarke Road, London, ON
 Phone: 519-455-6080



Population Target: Seniors 65+		
Year of Existence: 1989		
Zone: East		
Property Management: M.F. Arnsby Property Management		
Direction: Clark Road south of Dundas Street, opposite Argyle Mall		
Building Type: 6-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 51		# Market Rent Units: 13
# Bedroom Units:	1-Bedroom: 34	2-Bedrooms: 17
Wheelchair Accessible Units: 3		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, common room		
Amenities: Shopping, groceries, banks, restaurants, churches, Argyle Arena accessible facilities, Ambulance Station		
Transportation: Access to city buses		

Bethany Christian Residences of London-Bethany Place
 2040 Wavell Street, London, ON
 Phone: 519-455-6080



Population Target: Seniors 65+		
Year of Existence: 1991		
Zone: East		
Property Management: M.F. Arnsby Property Management		
Direction: East of Clarke Rd, South of Dundas St; near to Argyle Mall		
Building Type: 5-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 61		# Market Rent Units: 16
# Bedroom Units:	1-Bedroom: 46	2-Bedrooms: 15
Wheelchair Accessible Units: 3		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, common room		
Amenities: Argyle Mall, banks, restaurants, churches, Forest Lawn funeral home, hardware store, medical offices, parks		
Transportation: Access to city buses		

Caradoc Housing Corporation-Parkview Manor
 2500 Queen Street, Mt. Brydges, ON
 Phone: 519-245-1105



Population Target: Seniors 65+		
Year of Existence: 1982		
Zone: Strathroy-Caradoc Township		
Property Management: Self-Managed		
Direction: 24km west of London in Strathroy-Caradoc, Central Middlesex between Queen Street and Helen Street.		
Building Type: 2-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 16		# Market Rent Units: 12
# Bedroom Units:	1-Bedroom: 12	2-Bedrooms: 4
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: 9 parking spaces		
Building Features: Laundry facilities, common room		
Amenities: Shopping downtown Mt. Brydges, banks, grocery stores, restaurants, parks, Royal Canadian Legion branch		
Transportation: Taxi service from Mt. Brydges to London		

Chateau Village Community Apartments

252 Tain Street, Parkhill, ON

Phone: 519-473-2427



Population Target: Seniors 65+		
Year of Existence: 1984		
Zone: North Middlesex		
Property Management: Tilley Holmes Inc.		
Direction: 50km north of London in the Town of Parkhill, adjacent to the existing nursing home		
Building Type: 1-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 25		# Market Rent Units: 20
# Bedroom Units:	1-Bedroom: 18	2-Bedrooms: 7
Wheelchair Accessible Units: 4		
Unit features: Fridge & stove		
Parking: No assigned parking		
Building Features: Laundry facilities, common room, mail delivery service, outside patio area, main control entry		
Amenities: Churches, banks, grocery stores, parks, restaurants, Legion Medical Centre, library		
Transportation: Own transportation		

Columbus Non-Profit Housing of Strathroy Inc.-Columbus Estate

305 Oak Avenue, Strathroy, ON

Phone: 519-245-4164



Population Target: Seniors 65+		
Year of Existence: 1990		
Zone: Strathroy-Caradoc Township		
Property Management: McCormick and Zock Inc.		
Direction: Off Carroll Street, West in Strathroy		
Building Type: Ground floor apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 30		# Market Rent Units: 6
# Bedroom Units:	1-Bedroom: 21	2-Bedrooms: 9
Accessible Units: 2		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, common room, lockers available for tenants		
Amenities: Walking distance to shopping and some other nearby amenities		
Transportation: Taxi and driving services		

Craigviel Gardens Seniors Citizen Apartments
 221 Main Street, Ailsa Craig, ON
 Phone: 519-293-3215



Population Target: Seniors 65+		
Year of Existence: 1974		
Zone: Middlesex County		
Property Management: Self-Managed		
Direction: In the Village of Alisa Craig in Middlesex County, close to Hwy 7		
Building Type: Ground floor apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 47		
# Bedroom Units:	1-Bedroom: 30	2-Bedrooms: 17
Wheelchair Accessible Units: 2		
Unit features: Fridge & stove		
Parking: One assigned parking per unit		
Building Features: Laundry facilities on main floor, lounge area, inner court yard with benches, day programs, meals, an attached nursing home for physically disable		
Amenities: 2 blocks walking distance to Alisa Craig downtown, variety store, grocery store, drug store, hardware store		
Transportation: Own transportation		

Delaware Lions Non-Profit Apartment Corporation-Davis Manor
 50 Young Street, Delaware, ON
 Phone: 519-652-3385



Population Target: Seniors 65+		
Year of Existence: 1987		
Zone: Middlesex County		
Property Management: Self-Managed		
Direction: About 15 minutes outside of Byron		
Building Type: 2-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 20		# Market Rent Units: 8
# Bedroom Units:	1-Bedroom: 13	2-Bedrooms: 7
Wheelchair Accessible Units: 1		
Unit features: Window air conditioners, fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, common room, two large recreational rooms, vegetable garden space, lounge area, program activities		
Amenities: Community Centre, library, stores, churches		
Transportation: Taxi, own transportation		

Delta Place Co-operative Homes of London Inc.
 166 Berkshire Drive, London, ON
 Phone: 519-472-5690



Population Target: Seniors 65+		
Year of Existence: 1991		
Zone: Southwest		
Property Management: M.F. Arnsby Property Management		
Direction: Near Springbank Drive and Wonderland Road		
Building Type: 6-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 50		# Market Rent Units: 11
# Bedroom Units:	1-Bedroom: 39	2-Bedrooms: 11
Wheelchair Accessible Units: 3		
Unit features: Heat control, fridge & stove		
Parking: one space per unit		
Building Features: Laundry facilities, common room, flower garden, en-suite storage, controlled entry		
Amenities: 1.7km south to Westmount shopping center, parks, mini mart, Berkshire club, churches		
Transportation: Access to city buses		

Glencoe District Lions Non-Profit Housing Inc.-Millstone Manor
 240 Walker Street, Glencoe, ON
 Phone: 519-287-2913



Population Target: Seniors 65+		
Year of Existence: 1988		
Zone: Middlesex County		
Property Management: Self-Managed		
Direction: Corner of McKellar and Walker St; off Mill Street in the village of Glencoe		
Building Type: Ground Floor apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 25		# Market Rent Units: 10
# Bedroom Units:	1-Bedroom: 19	2-Bedroom: 6
Wheelchair Accessible Units: 2		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, common room, security entrance, mail delivery, gazebo in courtyard		
Amenities: Banks, post office, grocery store, drug store just 2 blocks away from 240 Walker Street		
Transportation: Access to VON transportation services, Four County transit associated with hospital for handicap, regular riders for a small fee		

Hasting Manor Apartments of Parkhill
 251 Hastings Street, Parkhill, ON
 Phone: 519-294-0181



Population Target: Seniors 65+		
Year of Existence: 1982		
Zone: Middlesex County		
Property Management: Self-Managed		
Direction: East side of Delaware Street in the town of Parkhill		
Building Type: 3-Storey apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 25		
# Bedroom Units:	1-Bedroom: 15	2-Bedrooms: 10
Wheelchair Accessible Units: 2		
Unit features: Fridge & stove		
Parking: Outdoor parking available		
Building Features: Laundry facilities on main floor, common room, VON services		
Amenities: Shopping, banks, a delivery grocery store, parks		
Transportation: Own transportation needed		

Ilderton Community Non-Profit Apartments Corp.
 102 Kennedy Avenue, Ilderton, ON
 Phone: 519-666-2191



Population Target: Seniors 60+		
Year of Existence: 1982		
Zone: Northwest to London		
Property Management: Self-Managed		
Direction: Approximately 15km northwest of London in the Middlesex Centre. North on High Park Road about 10km North of Fanshawe Park Road		
Building Type: Ground Floor apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 20		
# Bedroom Units:	1-Bedroom: 16	2-Bedrooms: 4
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: Outdoor parking available		
Building Features: Laundry facilities, common room, private patio, VON services		
Amenities: Banks, gas station, grocery store, arena, parks, community center, library, churches		
Transportation: Own transportation		

Lambeth Seniors Housing Corporation
 11 Howard Avenue, London, ON
 Phone: 519-652-9913



Population Target: Seniors 60+		
Year of Existence: 1984		
Zone: Southwest		
Property Management: Self-Managed		
Direction: Township of Westminster, Middlesex County east of the north branch of the Talbot Road		
Building Type: Ground Floor apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 25		
# Bedroom Units:	1-Bedroom: 17	2-Bedrooms: 8
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: One assigned parking space per unit		
Building Features: Laundry facilities on main floor, common room, storage room		
Amenities: Banks, grocery store, churches, community and recreational center, library, shopping		
Transportation: Own transportation		

London Jewish Community Village

536 Huron Street, London, ON

Phone: 519-673-3310



Population Target: Seniors 60+

Year of Existence: 1980

Zone: North

Property Management: Self-Managed

Direction: Corner of Adelaide and Huron Street adjacent to Synagogue and Community Centre

Building Type: 4-Storey apartment building

Utilities Included: Yes

Rent: Low end market rent (rent set at 95% of average market rent)

Total Units: 45

# Bedroom Units:	1-Bedroom: 32	2-Bedrooms: 13
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Wheelchair Accessible Units: 8

Unit features: Fridge & stove

Parking: One assigned parking per unit

Building Features: Laundry facilities on each floor except 1st floor, common room, VON services, overlooking the ravine

Amenities: Banks, grocery store, drug store churches, parks, shopping

Transportation: Access to city buses

London Polonia Towers Inc.-Towers II

440 South Street, London, ON

Phone: 519-681-5774



Population Target: Seniors 60+		
Year of Existence: 1982		
Zone: Downtown East		
Property Management: BGM Property Management & Consulting Inc.		
Direction: East of Wellington Road at the Corner of South Street and Colborne		
Building Type: 7-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 40		# Market Rent Units: 5
# Bedroom Units:	1-Bedroom: 16	2-Bedrooms: 24
Wheelchair Accessible Units: 5		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, storage lockers		
Amenities: Close to downtown shopping, parks, churches, variety stores, restaurants, businesses		
Transportation: Access to city buses		

London Polonia Towers Inc.-Towers I
 430 South Street, London, ON
 Phone: 519-681-5774



Population Target: Seniors 60+		
Year of Existence: 1982		
Zone: Downtown East		
Property Management: BGM Property Management & Consulting Inc.		
Direction: East of Wellington Road, corner of South Street and Colbourne adjacent to the sponsoring Polish Church		
Building Type: 7-Storey apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 65		
# Bedroom Units:	1-Bedroom: 51	2-Bedrooms: 14
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: Parking space available		
Building Features: Laundry facilities on main floor, common room with kitchenette and library reading room on each floor, balconies, gardening, fitness center		
Amenities: Close to downtown shopping, parks, churches, variety stores, restaurants, businesses		
Transportation: Access to city buses		

Lonset Non-Profit Housing Corporation-Packwood Place
 90 Base Line Road West, London, ON
 Phone: 519-668-0137



Population Target: Seniors 60+		
Year of Existence: 1982		
Zone: Southwest		
Property Management: Self-Managed		
Direction: West corner of Base Line and Wharncliffe Road		
Building Type: 4-Storey masonry apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 45		
# Bedroom Units:	1-Bedroom: 33	2-Bedrooms: 12
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: Limited parking		
Building Features: Laundry facilities lounge area with a library, workshop area for crafts		
Amenities: Banks, grocery stores drug store churches, parks, shopping, restaurants, gas stations, variety stores		
Transportation: Access to city buses		

Lucan Community Non-Profit Apartment Corporation-Lions Parkview Place
 271 Beech Street, Lucan, ON
 Phone: 519-227-1009



Population Target: Seniors 60+		
Year of Existence: 1988		
Zone: Middlesex County		
Property Management: Self-Managed		
Direction: Corner of Market and Beech Street in the village of Lucan		
Building Type: 3-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 35		# Market Rent Units: 13
# Bedroom Units:	1-Bedroom: 23	2-Bedrooms: 12
Wheelchair Accessible Units: 2		
Unit features: Fridge & stove		
Parking: One space per unit plus additional spots		
Building Features: Laundry facilities on 2 nd floor, common room with kitchenette		
Amenities: One block walking distance to shopping, banks, post office, restaurants, parks		
Transportation: Access to a highway coach bus that arrives in the morning and back in the evening and a school bus that leaves at 7:00a.m. back at 5:30p.m. Small fee required		

Melbourne Housing Corporation-Townline Terrace
 21985 Melbourne Road, Melbourne, ON
 Phone: 519-473-2427



Population Target: Seniors 65+		
Year of Existence: 1989		
Zone: Strathroy-Caradoc		
Property Management: Tilley Holmes Inc.		
Direction: North of Melbourne's main intersection of Hwy 2		
Building Type: Ground floor apartments		
Utilities Included: Yes, with exception of a seasonal air conditioner hydro fee		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 20		# Market Rent Units: 4
# Bedroom Units:	1-Bedroom: 16	2-Bedrooms: 4
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: Non-designated parking		
Building Features: Laundry facilities, lounge area with a kitchen, outdoor patio, controlled entry, mail delivery, satellite service available		
Amenities: On every street and laneway, there are shopping, dining and cultural experiences to discover in Melbourne		
Transportation: Own vehicle		

Odell-Jalna Residences of London-Ottaway Place

235 Grey Street, London, ON

Phone: 519-433-2741



Population Target: Seniors 65+		
Year of Existence: 1992		
Zone: Downtown North		
Property Management: M.F. Arnsby Property Management		
Direction: Of off Wellington Road south of Horton Street and north of Grand Avenue		
Building Type: 9-Storey apartment building		
Utilities Included: No		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 60		
# Bedroom Units:	1-Bedroom: 55	2-Bedrooms: 5
Wheelchair Accessible Units: 3		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, common room		
Amenities: Restaurants, banks, drug stores, churches, parks, downtown shopping, businesses		
Transportation: Access to city buses		

P.A.M. Gardens, Non-Profit Housing Inc.-Riverwoods West
 1369 Commissioners Road West, London, ON
 Phone: 519-681-6403



Population Target: Seniors 60+		
Year of Existence: 1992		
Zone: Southwest		
Property Management: Kare Property Management		
Direction: Commissioners Road West and Boler Road		
Building Type: 4-Storey apartment building		
Utilities Included: No		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 54		# Market Rent Units: 17
# Bedroom Units:	1-Bedroom: 21	2-Bedrooms: 33
Accessible Units: 4		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, small common room		
Amenities: Parks, churches, variety stores, restaurants, library, shopping, drug store, grocery store, animal clinic		
Transportation: Access to city buses		

Sherwood Forest (Trinity) Housing Corp-Trinity Place
 570 Gainsborough Road, London, ON
 Phone: 519-657-4214



Population Target: Seniors and frail elderly must be 65+ if requiring a modified unit or supportive housing		
Year of Existence: 1989		
Zone: Northwest		
Property Management: Self-Managed		
Direction: Off Wonderland Road North behind Sherwood Forest Mall		
Building Type: High rise apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 66		# Market Rent Units: 15
# Bedroom Units:	1-Bedroom: 47	2-Bedrooms: 19
Wheelchair Accessible Units: 4		
Unit features: Fridge, stove, grab bars in bathroom, silent safety monitoring system		
Parking: One space assigned for car owners		
Building Features: On-site staff for personal care, homemaking services, therapeutic whirlpool tub, church on site, controlled entry		
Amenities: Banks, grocery stores drug store churches, parks, shopping, restaurants, gas stations, Aquatics Centre, restaurants		
Transportation: Access to city buses		

Strathroy & District Christian Retirement Association Inc.-Trillium Village I
 400 Dominion Street, Strathroy, ON
 Phone: 519-245-3830



Population Target: Seniors 60+		
Year of Existence: 1983		
Zone: Strathroy-Caradoc		
Property Management: Self-Managed		
Direction: West of London in the town of Strathroy		
Building Type: Ground floor apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 45		
# Bedroom Units:	1-Bedroom: 31	2-Bedrooms: 14
Wheelchair Accessible Units: 5		
Unit features: Fridge & stove		
Parking: Designated parking for tenants and visitor's parking		
Building Features: Laundry facilities on the ground floor, common room with pool table, hair dressing salon on ground floor, small coffee shop, wellness class every two weeks		
Amenities: 3 blocks to hospital and churches, grocery store and shopping 2 minutes by car		
Transportation: Own transportation		

Strathroy & District Christian Retirement Association Inc.-Trillium Village II
 400 Dominion Street, Strathroy, ON
 Phone: 519-245-3830



Population Target: Seniors 65+		
Year of Existence: 1987		
Zone: Strathroy-Caradoc		
Property Management: Self-Managed		
Direction: West side of Dominion Street, south of Saulsbury Street in Strathroy		
Building Type: Ground floor apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 25		# Market Rent Units: 10
# Bedroom Units:	1-Bedroom: 16	2-Bedrooms: 9
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: One space per licensed driver		
Building Features: Laundry facilities on main floor, common room with pool table, auditorium and stores		
Amenities: 2-3 minutes to downtown Strathroy for all amenities and 1 minute to Strathroy hospital		
Transportation: Taxi and VON service by making arrangements		

Wardsville Apartments
 1809 Longwoods Road, Wardsville, ON
 Phone: 226-272-4909



Population Target: Seniors 60+		
Year of Existence: 1981		
Zone: Middlesex County		
Property Management: Self-Managed		
Direction: 45 minutes from London to Wardsville on Hwy 2 going to Chatham		
Building Type: 3-Storey walk-up apartment building (no elevator)		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 12		
# of Bedroom Units:	1-Bedroom: 6	2-Bedrooms: 6
Wheelchair Accessible Units: 0		
Unit features: Fridge & stove		
Parking: Assigned parking, free additional parking for second vehicle		
Building Features: Laundry facilities, VON services, meals on wheels		
Amenities: Churches, banks, post office, variety store, walking distance to nursing home, rest home, 2 minutes driving to hospital, grocery delivery from Glencoe, transit system from the hospital for a small fee for those who want to go shopping		
Transportation: Own transportation		

Warner Place Seniors' Residence
 430 William Street, London, ON
Drop in on site or call: 416-503-0533



Population Target: Seniors 60+		
Year of Existence: 1985		
Zone: Downtown North		
Property Management: S & T Housing Management Service		
Direction: Behind Bishop Cronyn Memorial church, between Queens Ave and William St.		
Building Type: 7-Storey apartment building		
Utilities Included: Yes		
Rent: Low end market rent with some rent supplement units		
Total Units: 61		
# Bedroom Units:	1-Bedroom: 42	2-Bedrooms: 19
Wheelchair Accessible Units: 3		
Unit features: Fridge & stove		
Parking: Assigned limited parking		
Building Features: Laundry facilities, lounge area, recreation room, security system, 24hrs on site superintendent		
Amenities: Walking distance to Dundas Street downtown London to all amenities		
Transportation: Access to city buses		

West Missouri Non-Profit Seniors Complex
 21823 Fairview Road, Thorndale, ON
 Phone: 519-452-3918



Population Target: Seniors 65+		
Year of Existence: 1986		
Zone: East of London		
Property Management: Self-Managed		
Direction: Approximately 7km east of London		
Building Type: Ground level apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 20		
# Bedroom Units:	1-Bedroom: 14	2-Bedrooms: 6
Wheelchair Accessible Units: 0		
Unit features: Fridge & stove		
Parking: One assigned parking per unit		
Building Features: Laundry facilities, common game area, hair dressing salon		
Amenities: Banks, Community Centre, hardware store, restaurants, stores		
Transportation: Own transportation		

William Mercer Wilson Non-Profit Centre (London) Inc.
 331 Commissioners Road West, London, ON
 Phone: 519-474-0567



Population Target: Seniors 60+		
Year of Existence: 1992		
Zone: Southwest		
Property Management: Self-Managed		
Direction: Commissioners Road just west of off Beechwood		
Building Type: 9-Storey apartment building		
Utilities Included: No		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 86		# Market Rent Units: 22
# Bedroom Units:	1-Bedroom: 60	2-Bedrooms: 26
Wheelchair Accessible Units: 9		
Unit features: Fridge & stove, grab bar support in washroom		
Parking: \$15.00 per month for assigned parking above ground		
Building Features: Laundry facilities on main floor, common room, activity room for recreation and exercising, lounge area, on-site seniors programs, guest suite, barrier-free access, extra lighting in corridors, hallway railings		
Amenities: Close to Westmount Mall, restaurants, banks, drug stores, churches, parks, medical/dental offices, businesses		
Transportation: Access to city buses		

WLK Seniors Assistance Association Inc-Thamesview Terrace

75 Albert Street, London, ON

Phone: 519-439-4871



Population Target: Seniors 65+				
Year of Existence: 1958				
Zone: Downtown North				
Property Management: R. J. Few & Associates Ltd.				
Direction: Southeast corner of Albert and Ridout Street				
Building Type: 7-Storey mid-rise apartment building				
Utilities Included: Yes				
Rent: Low end market rent (rent set at 95% of average market rent)				
Total Units: 49				
# Bedroom Units:	1-Bedroom: 29	2-Bedrooms: 19	3-Bedrooms: 1	Penthouse: 2
Wheelchair Accessible Units: 0				
Unit features: Fridge & stove, floors are wood parquet except the Penthouse				
Parking: 34 controlled access underground parking space and additional 34 parking space				
Building Features: Laundry facilities located on each floor, large spacious balconies				
Amenities: Three blocks from downtown shopping and restaurants				
Transportation: Access to city buses				

Wonderland Non-Profit Housing Corp-Kirby Manor
 199 Commissioners Road West, London, ON
 Phone: 519-455-6080



Population Target: Seniors 65+		
Year of Existence: 1989		
Zone: Southwest		
Property Management: M.F. Arnsby Property Management		
Direction: Commissioners Rd West of Wharncliffe at Viscount		
Building Type: 7-Storey apartment building		
Utilities Included: Yes		
Rent: is set at 30% of household's gross income from all sources		
Total Units: 60		# Market Rent Units: 12
# Bedroom Units:	1-Bedroom: 44	2-Bedrooms: 16
Wheelchair Accessible Units: 3		
Unit features: Fridge & stove		
Parking: One space per unit		
Building Features: Laundry facilities, common room		
Amenities: 1.8km southwest to Westmount Shopping Mall, close to churches, banks, parks, grocery stores, medical center, restaurants		
Transportation: Access to city buses		

Zerin Development Corporation-Zerin Place
 303 Commissioners Road West, London, ON
 Phone: 519-472-3862



Population Target: Seniors 65+		
Year of Existence: 1985		
Zone: Southwest		
Property Management: Self-Managed		
Direction: Corner of Andover and Commissioners Rd W., near to William Mercer Wilson Non-Profit		
Building Type: 4-Storey apartment building		
Utilities Included: Yes		
Rent: Low end market rent (rent set at 95% of average market rent)		
Total Units: 40		
# Bedroom Units:	1-Bedroom: 26	2-Bedrooms: 14
Wheelchair Accessible Units: 1		
Unit features: Fridge & stove		
Parking: One assigned space per unit		
Building Features: Laundry facilities on first floor, lounge area common room for social activities		
Amenities: 1.6km southwest to Westmount Shopping Mall, close to banks, grocery stores churches, parks, restaurants, gas stations, variety stores, restaurants		
Transportation: Access to city buses		

**30 Base Line Road, London, ON
Tel: 519-661-0861**



Population Target: Seniors 60+	
Year of Existence: 1968	
Zone: Southwest	
Management: London & Middlesex Housing Corporation (LMHC)	
Direction: West of Wharncliffe Road, north of Commissioners Road	
Building Type: 10-Storey wheelchair accessible apartment building with elevators	
Restrictions: Pet policy as per City by-law	
Utilities Included: Yes	
Rent: Do not offer low end market rent. All units are rent-geared-to-income housing and the rent is subsidized at 30% of household's gross income from all sources. To apply for subsidized units you must go through the Housing Access Centre.	
Total Units: 151	
# Bedroom Units:	1-Bedroom: 151
Unit Features: Fridge and stove	
Parking: 42 spaces	
Building Features: Laundry facilities, controlled entry, 24-hour security cameras, lounge	
Amenities: Shopping, banks, churches, schools, parks, restaurants	
Transportation: Access to City buses	

**1194 Commissioners Road West, London, ON
Tel: 519-661-0861**



Population Target: Seniors 60+	
Year of Existence: 1968	
Zone: Southwest	
Management: London & Middlesex Housing Corporation (LMHC)	
Direction: West of Byron Base Line Road, east of Boler Road	
Building Type: 7-Storey wheelchair accessible apartment building with elevators	
Restrictions: Pet policy as per City by-law	
Utilities Included: Yes	
Rent: Do not offer low end market rent. All units are rent-geared-to-income housing and the rent is subsidized at 30% of household's gross income from all sources. To apply for subsidized units you must go through the Housing Access Centre.	
Total Units: 126	
# Bedroom Units:	1-Bedroom: 126
Unit Features: Fridge and stove	
Parking: 32 parking space with some handicaps	
Building Features: laundry facilities, controlled entry, 24-hour security cameras, lounge	
Amenities: Shopping nearby, churches, drug store, banks, parks	
Transportation: Access to city buses	

632 Hale Street, London, ON
Phone: 519-661-0861



Population Target: Seniors 60+
Year of Existence: 1968
Zone: East
Management: London & Middlesex Housing Corporation (LMHC)
Direction: South of Dundas Street, east of Highbury Avenue
Building Type: 8-storey wheelchair accessible apartment building with elevators
Restrictions: Pet policy as per City by-law
Utilities Included: Yes
Rent: Do not offer low end market rent. All units are rent-geared-to-income housing and the rent is subsidized at 30% of household's gross income from all sources. To apply for subsidized units you must go through the Housing Access Centre.
Total Units: 146
Bedroom Units: 1-Bedroom: 146
Unit Features: Fridge and stove
Parking: 37 spaces
Building Features: laundry facilities, controlled entry, 24-hour security cameras, lounge
Amenities: Shopping, churches, parks, banks, grocery store, drug store, restaurants
Transportation: Access to City buses

170 Kent Street, London, ON
Phone: 519-661-0861



Population Target: Seniors 60+	
Year of Existence: 1968	
Zone: North downtown	
Management: London & Middlesex Housing Corporation (LMHC)	
Direction: North of Dundas Street, west of Richmond	
Building Type: 12-Storey wheelchair accessible apartment building with elevators	
Restrictions: Pet policy as per City by-law	
Utilities Included: Yes	
Rent: Do not offer low end market rent. All units are rent-g geared-to-income housing and the rent is subsidized at 30% of household's gross income from all sources. To apply for subsidized units you must go through the Housing Access Centre.	
Total Units: 146	
# Bedroom Units:	1-Bedroom: 146
Unit Features: Fridge and stove	
Parking: 37 spaces	
Building Features: laundry facilities, controlled entry, 24-hour security cameras, lounge	
Amenities: Shopping, churches, parks, banks, grocery stores, drug stores, restaurants	
Transportation: Access to city buses	

202 McNay Street, London, ON
Phone: 519-661-0861



Population Target: Seniors 60+	
Year of Existence: 1968	
Zone: Northeast	
Management: London & Middlesex Housing Corporation (LMHC)	
Direction: North of Cheapside Street, west of Highbury Avenue	
Building Type: 11-Storey wheelchair accessible apartment building with elevators	
Restrictions: Pet policy as per City by-law	
Utilities Included: Yes	
Rent: Do not offer low end market rent. All units are rent-geared-to-income housing and the rent is subsidized at 30% of household's gross income from all sources. To apply for subsidized units you must go through the Housing Access Centre.	
Total Units: 252	
# Bedroom Units:	1-Bedroom: 252
Unit Features: Fridge and stove	
Parking: 90 spaces, 16 handicap	
Building Features: laundry facilities, controlled entry, 24-hour security cameras, lounge	
Amenities: Shopping, churches, parks, banks, variety stores, drug stores, parks, restaurants	
Transportation: Access to city buses	

**85 Walnut Street, London, ON
Phone: 519-661-0861**



Population Target: Seniors 60+	
Year of Existence: 1968	
Zone: West	
Management: London & Middlesex Housing Corporation (LMHC)	
Direction: South of Riverside Drive, west of Wharncliffe Road	
Building Type: 14-Storey wheelchair accessible apartment building with elevators	
Restrictions: Pet policy as per City by-law	
Utilities Included: Yes	
Rent: Do not offer low end market rent. All units are rent-geared-to-income housing and the rent is subsidized at 30% of household's gross income from all sources. To apply for subsidized units you must go through the Housing Access Centre.	
Total Units: 132	
# Bedroom Units:	1-Bedroom: 132
Unit Features: Fridge and stove	
Parking: 76 spaces, 7 handicap	
Building Features: laundry facilities, controlled entry, 24-hour security cameras, lounge	
Amenities: Shopping, churches, parks, banks, variety stores, drug stores, parks, restaurants	
Transportation: Access to city buses	

Centertown Apartments
637 Dundas Street, London, ON
Phone: 519-702-6605



Population Target: Seniors 60+		
Year of Existence: 2012		
Zone: East core London		
Management: Self-Managed.		
Direction: Just East of Adelaide and Dundas Street		
Building Type: 8-Storey masonry apartment building: 4-Storey fronting Dundas Street and the other 4-Storey fronting Marshall Street. Both buildings linked by a glazed corridor		
Utilities Included: Heat and water included in rent. Tenants pays for hydro		
Rent: Not rent-geared-to-income housing and the rent will not be subsidized. For rental inquiries and vacancies call directly to the phone number listed above		
Total Units: 72		
# Bedroom Units:	1-Bedroom: 64	2-Bedrooms: 8
Wheelchair Accessible Unit: 7		
Unit Features: Fridge, stove and air conditioner		
Parking: One level of underground parking for 30 cars. Parking fee is \$25.00 per month		
Building Features: Laundry facilities, balconies, ground floor includes 6 commercial units, a common room, bicycle storage, two landscape interior courtyards		
Amenities: Walking distance to a wider variety of shopping, restaurants, churches, shopping, hair stylist shops, variety stores and much more		
Transportation: Access to all city buses		

Glencoe Senior's Apartments-Phase I & II
 173 Main Street, Glencoe, ON
 Phone: 519-471-5741



Population Target: Seniors 60+	
Year of Existence: 2010	
Zone: Southwest Middlesex County	
Management: Self-Managed.	
Direction: Situated within the core of Glencoe on the north side of Main Street.	
Building Type: Two 1-Storey apartment building	
Utilities Included: Yes, except a surcharge may be applied to the rent for the months that tenants utilize air conditioners	
Rent: Not rent-geared-to-income housing and the rent will not be subsidized. For rental inquiries and vacancies call directly to the phone number listed above	
Total Units: 12, (Two buildings with 6 units each)	
# Bedroom Units:	1-Bedroom: 12
Wheelchair Accessible Unit: 12	
Unit Features: Fridge and stove	
Parking: Available	
Building Features: California shutters on all windows, designated wall opening for unit air conditioning, laundry facilities, common room with kitchenette	
Amenities: Two grocery stores, pharmacy and local health professionals.	
Transportation: Own transportation	

Komoka Seniors Apartments
 113 Hamilton Street, Komoka, ON
 Phone: 519-666-0105



Population Target: Seniors 60+		
Year of Existence: 2009		
Zone: Middlesex County		
Management: Self-Managed.		
Direction: A small town about 20 minutes west of London		
Building Type: Single level apartment building		
Utilities Included: Heat and water are included in the rent and hydro is at the tenants additional cost.		
Rent: Not rent-geared-to-income housing and the rent will not be subsidized. For rental inquiries and vacancies call directly to the phone number listed above		
Total Units: 20		
# Bedroom Units:	1-Bedroom: 10	2-Bedroom: 10
Wheelchair Accessible Unit: 20		
Unit Features: Fridge, stove and programmable thermostat		
Parking: Available, one per unit		
Building Features: A beautiful and peaceful landscaped setting, with on-site laundry facilities, and a common room with fireplace and kitchen available for tenant functions		
Amenities: Wellness Center, parks, downtown Food Town, Post Office area, at intersection there are banks, gas stations and variety stores, restaurants, and hair salon		
Transportation: Own transportation		

Residenza Italia
 1109 Hamilton Road, London, ON
Phone: 519-455-6080



Population Target: Seniors 60+	
Year of Existence: 2011	
Zone: East London	
Management: M. F. Arnsby Property Management	
Direction: On Hamilton Road just west of Gore Road	
Building Type: 5-Storey apartment building	
Utilities Included: Gas heating is at the tenants additional cost	
Rent: Not rent-geared-to-income housing and the rent will not be subsidized. For rental inquiries and vacancies call directly to the phone number listed above	
Total Units: 52	
# Bedroom Units:	1-Bedroom: 52
Wheelchair Accessible Unit: 4	
Unit Features: Fridge and stove, programmable thermostat	
Parking: Large parking lot. No designated parking	
Building Features: On-site laundry facilities on 2 nd floor, some units have balcony, controlled entry, common room with kitchen available for tenant functions	
Amenities: Churches, banks, parks, variety stores, grocery stores, restaurants	
Transportation: Access to city buses	

Woodfield Apartments
 390 Princess Avenue, London, ON
 Phone: 226-927-2900



Population Target: Seniors 60+			
Year of Existence: 2010			
Zone: Downtown core			
Management: Self-Managed.			
Direction: Located between Waterloo and Colborne Street			
Building Type: 5-Storey apartment building			
Utilities Included: Yes			
Rent: Not rent-geared-to-income housing and the rent will not be subsidized. For rental inquiries and vacancies call directly to the phone number listed above			
Total Units: 52			
# Bedroom Units:	Bachelor: 10	1-Bedroom: 40	2-Bedrooms: 2
Wheelchair Accessible Unit: 4			
Unit Features: Fridge and stove, standing shower, new cupboards, counters			
Parking: Onsite parking. No designated parking			
Building Features: Heritage building with brand new elevator, interior floor structure, electrical and plumbing, on-site laundry facilities, controlled entry			
Amenities: Central downtown to churches, banks, parks, grocery stores, restaurants,			
Transportation: Private buses available for transportation to the grocery store (free of charge), access to city buses central downtown			

Aboriginal Housing

Aboriginal housing in the city of London is sponsored by Atlohosa Native Family Healing Services and the Native Four Feathers Housing Co-operative.

For vacancies and rental information please contact them directly at the phone number shown.

205 Commissioners Road West, London, ON

Phone: 519-667-3328

Target: Aboriginal seniors

37 Tecumseh Ave. West, London, ON

Four Feathers Housing Co-operative Inc.

Phone: 519-667-3328

Target: Aboriginal seniors

219 St. George Street, ON

Phone: 519-438-0068

Target: Aboriginal families, adults and seniors

Applying for Social Housing

To apply for rent-geared-to-income social housing, public, non-profit, co-operative housing as well as rent supplement programs in the City of London and County of Middlesex you can either go to our website to download and print the application package or call, email or drop by the Housing Access Centre for application forms.

Housing Access Centre (HAC)

Citi Plaza, 355 Wellington Street

Suite 248, 2nd Floor

London, ON N6A 3N7

Phone: 519-661-0861 Fax: 519-661-4466

Email: hac@london.ca

Website: www.london.ca/housing

Regular business hours:

Monday, Wednesday, Thursday and Friday: 8:30a.m. – 4:30p.m.

Tuesday: 8:30a.m. – 6:00p.m.

Housing Access Centre is responsible for:

- maintaining the coordinated access /centralized waiting list system;
- the subsidiary waiting lists that respect an applicant's housing preference by housing project;
- centralized source for information on social housing, options to applicants and agencies, including mandates, location, types of units and special needs housing;
- application intake and initial eligibility screening

Please Note: The Housing Access Centre does not offer housing to applicants, predict or guess when you will be housed. They do not provide emergency shelters or housing.

Qualifying for Social Housing

To qualify for social housing programs in the City of London and the County of Middlesex, applicants must be:

- 16 years of age or older and be able to live independently.
- Each member must be a Canadian Citizen, Landed Immigrant, or Refugee Claimant under the *Immigration and Refugee Protection Act (Canada)*.
- No member of household has a deportation order, departure or exclusion order under the *Immigration and Refugee Protection Act (Canada)*.
- No member of household owes arrears, for either rent or damage to any Ontario social housing units. If you owe any arrears (including money for damages) to a social housing provider and/or London & Middlesex Housing Corporation, you should arrange to repay it with that landlord. You must have a signed repayment agreement in place in order to be placed on the Waitlist. Remember that you will not be offered Rent-Geared-to-Income-Housing until the entire arrears amount is paid in full.
- No member of household have been convicted of an offence under Section 55 of the *Housing Services Act, 2011*, or a crime under the *Criminal Code (Canada)* within the last two years, in relation to the receipt of rent-geared-to-income assistance. Some exemptions may apply.
- No member of household owns residential property suitable for year-round occupancy must agree to sell it within six months of being housed. Extensions may apply.

Application Forms

Applicants must first fill out the two main application forms:

1. **Application for RGI Housing**
2. **Building Selection Form for RGI Housing**

Additional Application Forms

There are a number of additional application forms for applicants who are in urgent need of housing. These forms are for:

- Special Priority Status
- Urgent Status

To be considered for special priority or urgent status, applicants must fill out the appropriate application form(s) that best suit their needs and attach the forms to their main Application Forms 1 and 2.

Special Priority Status

This special priority status is reserved for applicants who have been abused by another individual residing in their household. The abuser could be a spouse, parent, child or other relative. If you want to request Special Priority, you must fill out the following forms:

- **Request for Special Priority**
- **Verification of Abuse for Special Priority.**

Urgent Status

This urgent status is for applicant(s) whose personal safety is significantly at risk and legal interventions have been exhausted. To apply for urgent status you must complete one of the following forms:

- **Request for Urgent Homeless Status,**
- **Request for Urgent Medical Status, or**
- **Request for Urgent Social Status**

Please Note:

- APPLICATIONS WILL NOT BE ACCEPTED BY FAX
- All documents can be photocopied for you at the Housing Access Centre.
- All Application Forms have information and instructions regarding the requirements to be eligible.
- The Additional forms can be obtained at the Housing Access Centre or on our website.

Documents Required

The following is a list of all the required documents that must be provided with your application for everyone listed on the application form. Some items may not apply to some individuals.

- Copies of Canadian birth certificates, Canadian passport, landed immigrant, permanent resident card or refugee claimant documents for ALL members of the household.
- Custody documentation or agreement (i.e. Court/lawyer/CAS, ex-partner, etc.).
- Copy of a repayment schedule for anyone in your household who owes money to an Ontario social housing.
- Copies of ALL household monthly income of you and all persons who will be living with you.
- Self-employed - please provide proof of income such as your latest income tax, investment Interest income, pay stubs, etc.
- Copies of owned assets of all household.
- If pregnant, provide proof of pregnancy i.e. doctors note or ultra sound picture.

- If you are claiming homelessness, abuse, a serious medical condition, a dangerous or life threatening situation, etc., proof is required from someone in a professional position (court/lawyer/doctor/police/worker).

Remember to bring all required documents. Applications submitted without the requested documents will not be processed. You will be advised in writing that your application is incomplete and you will NOT be placed on the waiting list, until all the required documents are received.

Submitting your Application

Once your application is completed with all required documents attached, you can deliver or mail to the Housing Access Centre, 355 Wellington Street, Suite 248, London, ON N6A 3N7.

Once your application package is received a staff member at the Housing Access Centre will review your application for completeness and eligibility. A letter will then be mailed to you informing you about your status. You will then be put on the waiting list. Incomplete applications and/or missing documents may be returned to you unprocessed and you will not be placed on the waiting list.

The Centralized Waiting List

The Housing Access Centre maintains a centralized waiting list for Social Housing rent-geared-to-income (RGI) housing. There are more than 1,600 households on the centralized waiting list.

As part of the application process:

- You are required to fill out a Building Selection Sheet to indicate which zone(s), building(s) you prefer to live in. This is included in the application package.
- The Housing Access Centre will then put you on the Centralized Waiting List, if eligible, so that the housing provider(s) you selected will find your name on their waitlist.
- Your application start date for rent-geared-to-income assistance on the centralized waiting list will be the day it was received by the Housing Access Centre.
- When you are considered for housing, the housing provider (landlord) will then be your contact and will call you to view a unit for the apartment/townhouse you have chosen.
- If the housing provider (landlord) is unable to contact you, they may remove you from their waitlist and the unit will be given to the next person.
- To ensure a housing provider is able to contact you when offering a unit, it is in your best interest and your responsibility to contact the Housing Access Centre to report any address, phone number and/or income change as well as changes to the number of people on your application.
- By NOT updating your application as changes happen, you take the risk of having your file cancelled. However, you will have one year to reactivate your application, after which time you will be required to reapply and your name will be placed at the bottom of the waiting list.
- You only have three (3) refusals to an offer of housing, after which, you will cease to be eligible for rent-geared-to-income assistance and your application will be removed from the waiting list.
- If your application is cancelled and you wish to re-apply you will be required to fill out another application and you will be given a new start date.
- The only way you will move up on the waitlist is when applicants ahead of you on the list are offered housing.
- You will be offered housing when you are #1 on the waitlist through the Housing Provider that you selected.
- The staff at the Housing Access Centre cannot predict or guess when you will be housed. It will depend on the status your file was given, the date you applied for housing, and your housing selections.
- Applicants with special priority status go to the top of the waiting list because of their need for affordable housing providing they meet the eligibility criteria for RGI assistance.

Rent Calculations

Generally, the rent is calculated at 30% of household's gross income from all sources such as employment, pensions, investment interest, etc. Adjustments are made for utilities that are included or excluded from the rent.

Household Income

The following **Household Income Limits** as per O. Reg. 370/11, Schedule 2, Section 2, is:

Area	Bachelor unit	1-bedroom unit	2-bedroom unit	3-bedroom unit	4-bedroom unit +
Municipality of Middlesex Centre, City of London, Municipality of Thames Centre	\$27,000	\$33,500	\$41,000	\$50,500	\$61,500
Rest of the service area	\$27,000	\$33,500	\$41,000	\$50,500	\$61,500

The following **High Needs Household Income Limits** as per O. Reg. 370/11, Schedule 1, S1, is:

Area	Bachelor unit	1-bedroom unit	2-bedroom unit	3-bedroom unit	4-bedroom unit +
Municipality of Middlesex Centre, City of London, Municipality of Thames Centre	\$16,500	\$20,400	\$24,600	\$30,300	\$36,900
Rest of the service area	\$16,500	\$20,400	\$24,600	\$30,300	\$36,900

Income cannot go above these figures. You may apply for a market rent unit by going directly to the housing provider.

Appeal Process

- 1) You, the applicant have the right to appeal any decision(s) made by the Housing Access Centre regarding your Application for Rent-Geared-to-Income Housing by filling out an Internal Review Application.
- 2) You, a social housing tenant/member have the right to appeal certain decision(s) if not agree with made by a housing provider by filling out an Internal Review Application.

To obtain the Social Housing INTERNAL REVIEW Information and Application Form, please call 519-661-0861, email hac@london.ca or drop by the Housing Access Centre or go on our website www.london.ca/housing and download and print the application.

Please Note:

- Internal Reviews are specific to social housing/rent-geared-to-income issues governed under the *Housing Services Act, 2011* and related local rules. It DOES NOT INCLUDE matters that fall under the *Residential Tenancies Act, 2006* or issues related to co-operative housing.

Housing Referral Services

The housing referral services listed below are services that may help individuals and families on limited incomes who live in London and Middlesex County. We invite you to visit the website of each referral services for more information or contact them by telephone.

Aboriginal Housing Services, Ontario (OAHS)

Tel. 519-786-3211

Toll Free: 1-800-492-1605

www.ontarioaboriginalhousing.ca

The aim of OAHS is to provide affordable and adequate housing services to urban and rural Aboriginal people in Ontario requiring assistance adequate to their needs at a cost within their means.

Addictions Supportive Housing (ASH)

Tel. 519-673-3242

www.adstv.on.ca

The program is designed to assist people in London and County of Middlesex who have trouble maintaining housing due to their substance use and are looking to make positive changes in their life. There are Intensive Addictions Case Managers who work with clients to develop an individualized approach to treatment.

Community Care Access Centre (CCAC)

356 Oxford Street West, London

Tel.: 519-473-2222

Toll Free: 1-800-811-5146

www.healthcareathome.ca/southwest/en

A legislated central service funded by the Ontario Ministry of Health to help seniors and others find the appropriate placements in long-term care facilities.

Habitat for Humanity London Inc.

Unit 1, 45 Pacific Court, London

Tel. 519-455-6623

www.habitat4home.ca/

This is a non-profit, non-governmental organization that builds new homes for low-income families.

“Help Yourself Through Hard Times”

Information London

Tel. 519-432-2211

www.info.london.on.ca/helping.asp

This is a directory that lists services that provide assistance in the form of basic material aid and emotional or social support to people on limited incomes during times of financial hardship.

Housing Stability Bank, The Salvation Army, Centre of Hope

Tel. 519-964-3663

www.housing@centreofhope.ca

Provide small grants and interest-free loans to assist Londoners with low income in obtaining and retaining their housing and to keep those at risk of homelessness housed.

London CAREs

(London Community Addiction Response Strategy)

Crisis Line: 519-661-2273

www.adstv.on.ca/our-programs/london-cares

Focus on improving the health and housing outcomes to homeless individuals who live with the effects of poverty, addiction and mental illness.

London Community Resource Centre

652 Elizabeth Street, London

Tel. 519-432-1801

www.lcrc.on.ca

A non-profit community resource centre provides support services to individuals, with a particular focus on employment, housing and referral services.

London Inter-Community Health Centre

659 Dundas Street East, London

Tel. 519-660-0874

www.lihc.on.ca

Provide services for people who are homeless. Services include health care, screenings, counselling, advocacy, outreach and crisis intervention, and help to apply for a birth certificate.

London Housing Registry (LHR)

Suite 203, 379 Dundas Street, London

Tel. 519-434-3344

www.londonhousingregistry.com

A non-profit housing service that assists families and individuals in a housing crisis find affordable housing in the private sector. They recruit landlords/local property management companies on an on-going basis in order to link appropriate clients to available apartments, rooming houses and sharing arrangement.

March of Dimes, Ontario

Home and Vehicle Modification Program (HVMP)

291 King Street, 3rd Floor, London

Tel: 519-642-3700

Toll-Free: 1-877-369-4867

www.marchofdimes.ca/en

It assists permanent Ontario residents of any age (children to adults/seniors) who have a physical disability to continue living in their homes for basic home and/or vehicle modifications. As there is limited funding, they encourage Applicants to first access any other sources available to the public or private funding before applying to this program.

Middlesex-London Health Unit

Tel: 519-663-5317 Ext. 2300

www.healthunit.com

A health inspector is available to assess squalid living conditions. If you have questions or concerns about a possible housing complaint which can directly impact your health and want to speak to a Public Health Inspector contact the health unit.

Property Standards, City of London

300 Dufferin Avenue, 7th Floor

Tel: 519-661-4660

www.london.ca

Addresses different scenarios, both in rental and owner occupied properties; investigates structural or unsafe conditions and landlord/tenant issues about property standards (e.g. heat, insects, and hazards).

Ontario Landlord and Tenant Board

150 Dufferin Avenue, Suite 400, London

Toll-Free: 1-888-332-3234

www.ltb.gov.on.ca/en/

Tenant and landlord rights information, dispute resolution rent increase regulation and access to the Residential Tenancies Act.

Emergency Accommodations

The emergency shelters listed below offer emergency short-term and long-term accommodations and 24hr help line for individuals or families who find it necessary to leave their normal living arrangements for short periods of time in times of stress, emergency or transition.

What is emergency shelter?

It is short term accommodation.

What is transitional housings?

It is a longer-term accommodation while residents obtain the supports they need to live independently.

Below is a list of emergency shelters offer to women from age 16+ with or without children (under 16) who are domestic violence victims or suspect in any way that their children and they may be the victims of an abusive relationship. If in crisis and need to speak to someone call the 24hr crisis line listed. All services are confidential. **If you require emergency assistance call 911.**

For a list of women's shelters across Canada go to the www.shelternet.ca.

For more emergency shelters for women please refer to: www.southwesthealthline.ca or call 211.

AT^LOHSA Native Family Healing Services

Tel: 519-438-0068

Crisis Line: 1-800-605-7477

www.atlohsa.com/contact_us.html

Offer emergency shelter for First Nation women and their children who are at high risk of further abuse in the family home. In crisis contact the 24hr crisis line.

London Abused Women's Centre

Tel: 519-432-2204

24hr Crisis Line: 519-642-3000

www.lawc.on.ca

Provide long term feminist counselling, advocacy and support to abused women.

Mission Services of London, Rotholme Women's & Family Shelter

42 Stanley Street, London

Tel: 519-673-4114

www.missionsservices.ca

Offer shelter only to women from age 16 and their children (under 16) who are homeless and in need of temporary emergency accommodation.

Women's Community House

101 Wellington Road

Toll Free Line: 1-800-265-1576

24hr Crisis Line: 519-642-3003

www.shelterlondon.org

This is a high-security shelter for abused women and their children from London and surrounding areas as well as from across the country.

Women's Rural Resource Centre

145 Beech Street, Strathroy

Tel: 519-246-1526

Toll Free: 1-800-265-5390

www.wrrcsa.org

Provide education, prevention and support services for women and their families.

Below is a list of emergency shelters offer to men and women (from age 16+) and families who are homeless or at risk of homelessness and may have mental health issues.

Mission Services of London, Crash Beds Program

459 York Street

Tel: 519- 439-0239

www.missionservices.ca

Offer crash beds to men and women age 16+ with a serious mental illness who are homeless. Beds are available on a first come first serve basis from 9pm-7am daily.

Salvation Army, Centre of Hope

281 Wellington Street

Tel: 519-661-0343

www.salvationarmy.ca

Hostel units that provide shelter and transitional housing for homeless single men/women from age 16+.

Unity Project

717 Dundas Street

Tel: 519-433-8700

Shelter and transitional housing for single men and women and couples from age 18+.

Below is a list of emergency shelters offer to men from age 16+.

For more emergency shelters for men, please refer to: www.southwesthealthline.ca or call 211.

Mission Services of London, Men's Mission

459 York Street, London

Tel: 519- 672-8500

Offer shelter and transitional housing for homeless men age 16+.

Drop-In Centres

Drop-in centres are services to help people (male and female from age 17+ and families) who are homeless, at risk of homelessness and may have mental health and/or addiction issues, a place to go to have a hot home cooked lunch, feel safe, do laundry, take a shower, socialize, participate in programs, or simply find some quiet space. If in crisis and need to speak to someone call the 24hr crisis line listed or visit the website for more information.

AT^LOHSA Native Family Healing Services

Tel: 519-438-0068

Crisis Line: 1-800-605-7477

www.atlohsa.com/contact_us.html

Drop-in centre for members of the Aboriginal community.

Merrymount Children's Centre

1064 Colborne Street, London

Tel: 519-434-6848

www.merrymount.on.ca

Merrymount provides support and crisis care for children and families in times of transition. Programs include 24hr family support and crisis care from children (birth to 12 years of age); supervised access for families with histories of violence or safety concerns; support groups for children and parents; childcare for children with special needs.

My Sister's Place

534 Queens Avenue

Tel: 519-679-9570

Toll Free Line: 1-877-859-0352

Crisis Line: 519-433-2023

www.mysistersplacelondon.ca

Drop in centre for women only from age 16+ and their children (under 16).

Youth Action Centre

332 Richmond Street, London

Tel: 226-777-0116

www.you.on.ca

Drop in centre for youth 16 to 24 years of age and offers transitional and affordable rental housing units. For more help on youth's drop-in centres, emotional/social problems, and street outreach contact Youth Opportunities Unlimited for a listing.

Supportive Housing

The federal non-profit providers listed retained their current operating agreement under City of London, Housing Division administration. For information call directly to the telephone number listed.

St. Leonard's Society of London – 2 Locations

Male Offenders Transitional Residence

266 Egerton Street, London

108 King Edward Avenue, London

Tel: 519-850-3777

www.slcs.ca

Programs, services and support for male adult and youth (from age 18) in conflict with the law.

Mission Services of London, Quintin Warner House

Alcohol & Drug Rehabilitation

477 Queens Avenue, London

Tel: 519-434-8041

Recovery home with prevention services for men 18 to 60 years who have graduated from an addiction treatment program. Annexes at 440 and 479 Maitland Street for aftercare stays of up to one year.

Supportive Housing Rental Units

The following is a list of supportive housing rental units in the city of London funded under The Canada-Ontario Affordable Housing Program and some related to Social Housing. Some have restrictions to the type of social service agency you must be referred by to live in the rental units and some have affordable rent that is subsidized according to your income through the Housing Access Centre.

For vacancies and more information contact the appropriate service directly by telephone.

332 Richmond Street, London, ON

Tel: 519-434-6500 ext. 367

Social Service Agency: Youth Opportunities Unlimited (YOU)

Tenants are youth age 16-24 and must be referred by YOU.

1554 & 1555 Allen Place, London, ON

Tel: 519-495-1355 or 519-433-2801

Social Service Agency: Alice Saddy Association

Tenants are adults with development disabilities who may also have a physical disability or dual diagnosis and must be referred by Alice Saddy Association.

164 Albert Street, London, ON

Tel: 519-668-0023

Social Service Agency: Dale Brian Injury Services (DBIS)

Tenants are individuals with acquired brain injuries and must be referred by DBIS.

446 King Street, London, ON

Tel: 519-473-2427

Social Service Agency: Not required

Tenants are adults with special needs.

590 Grosvenor Avenue, London, ON

Tel: 519-495-1355 or 519-433-2801

Social Service Agency: Alice Saddy Association

Tenants are adults with development disabilities who may also have a physical disability or dual diagnosis and must be referred by Alice Saddy Association.

Cheshire Homes of London Inc.

559 Topping Lane, London, ON

Tel: 519-439-4246

Social Service Agency: Community Care Access Centre (CCAC)

A group home shared living for adults that are physically disabled and mentally alert.

Attended outreach services also available through person-centre care.

Cheshire Homes of London Inc.

98 Base Line Road West, London, ON

Tel: 519-439-4246

Social Service Agency: Community Care Access Centre (CCAC)

Tenants are physically disabled adults who are capable of independence and do not require hospital or nursing home care.

L.I.F.T. Non-Profit Housing Inc.

446 Queens Avenue, London, ON

Tel: 519-473-2427

Social Service Agency: Your Doctor and Social worker

Tenants are adults with a history of mental illness capable of independent living. Documentation from a doctor and social worker must be provided. For subsidized rent call 519-661-0861.

Frequently Asked Questions

If your question is not listed below or still have questions about applying for rent geared-to-income assistance (subsidized housing), contact the Housing Access Centre 519-661-0861. For more frequently asked questions visit our website at www.london.ca/housing

How do I apply for rent-geared-to-income housing?

To apply for RGI housing you need to submit an application package that consists of an application form and the building selection form. You can go to our website at www.london.ca/housing and download and print the application package or pick one up at the Housing Access Centre or call 519-661-0861 to have one mail out to you. All applications have instructions on how to complete, the documents required and where to send it.

NOTE: Incomplete application and without all required documents will NOT be accepted.

What documents required for RGI housing application?

The following required documents that must be provided with your application package for ALL members of the household are:

- Copies of Canadian birth certificates, valid Canadian passport, landed immigrant, permanent resident card or refugee claimant documents.
- Custody documentation or agreement (i.e. Court/lawyers/CAS, ex-partner, etc.).
- Copy of a repayment schedule for anyone in your household who owes money to an Ontario social housing. (you will not be offered RGI housing until the entire arrears amount is paid in full)
- Copies of all household gross monthly income (i.e. you and all persons living with you).
- Self-employment-please provide proof of income such as your latest income tax, investment interest income, pay stubs, etc.
- If pregnant, provide proof of pregnancy (i.e. doctor's note or ultra sound picture).

Who is eligible?

To be eligible for RGI housing applicants must be:

- 16 years of age or older and be able to live independently.
- Each member must be a Canadian Citizen, Landed Immigrant, or Refugee Claimant.
- No member of household has a deportation order, departure or exclusion order under immigration Act.
- No member of household owes arrears, for either rent or damage to any Ontario social housing units.

How long does it take to be housed?

It is very difficult to determine how long it will take to be housed. Therefore, the Housing Access Centre does not offer housing to applicants nor predict or guess when you will be housed. A Housing Provider must have a vacant unit in order for it to be filled from the waitlist. It is difficult to predict when a vacancy is going to occur however, the wait list has many households looking for housing. It is encouraged to choose as many building complex as you wish. The more you selected the more less of a wait time.

How long is housing waiting list?

There is really no answer to this question, since each housing provider has their own waitlist and there is a different waitlist for each building/townhouse and then a different waitlist according to bedroom size and special priority status of an application.

How much rent can I expect to pay?

RGI rent is based on 30% of your household gross monthly income. Additional charges may apply depending on the building (e.g. parking/utilities). If you are receiving assistance from Ontario Works or the Ontario Disability Support Program (ODSP), your rent is based on a pre-determined rent scale.

Who do I notify if I have changes to my housing application?

You MUST notify the Housing Access Centre (519-661-0861) of any changes such as your address, phone number, changes in selection of locations other than those you chose on your initial application, the number of people in your household increases or decreases and/or change of contact person, etc. This is in order to maintain your eligibility status.

Does the Housing Access Centre provide emergency housing?

No, the Housing Access Centre does not provide emergency housing. Emergency shelters provide emergency housing. For a list of emergency housing call 519-661-0861 to have one mail out to you.

How will I be contacted for an offer?

The housing providers/Landlord will contact you directly by telephone when you reach the top of the waiting list for one of the buildings you selected. Since RGI units are rented promptly, we require daytime telephone numbers. If you cannot be reached during the day, please give a telephone number of a contact person who can be reached during the day so they can pass a message on to you.

What happens if I cannot be reached?

You will have 48 hours to respond, if not then the housing provider will move on to the next person on the waiting list. This however, will be considered a refusal of offer.

How many refusal of offer do I get?

You get a maximum of three (3) 'refusals of offer' for housing. If you exhaust all 3 refusals by refusing a unit when offered; cannot be reached; no return phone calls for the offered unit, your application will be canceled at the time of the third refusal and you will be removed from the waitlist. If you want to reapply you would have to fill out another application package and will receive a new start date.

I do not have an income, am I eligible for RGI housing?

No. Individuals 18 years or older applying for RGI housing must be in receipt of income to qualify for RGI housing from one or more of the following sources such as: Ontario Works, Support payments, Employment Insurance, other government assistance, any pension or support payments required under a sponsorship agreement. Failure to have an income would make the application invalid.

Can I apply for RGI housing if I'm a homeowner or own a property?

Yes, you may be eligible for RGI housing provided that you sell your home or property within six (6) months of accepting an offer to move to a RGI housing unit. Therefore a Divestment Form must be completed. This is to agree to sell your property/home after you have been housed for 180 days.

If I am housed somewhere that is not my first choice, will I still be on the waiting list?

No. Once you are housed, you are taken off ALL building waiting lists.

What bedroom size would I be eligible for?

The size of a unit you are eligible for is based on the number of members in your household:

- No more than 2 persons are assigned to a bedroom;
- Separate bedrooms are assigned to children of the opposite sex;
- Two children may share a bedroom;
- Other factors to be considered include medical conditions, the size of the bedroom, ages of the children and pregnancy. Full time caregiver.

Can a housing provider declined me the offer for an RGI unit?

Yes. Many housing providers have requirements regarding good credit and landlord reports before offering a unit to you. However, this will not be counted as a refusal.

If I owe arrears to a previous social housing provider, will I still be qualified for RGI?

If you owe any arrears (including money for damages) to a RGI unit, you should arrange to repay it with that landlord either by having a signed repayment agreement in place or pay off in full in order to be placed on the Waitlist. If you default on your payments, your name will be removed from the waitlist and you would lose

your application date. It is important to remember that you will not be offered Rent-Geared-to-Income-Housing until the entire arrears amount is paid in full.

What would enable me to obtain housing sooner?

There are four categories on our waiting list:

1. Special Priority - this status on the waiting list is reserved for individuals who are victims of domestic abuse by another individual or whose personal safety is significantly at risk
2. Urgent - this status on the waitlist is reserved for individuals who are homeless or in the risk of homelessness, serious medical, health, and/or social needs which would result in severe hardship or personal risk, individuals who use the emergency shelter system, families separated due to lack of affordable housing. However, the income must be in the high need category
3. High Need - this status on the waitlist is reserved for individuals whose annual income is less than or equal to the amount set in Legislation for the size of unit the household occupies
4. Chronological - this status on the waitlist is reserved for individuals who qualify for RGI housing. Income exceeds the maximum high need income, but is still within the Household Income Limits established for the City of London and Middlesex County.

Why Special Priority ranked top of the waitlist?

The Province has set regulations for this special priority status to have victims of abuse to go to the top of the waitlist because it's easier for them to enter subsidized housing quickly right after leaving the abusive relationship; to prevent them from having to return to the abusive household; due to the fact that affordable housing cannot be found quickly. This does not apply to applicant who simply want to separate from someone because the relationship is not working.

Do you have to be living in the City of London to apply for housing?

No, you can apply for housing in the City of London and live outside the area. NOTE: If you would like to apply for RGI housing outside of London, contact the local social housing agency in the city/town of choice for more information.

Can I appeal any decision made by the Housing Access Centre regarding my application?

Yes, you have the right to appeal any decision made by the Housing Access Centre by simply filling out the "Request for Internal Review" form and submit to the Housing Access Centre including a copy of the written Notice of Decision letter that you received. A letter responding to your appeal will be sent to you once a decision has been made.

Where can I call for landlords and tenants issues?

You can call the Landlord and Tenant Board, a Provincial agency. The Board has a team of Mediators, who work with landlords and tenants to resolve certain types of disputes through mutual agreement. Call the Board's toll free telephone information service at **1-888-332-3234**.

Housing Services

The City of London, Housing Services are responsible for funding and administering the private non-profit housing program (both Federal and Provincial providers), the co-operative housing and public housing programs; establishing and maintaining the coordinated access/centralized waiting list system managed by the Housing Access Centre (HAC).

Who we serve:

- low to moderate income households;
- senior citizens;
- households with dependents (families);
- households without dependents (single persons and childless couples);
- Sub-groups that include persons with disabilities, victims of domestic violence, immigrants and homeless.

Some of the related housing services are:

- Housing Access Centre (HAC) www.london.ca/housing
- London & Middlesex Housing Corporation (LMHC) www.london-housing.ca
- Investment in Affordable Housing Program (IAH) www.london.ca/housing
- London Housing Registry (LHR) www.londonhousingregistry.com
- London Homeless Coalition (LHC) www.londonhomeless.ca
- Canada Mortgage Housing Corporation (CMHC) www.cmhc-schl.gc.ca
- Co-operative Housing Federation (CHF) www.chfc.ca
- Ontario Non-Profit Housing Assoc. (ONPHA) www.onpha.on.ca
- The Landlord and Tenant Board www.ltb.gov.on.ca

Additional copies of this Seniors Guide may be obtained from the Housing Access Centre and our website.

The Corporation of the City of London
Housing, Social Services & Dearness Home
Citi Plaza
355 Wellington Street
Suite 248, 2nd Floor
London, ON N6A 3N7

Tel: 519-661-0861
Email: housing@london.ca
Website: www.london.ca/housing





Housing Division

Homeless Coalition Monthly Update

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PURPOSE OF PRESENTATION

Update

- Housing Access Centre Definitions of Priority Status
- Housing Access Centre Statistical Update
- Housing Division Updates (if available)

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HOUSING ACCESS CENTRE

The Housing Access Centre maintains the waitlist for Rent Geared to Income (RGI) housing by assigning one of the following four statuses to each eligible application (listed in order of priority ranking):

Legislative

1. Special Priority Population (SPP) – Legislatively required to be housed first (Survivors of Domestic Violence & Human Trafficking)

Local Priority (Council Approved)

1. Urgent (Homeless, Social, Medical) – Housed after all SPP's have been housed (based on application date – every 9 in 10 housed).
2. High Need
3. Chronological (based on application date – every 1 in 10 housed)

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PRIORITY STATUS – SPECIAL POPULATION

To Qualify for Special Priority Population (SPP) Status an applicant must submit the following information:

- Complete a SPP Application (this is in addition to the standard RGI application): usually completed with the assistance from an 3rd Party Professional agency supporting the client through the abusive situation.
- Must provide proof of co-habitation showing the applicant lived with the abuser within the last 6 months.
- Must provide a letter of support from the 3rd Party Professional as above supporting the SPP status.

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PRIORITY STATUS – URGENT HOMELESS

To Qualify for Urgent Homeless Priority Status:

- The applicant must complete an Urgent Homeless application (this is in addition to the standard RGI application).
- A person whose building has been condemned.
- The building has been destroyed.
- A person who is in hospital and cannot return to their former residence.
- A person living in shelter.
- A person without a permanent residence (e.g. Couch surfing).
- Letter of support from a 3rd Party Professional (unless they are residing in shelter).

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PRIORITY STATUS – URGENT SOCIAL

To Qualify for Urgent Social Priority Status:

- The applicant must complete an Urgent Social application (this is in addition to the standard RGI application)
- A persons personal safety is significantly at risk and legal interventions have been exhausted.
- Someone who has been abused but they never lived with the abuser or its been more than 6 months since they lived together.
- A letter of support is provided.

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PRIORITY STATUS – URGENT MEDICAL

To Qualify for Urgent Medical Priority Status:

- Person who is terminally ill.
- A person who is physically disabled to the point that they cannot live in their current accommodation.
- A person who must relocate to London for medical treatment due to serious physical problems.
- A separate urgent medical form must be completed by the applicant's doctor. Special needs and accommodation information is submitted on the required form.

Note: there is no urgent status for mental health or landlord/tenant issues

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WAITLIST

Current Waitlist Statistics

Description	April	May	Difference	% Difference
Waitlist	3,837	4,040	+ 203	+ 5%
SPP	74	89	+ 15	+ 20%
Urgent Homeless	630	669	+ 39	+ 6%
Urgent Medical	165	166	+ 1	+ 1%
Urgent Social	157	157	+ 0	+ 0%

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WAITLIST

Current Waitlist Unit Size Statistics

Description	April	May	Difference	% Difference
1 Bedroom	2,035	2,368	+ 333	+ 16%
2 Bedrooms	633	753	+ 120	+ 19%
3 Bedrooms	527	732	+ 205	+ 39%
4+ Bedrooms	555	566	+ 11	+ 2%

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WAITLIST

Current Application Statistics

Description	April	May	Difference	% Difference
SPP	112	133	+ 26	+ 19%
Urgent Homeless	212	269	+ 58	+ 27%
Urgent Medical	51	61	+ 10	+ 20%
Urgent Social	21	28	+ 6	+ 33%
Applications	826	1,012	+ 186	+ 22%
Housed	38	25	- 13	

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HOUSING DIVISION UPDATES

Updates

Housing Division is scheduled to present the following reports to Community and Protective Services Committee (June 18, 2018)

- GreenON Social Housing Program
- Social Housing Building Condition Assessment
- Portable Housing Benefit – Survivors of Domestic Violence
- Ontario Renovates

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QUESTIONS



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