Halton Community Housing Corporation (HCHC)

- Provide social housing to families, seniors, couples, singles and modified units for people with physical disabilities.

- Currently own and operate communities within Burlington, Halton Hills, Milton and Oakville.

- Communities comprised of townhouses, multi-story apartments, single, and semi-detached dwellings.
HCHC Properties

HCHC is divided into 4 property management portfolios geographically:

1. Halton Hills & Milton
2. Burlington (west)
3. Burlington-Oakville (central)
4. Oakville (east)
HCHC Composition

• 29 communities with a total of 1,961 units
  ➢ 1,103 Senior units = 56%
  ➢ 858 All Ages units = 44%

• Rent-Geared-to-Income (RGI) units = 94%

• Market rent units = 6%

• Over 60% of all social housing in Halton is provided by HCHC
Community Relations

2.0 Community Relations Coordinators

- Social agency engagement, collaboration, and referral
- Tenant Advisory Group (TAG) facilitation
- Respond to referrals from Property Managers, Tenant Services Coordinators
- Assist with complaint investigation and follow-up
- Initiate and participation in Service Coordination meetings with internal and external stakeholders
What is the Tenant Advisory Group (TAG)?

• TAG provides a formal structure whereby tenants and HCHC staff can come together to share ideas
• Building stronger HCHC communities through voluntary participation and engagement
• Two groups – Seniors TAG and Family TAG to concentrate on particular community needs
• Election process – fairness and transparency
• Start up in 2012 of seniors tenant advisory group
• Start up in 2013 of family tenant advisory group
• Groups consist of one volunteer representative from HCHC family and senior community
• Senior TAG – 10 out of 12 senior communities represented
• Family TAG – 7 out of 11 family communities represented initially; 5 communities represented currently
Senior’s Tenant Advisory Group (TAG)

- **Initiatives**
  - Post Move In Assessments – identifying needs
  - Welcome Wagon – welcoming new residents
  - Nutrition Programs – Food for Life
  - Community Survey – identifying education and training opportunities for the seniors community
  - Inclusion – available interpretation and translation services
Seniors’ TAG (Cont’d)

• Activities
  • Senior’s month tea celebration
  • Educational training presentations
    - Harassment & Bullying presentations
    - Defibrillator Training and Wellness Check
  • Neighbours helping Neighbours – door hangers initiative
  • English conversation circles – in partnership with Halton Multicultural Council
Family Tenant Advisory Group (TAG)

Initiatives

• Halton Regional Police (HRPS)
  ➢ Community Mobilization Unit (CMU)
    ➢ Community Officer assigned to each family community in Oakville to support both tenants and staff
    ➢ Involved with information sharing, mediation and community events

• HCHC Community Standards; to improve the quality of life for all residents within HCHC communities
  ➢ Includes a Safe Communities Policy & a Safe Communities Lease Addendum
Family TAG (Cont’d)

Activities

• Meet & Greets – opportunity for residents to meet their neighbors & community partners (Police, YMCA, faith based groups) while enjoying a free pizza dinner
• Community clean up day to recognize Earth Day
• Food security initiatives – Food For Life program
• Community Gardens
• YMCA family swim opportunities
• Back to school “backpack program”
10 Year Strategic Plan Objectives

- To continue with both Senior and Family TAG
- To increase tenant membership so that all HCHC communities are represented at Senior and Family TAG
- To initiate and operate a Youth Advisory Group
- To continue partnering with community agencies and faith based organizations to collaboratively support the tenants in our communities
- To finalize and implement the HCHC Community Standards including the Safe Communities Policy and the Safe Communities Lease Addendum
What Does Participation Look Like

Services to 86% of all units within HCHC’s Oakville Communities from faith based organizations

- Weekly bbq’s at 12 communities this year; over 20,000 servings of food distributed to families
- Summer day camps for children and teenagers at 6 communities; approx 150 campers attended
- Bike clinics offered at the weekly bbq’s; approx 30 children per community received some type of bike service
Participation (Cont’d)

- Backpack programs; 151 backpacks distributed to kids in Oakville and Burlington
- Food for Life program; food distributed to over 90 families on a weekly basis

Community Mobilization Unit (CMU)

- 36 direct referrals since January 1, 2014 to present day to address issues: tenant disputes, mental health issues, illegal activities, etc.
- Resulted in: tenant meetings, referrals to community agencies and police investigations
Benefits of Participation

• Impact to Tenants

- Have an advocate – feeling supported
- Participation and/or volunteer in programs
- Access to a variety of resources
- Assists with preserving tenancy
- Developing life skills
- Role model/mentoring
- Counseling
Benefits of Participation (cont’d)

- Impact to Staff/HCHC
  - Reduction in # of tenant complaints
  - Supports readily available
  - No cost/low cost
  - Limited need to manage/oversee
  - Understanding/Trust = Consistent Messaging for tenants
  - Allows limited resources to be used more effectively
Benefits of Participation (cont’d)

• Impact to Community

- Fosters greater sense of community
- Socialization/Recreation opportunities
- Increased sense of community pride
- Sense of Inclusion
- Helps to reduce stigma
- More effective communication between staff and tenants
Community Partnerships
Partnerships (Cont’d)
Partnerships (Cont’d)
Partnerships
Questions