

CHALLENGE BRIEF:

ADDRESSING **FAMILY HOMELESSNESS** AT THE NEIGHBOURHOOD LEVEL

**How might we reduce family homelessness
using neighbourhood-based approaches?**

Advisory Committee: Rideau-Rockcliffe Community Resource Centre, Vanier Community Service Centre, Collective of Community Associations, City of Ottawa Housing Dept, University of Ottawa, Wabano Centre for Aboriginal Health, Multi-Faith Housing Initiative, Eastern Ontario Landlord Organization, Catholic Centre for Immigrants, and the Alliance to End Homelessness Ottawa.

Lab Consultants: The Lansdowne Consulting Group

Draft for discussion



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Why are we here?

Trends in homelessness remain stubbornly high despite policy initiatives and social services

Ottawa, typical of Canada's large municipalities, has a shrinking supply of affordable, family-appropriate rental units, an overall low vacancy rate, increased numbers of newcomers, and immigration of Indigenous people.

The neighbourhoods in Ward 13 and Vanier are represented by a majority of renters. In Vanier, 68% of residents rent, in Overbrook-McArthur 66% of residents rent and in Manor Park South it is 52%. In Ottawa as a whole renters represent 34% of residents. Again, these neighbourhoods hold a large stock of units that are larger (2 and 3 bedroom) and are affordable for those seeking low rent accommodation. In spite of lower rents, 65% of residents in Vanier pay more than 30% of their total income for their lodging, in Overbrook-McArthur that number is 41% and 40% in Manor Park. Rents in Ottawa are rising at the fastest rate in Canada (8% last year and 13.5% in the last two years). New construction

of affordable units is not keeping pace with the number of existing units being taken out of the low rental market by developers and investors (who are converting the units to higher income investment properties).

Vanier and parts of Ward 13 have historically been the neighbourhoods of choice for francophones. Residents include low income families taking advantage of the stock of older and larger low rental units. Much of the Indigenous community in Ottawa have located in the area; especially Inuit relocating south either permanently or while accessing services unavailable in their home communities. More recently, increasing numbers of newcomers—regular immigrants as well as asylum seekers and refugee claimants—are choosing to locate here.

These factors have placed significant pressure on City services, especially emergency services dealing with families who suddenly become homeless. Additional pressure is being placed on community-based organizations that assist families to locate housing, maintain a basic standard of living, prevent evictions, and/or become involved when families experience homelessness. The emergency shelter system is full and families have been placed in motel/hotel accommodation in increasing numbers as a response. Once homeless, families can spend several months in the city shelter or in emergency motel accommodation. The impact of homelessness and housing precarity on children and families has life-long impacts and often intergenerational consequences.

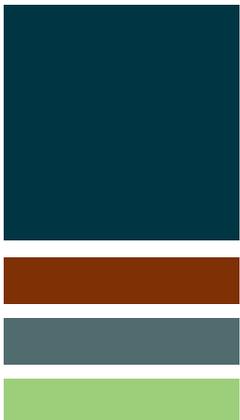
Why is this challenge so complex?

There is a complex system of intersecting economic, environment and social factors at play:

- Intergenerational trauma, poverty, supply, affordability, social networks, health factors
- There is no common agreed-upon definition of either the problem, nor what 'success' in addressing this problem looks like
- There are multiple journeys, needs, and experiences into and out of family homelessness, all requiring different responses

Did you know?

Homelessness can impact a child's entire life course, with multigenerational impacts



Context in which this problem lives:

System levels

Global context:

- a. Climate change and conflict – refugees, immigration, increased environmental standards are increasing development costs in many scenarios, exposure of local weather impacts on homeless families (floods, cold weather, etc.)
- b. A Global Pandemic has effectively shut down multiple sectors and many people are unemployed or unable to gain employment, with lower income and racialized groups being disproportionately impacted by the pandemic.

Governments context:

Federal/Provincial/Territorial context:

- Trust is lacking between public and private sector actors
- The legal framework between public and private sector is critically important
- There are questions of over-regulation in Ontario
- As pandemic-triggered government social benefits come to a close and the moratorium on evictions is lifted, an evictions cliff is expected during this lab
- Not enough regulation to prevent financialization of housing (REITs, investments in housing for short-term rentals, lack of taxation of purchase of recreational properties and secondary homes)
- Currently there is a lack of governance structure for oversight of the system – despite the federal government mandating this as first step of coordination
- Barriers exist to the development of community housing, as well as in relation to access to housing
- Underfunding of the Landlord and Tenant Board caused a huge backlog of hearings, which are now being rushed through during a pandemic using means that greatly discriminate against people who don't have access to technology – which has also become an access to justice issue.
- Impact of Bill 184

Municipal context:

- Lack of family-friendly housing supply
- Emergency shelters are overflowing
- Development planning and practice challenges exist
- Programs that assist with rent cannot keep up with rental rate increases
- The definition of 'affordability' used in Ottawa is inconsistent and contentious
- There is talk of a false scarcity of housing in Ottawa (low vacancy of rate used as an excuse to rise private market rental rates astronomically when a unit becomes available, while there is a high percentage of homes in Ottawa which are vacant most of the year – homes of foreign service, dignitaries, homes used for short-term rentals)
- Pandemic is incentivizing ad hoc urgent decision making (e.g. new Respite Centre in Vanier/Overbrook)
- Need strong implementation and enforcement of property standards
- Many development and subsidy programs are based on CMHC AMR (numbers which are usually two years old) which do not reflect the realities of the price of rental properties which are actually available on the market
- Lack of real data on need for affordable housing:
 - Practice of using CMHC AMR
 - CMHC AMR is usually calculated for Ottawa-Gatineau, however Gatineau rents are always much lower than Ottawa, however, and people receiving Ontario services, OW, ODSP, etc, cannot access housing in Gatineau because it is in a different province operating under different programs and regulations
 - Median household income should be used to calculate need, however, the information usually comes from Census which is now 5 years old
 - Major changes to regulations around who can be and remain on the Social Housing Registry wait list has meant it cannot be relied upon to reflect need

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Private Sector Context:

(landlords and their agents)

- Responds to regulatory and interest rate environment
- Rental rates for units are influenced by replacement and operating costs
- Looking for tenants who can demonstrate a good history of previous rentals
- Have had mixed results with programs to help tenants secure housing
- The private sector is seeking low-risk opportunities in a highly fluctuating market (e.g.: impact of pine beetle on the price of lumber)

4

Non-Governmental Context:

- Numerous NGOs are working on homelessness, poverty, and health, but few are involved with families directly
- Lack of coordinated services - Community organizations have indicated they don't know what other organizations are doing -there seems to be relatively little information flow, cooperation, or collaboration among organizations
- Those organizations involved tend to be connected to the City Housing Services through contracts or other funding relations
- Related to inconsistency of services, tenants are sometimes unable to or unwilling to reach out to services – no one can force them to seek support
- Inequity in terms of access to resources
- Too many wrong referrals – especially on behalf of OW workers who are not kept abreast of changes individual organization funding, priorities and programs
- A lot of trauma and lack of trust in community organizations and social services by families due to too many wrong referrals, being turned away, not being able to access the help they need and the help they want

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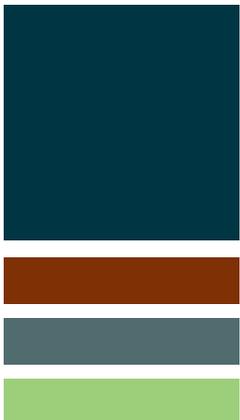
Neighbourhood Level:

- The area of Ward 13 and Vanier is one of Ottawa's older communities, and there are strong relationships among its residents and local businesses
- Relationships between community groups, residents and landlords (and their representatives) are however weak
- Landlords are not organized in groups by neighbourhoods
- Redevelopment is changing the physical nature of the neighbourhoods in Ward 13 and Vanier
- The wellbeing of residents is of significant interest to community associations and local organizations
- Cultural diversity of the neighbourhoods includes multiple societal cultural realities existing simultaneously
- Cross-cultural competencies are often lacking between individuals and groups

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Individual Level:

- Economic reasons such as insufficient income to pay rent, security deposit, unemployment, and poor credit history, followed tenancy considerations such as no rental history, and/or past evictions are listed in studies by the University of Ottawa
 - Personal capacity challenges for life management activities that relate to obtaining and maintaining appropriate housing are created by persistent and disabling conditions, including trauma, mental health and disabilities.
-





Observations on the current problem to date:

Within and beyond the Wards individuals and families become unstable (destabilized) for reasons that are not well understood. Indeed, the best predictor for “destabilization” is prior homelessness.

Family homelessness is not uniform—there are multiple groups with very different journeys and needs:

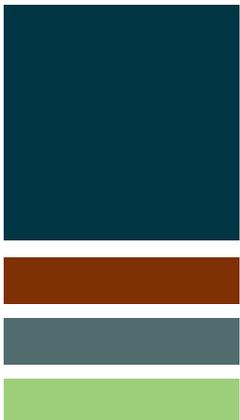
- 50% of known families dealing with homelessness are newcomers to Ottawa in the last 12 months
 - Refugee claimants and immigrants have different journeys based on the different role the federal government plays in each of these immigrant classes
 - Refugee claimants moving within Canada also account for a strong but decreasing demand component
- Overflows from the City’s only emergency shelter are often accommodated in partner facilities operated by the YMCA and the Catholic Immigration Centre, but these sources are also often at full capacity leading to emergency housing demand.
 - 15% of families come from overflows of Women’s shelters and Family Breakup shelters combined
- First Nations (off-reserve), Metis, and Inuit have unique experiences and challenges
- Ethnocultural specificities (language (en/fr/+), faith & practices, as well as the role of generations in child rearing)
- Situational specificities (e.g. Single parent, Domestic Violence)

Current responses:

- have a short-term focus
- Are not “coordinated” across service providers, sectors, government and other stakeholders
- Are inconsistently accessed and accessible
- Are not always based on promising and best practices: e.g. Housing First is endorsed by the City of Ottawa, but is still not the chosen model to move away from the traditional response which still receives most of the funding

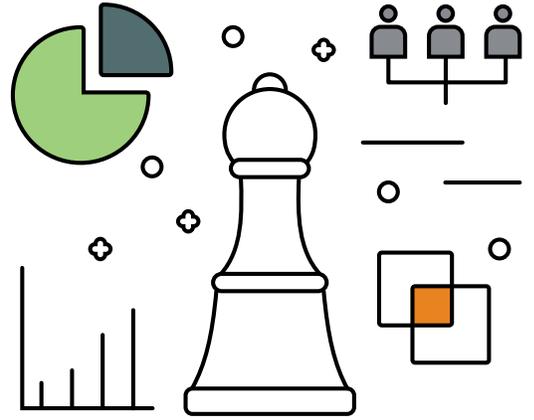
Information that would allow better assessment and response at the neighbourhood level is weak:

- In spite of examples of effective interventions occurring within neighbourhoods
- There is apparent willingness of neighbourhood organizations to build additional capacity under the right conditions
- Examples of trust building among those who can impact the problem within neighbourhoods



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About the Lab



Why a Solutions Lab?

Family Homelessness is a complex problem with no clear easy solution, and cannot be solved by one or even a few organizations alone. It is the result of multiple factors in a variety of contexts and intersecting systems. A Lab approach brings together full representation from the system(s) at play, and begins with an open-ended exploration of the problem from multiple perspectives to deepen our understanding of the nuances, problems, incongruencies, and potential areas of influence. Labs call us to work together in different ways to tackle problems that we haven't yet been able to solve.

The Solutions Lab seeks to expand our understanding of the issues and highlight new relationships and factors for consideration by bringing various participants to the table.

This project is focussed particularly on the opportunity of neighbourhood level interventions and the unique opportunities these may present.

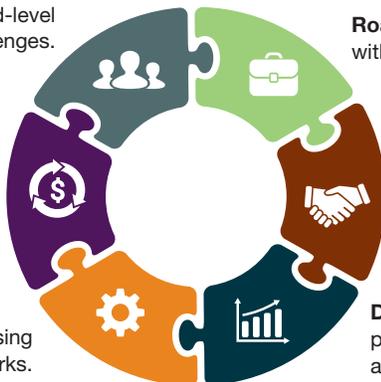


This Solutions Lab is focused on:

Finding key insights to inform neighbourhood-level solutions to overcome these challenges.

Refining our common understanding of the problem and challenges.

Prototyping and testing prototypes using 100-day experiments to find what works.



Roadmapping immediately implementable solutions with relevant actors.

Bringing together key stakeholders to engage in dialogue to inform the problem framing and co-design of potential solution ideas.

Developing a deeper understanding of the various perspectives from those involved with various phases a family goes through into and out of homelessness or precarity.



Phases of work

This Solutions Lab is organized into five key phases of work:

1

Define

This phase set the foundation of the Lab process with multi-stakeholder review of the problem from multiple perspectives. a selection of interviews with key stakeholders and related desktop research. High level takeaways are summarized here in this brief.

2

Discovery

This phase set the foundation of the Lab process with a selection of interviews with key stakeholders and related desktop research. High level takeaways are summarized here in this brief.

- Appendix 1 contains the neighbourhood profiles
- Appendix 2 Legislative briefs
- Appendix 3 shows Journey Map for families as they navigate the system

3

Development

This phase will be centered on proposing potential solution ideas.

4

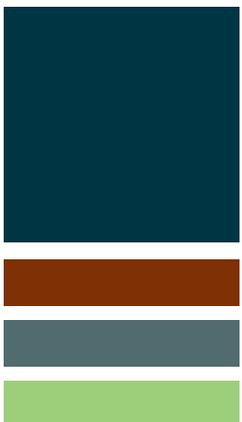
Prototyping

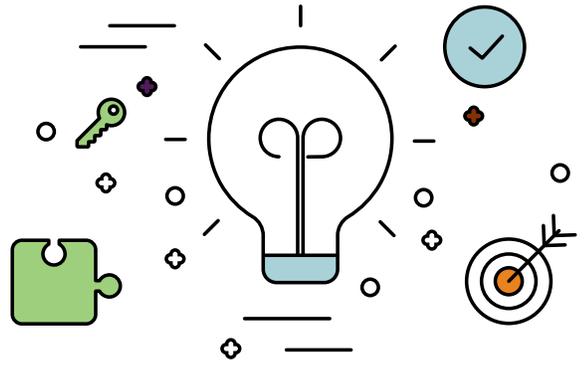
This phase will refine and test our best ideas using 100-day experiments.

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Roadmap

This phase will complete the project by proposing a way forward.



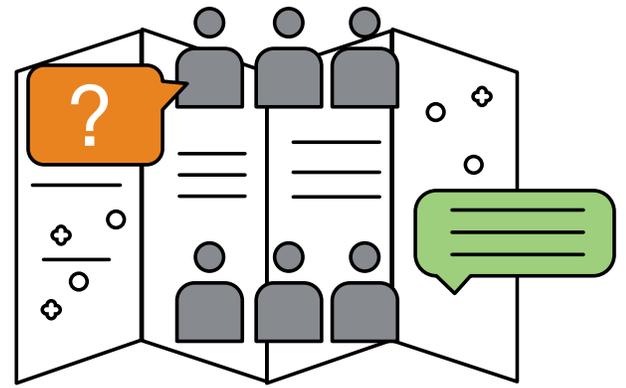


Key issues

This section highlights key issues, trends and challenges that arise from our collective view of the data, as seen by stakeholders. This is a work in progress.

What key issues are you seeing?

Key Issues: _____



A few areas of emerging opportunity exist, with others yet to be identified. What other areas do you see?

Insights: from Interviews, Research, and Insight Generation Workshops

1 Opportunities exist for “Prevention”

There are opportunities for effective intervention in homelessness prevention and early action when a family becomes homeless. The issues associated with many families becoming homeless emerge in the neighbourhood. While many families in our neighbourhoods struggle, only a few end up becoming homeless. Finding the right point to assign scarce community resources is the challenge. There is a human sensor network through many of the existing community services such as food programs,

school and after school, health care providers, community case workers and neighbours, family, and friends. Examples of successful early interventions exist in other cities such as Toronto (EPIC), Kitchener-Waterloo, Halifax, and Medicine Hat as well as communities in other countries. Prevention represents the greatest benefit to families and resource savings for the system if the right balance can be found.

2

Diversion

At the moment a family becomes homeless there is a small window of opportunity to divert the family away from the shelter system. Currently, in Ottawa, there is little opportunity for co-ordinated action among city staff, NGO case workers, community-based organizations, housing providers and the family to problem solve once the family is homeless. The descent into homelessness can become a no exit process resulting in many months of stay in the shelter system waiting for rent geared to income housing to become available. This can be further complicated if the housing needs involves a larger number of bedrooms. The family is also in a “take it or lose your place” position when offered housing.

Currently, by the time people get to the homeless shelters where the diversion work takes place, they have already lost their homes, meaning they have also lost a lot of

their personal effects which will need to be replaced when they are eventually rehoused, and people still experience the trauma of having been evicted and of losing their home.

Being diverted still means interruption in schooling for students and children, being torn from their community contacts, their social contacts (there is no home where people can come to visit), community resources (such as food banks, etc.)

Diversion still includes the cost of rehousing and reintegration into schools, new neighbourhoods, and increased cost of housing (even though Ontario has rent control on units that were built before November 2018, there is no regulation of rental costs once the unit is vacant and put on the market. Over the past few years, we have seen this price increase over 30%.

3

Inadequate support

Inadequate support currently exists for NGO and City Housing Workers involved in assisting families to secure and stabilize housing. They are not adequately supported to work effectively together. High turnover and lack of appropriate training available to front-line workers, especially housing-based case workers (which are considered to be entry level jobs), are incredibly challenging and are not well paid. Staff in many separate agencies perform similar housing related services but do not have the opportunity or tools to work

together and can find themselves working in isolation. There are cold handovers from one organization to another requiring clients to present their story multiple times. This can be particularly difficult when the situation is evolving quickly and an immediate intervention may make the difference. Community based organizations are not networked in a fashion that allows them to be part of a rapid response. There is often no follow-up with the client when someone leaves their job.

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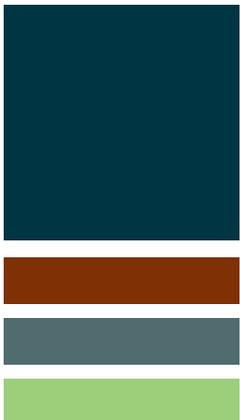
Better engagement of the private market

There appears to be an opportunity for better engagement of the private market. There are at least two distinct aspects here:

- a. **Longer term**; It will take many years for the additional shelter space, traditional housing and the affordable housing needed to address family homelessness. The private sector in a number of Canadian cities have created Public/Private models for the creation of transitional housing facilities with wrap around programming.
- b. **Immediate**; In the present landlords have indicated a willingness to do more but are wary of the slowness with which governments respond to situations that may arise with high needs tenants. Local NGO's empower property managers to act swiftly. Other countries have established "boundary" organizations that can interact with the private landlords in the capacity of a property manager and at the same time carry authority to apply government programs.

In Ottawa, voices in the NGO sector believe that when the private market is relied upon to provide social services, there is evidence of more discrimination and stigmatization of poverty, and it is harder to apply the human rights lens to housing and homelessness.

Recent observations of the private rental market across the country over the past 10 years is the huge loss of affordable rental options for people which are replaced with upscale rentals or condos. Without community benefit agreements and inclusionary zoning bylaws that demand a certain percentage of affordability in neighbourhoods and specific developments in perpetuity, neighbourhoods become ripe for gentrification once the mortgages expire.



5

Alternatives to Motels for Temporary Accommodation

Cities are using motels as emergency shelters to provide some shelter for families experiencing homelessness. While any roof is better than no roof on a critical emergency basis, what has happened is that families have become “anchored” in motel rooms for months and years at a time. A motel room is safer than no room at all, but it is NOT housing – often lacking the very basics that allow the ability to cook, clean, or any privacy for family members who require it.

In the vast majority of cases, the cost of housing families in motels on an ongoing basis is substantially higher than providing them with other temporary or sustainable housing. In a city like Ottawa, families will live in motels at a cost of \$3,000/month when housing units in

nearby neighbourhoods sit vacant at less than \$2,000/month. The ongoing fraught nature (years in duration) of this situation points to an endemic situation where no one “answer” will suffice.

What specific actions in various parts of the system could reduce the use of motel rooms as “acceptable” family housing beyond a realistic time frame (no family to be housed in a motel room beyond 90 days).

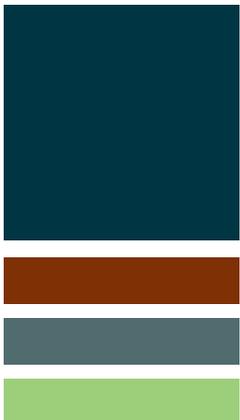
- How might we create more suitable temporary / sustainable family accommodation?
- How might we provide services to enable families to break the poverty cycle, enabling them to afford sustainable housing?

6

Information systems

Information systems are not sensitive neighbourhood level actions making it hard for local actors to understand their issues and opportunities. Most information is aggregated at the city-wide level and

little is available in anywhere close to real time. Anecdotes drive perceptions of what is happening. Interpretation of data requires training and considerable time.



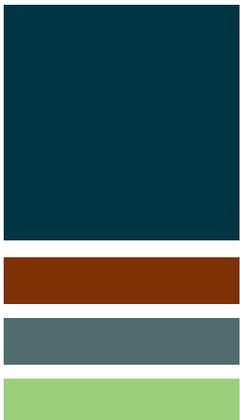
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Housing Stabilization Services

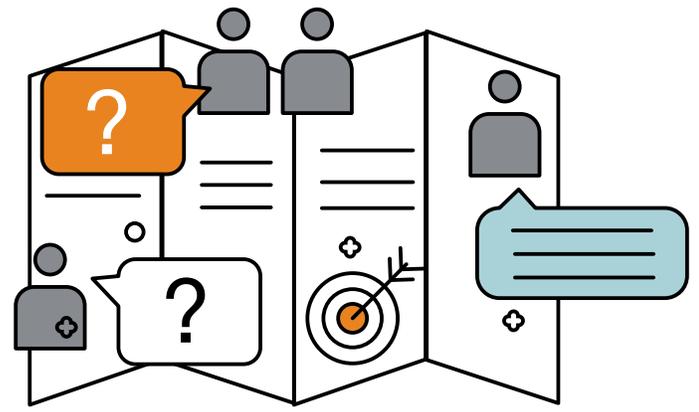
Housing stabilization services appear to be working well when families are assigned housing from the shelter system. Could stabilization services be used as a preventative intervention?

Housing Allowances from the City are only available to you AFTER you become homeless. Last summer and the summer before there were people give up their housing intentionally

to get themselves in to the shelter so that they could get access to the funds. We had new arrivals in Ottawa desperate to get in the shelter system, living in their cars/basements of churches etc. waiting to get into emergency housing so they could get the subsidy. They knew from each other and YOUTUBE videos on line that this was the way to get a subsidy and then an apartment in the private market.



5



Questions

Family Homelessness is clearly a complex problem with no obvious solutions. To make an impact in a complex system, we must take the approach of experimenting with many small “safe-to-fail” interventions and see how the system responds. We then review and pivot. The accumulated impact of many small changes often is the only way to shift a system like this.

There are many outstanding questions related to how neighbourhood level interventions might reduce family homelessness.

What questions do you want answered?

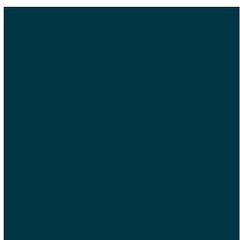
- ?** What key elements of the current system are keeping things status quo?
- ?** What can be changed through policy alone? What politics exist at the neighbourhood level that would either support or challenge this?
- ?** How do we create the conditions for families to transform hopelessness into stable housing they can thrive in?







What are the questions that you want answered?



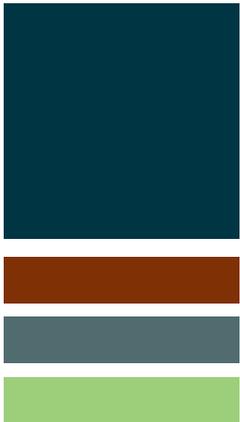
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Appendix 1: Neighbourhood Profiles

This section provides statistical profiles of the 4 neighbourhoods involved in this lab: Overbrook-McArthur, Manor Park South, Vanier, and Forbes. A lot of this data is from the 2016 census, making it 5 years old now; we can assume the housing and homelessness sector has changed since then. It is also generally accepted that this data is not accurately representative of the reality of Indigenous people and communities due to widespread under reporting.

? About the data

Data for this profile comes from the 2016 census.

The profile uses 2 census track areas which may not conform identically to neighbourhood boundaries but contain sufficient representation to provide an overall picture of the community.

Clearly numbers will have changed since the census but the overall patterns in the data change slowly over time and are reliable in giving a general portrait of the neighbourhood.

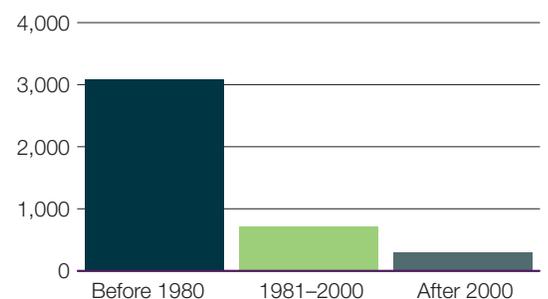
That said all data has limitations and some should be noted. Statistics for indigenous populations normally underrepresent this group. Circumstances associated with the pandemic have affected income patterns.

Overbrook-McArthur

? What is the Built Environment?

Overbrook is a neighbourhood close to the downtown bounded by McArthur/Donald streets in the north and Highway 417 in the south and Ste Laurent Blvd in the east and the rideau river in the west. It is composed primarily of older, smaller structures, the majority of which are rental units, many of which are owned and managed by individuals. We have been unable to determine how many landlords reside in the neighbourhood.

Dwellings are Older



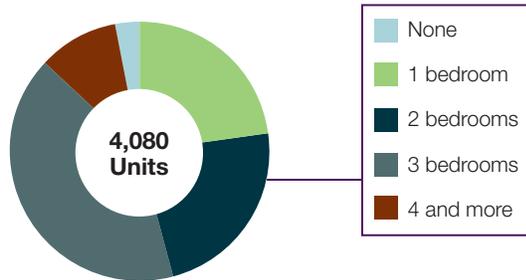
Most Units are Rentals



? Why is this Important?

Older units generally rent for less and those built before 1980 are larger with more bedrooms: more than 50% having 3 bedroom or more making them attractive to larger families with moderate to low income.

Units Often Have 3 or More Bedrooms



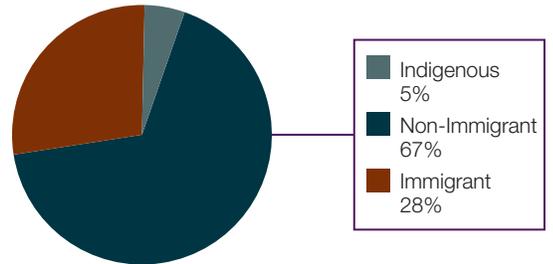
The older, smaller structures, however, make properties attractive to developers who can assemble parcels and replace the existing structures with new higher density buildings displacing current residents.

? Who Lives Here?

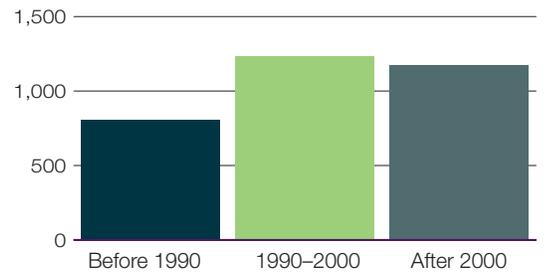
How do people identify themselves?

Newcomers, visible minorities and indigenous people have increasingly called Overbrook home attracted to the community by lower rents and larger rental units. Of the 9,289 individuals residing in the neighbourhood 3,355 described themselves as being visible minority, 2,575 are immigrants and 475 individuals indicated they were indigenous.

It is a Diverse Neighbourhood



Newcomers have Chosen the Neighbourhood for Many Years

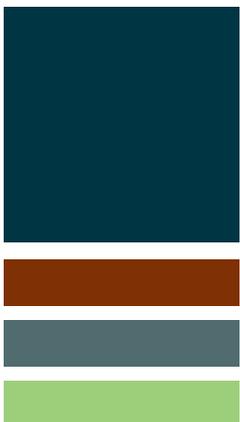
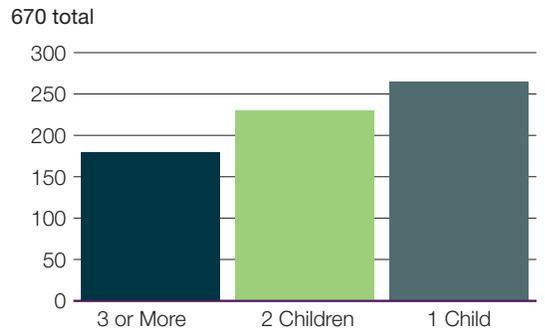


About a third of households have 3 or more people with the eastern section of the neighbourhood having a much higher concentration of multi person households (2.7 members per household) than the western (2.0 per household).

Families

There are 2,220 families in the neighbourhood, slightly over 50% of occupied residences, with nearly a third consisting of lone parent households, overwhelmingly headed by a woman.

Children in Lone Parent Families



? Why is this Important?

Overbrook is well serviced with food stores and shopping. It is a walkable neighbourhood with good public transportation making it attractive for those without cars. It is also well serviced for those looking to establish themselves in the city and/or needing to access cultural and social services.

? What about Income and Rent?

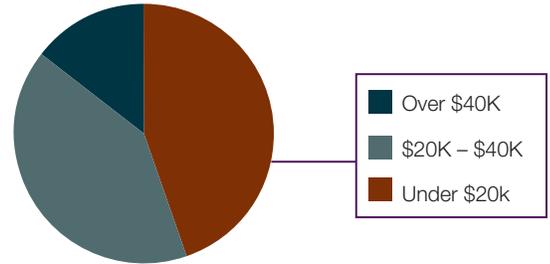
Of those renting, 38% spend more than 30% of their total income on rent with a smaller but significant group spending over 50%. Some 330 of these households receive some kind of government subsidy to help with rent and other expenses. Larger percentage expenditures relate in part to larger unit size with 400 households in dwellings of 3 bedroom or more spending more than 30%. The other part of the story being that household income of less than \$40,000 being a strong predictor that costs of accommodation will exceed 30%.

Rent is the Largest Expenditure for Most of the 2,585 Households



For households paying more than 30% of their income in rent the vast majority were making less than \$40,000 and a large number having household income below \$20,000.

Income for Those Households Paying More Than 30%

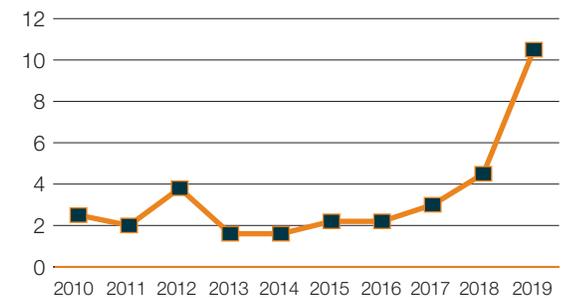


For October 2019 median rents were \$1,115 for a one bedroom and \$1,275 for a three bedroom. Rents have been rising significantly in recent years making the neighbourhood increasingly less affordable.

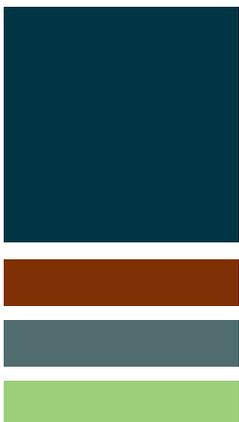
? Why is this Important?

Rapidly rising costs puts additional pressure on those already living here and makes it harder for those wanting to move into the neighbourhood.

% Change in Rents (in October)



Statistics are from the 2016 census provided to the Family Homelessness lab by the Community Data Project with the exception of the rent and rent increase statistics which are from the CMHC Housing Information Portal.



Manor Park South

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The profile uses 2 census tract areas which may not conform identically to neighbourhood boundaries but contain sufficient representation to provide an overall picture of the community.

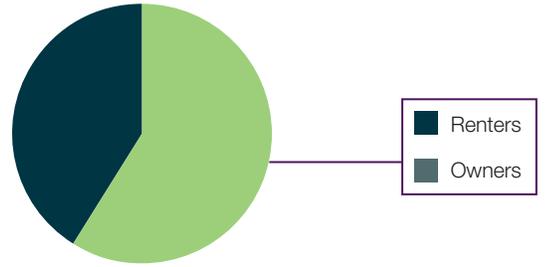
Clearly numbers will have changed since the census but the overall patterns in the data change slowly over time and are reliable in giving a general portrait of the neighbourhood.

That said all data has limitations and some should be noted. Statistics for indigenous populations normally underrepresent this group. Circumstances associated with the pandemic have affected income patterns.

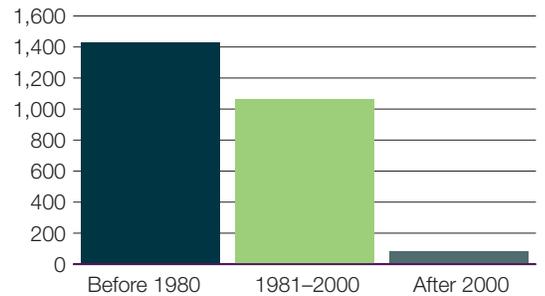
? What is the Built Environment?

Forbes is a neighbourhood bounded by Hemlock Road in the North and Montreal Road in the South and the aviation parkway in the East and St Laurent Boulevard (including cardinal Glen) in the East. The Built environment is mixed with high rise apartments (1,655) row houses (425) and low rise apartments (425) and a small number of single detached and semi-detached homes. For the most part dwellings were built before 1980 with 41% built between 1960 and 1980. Earlier construction was mostly row housing and low rise apartments with high rise condominiums (1,085) being built after 1980.

Most Dwellings are Rentals



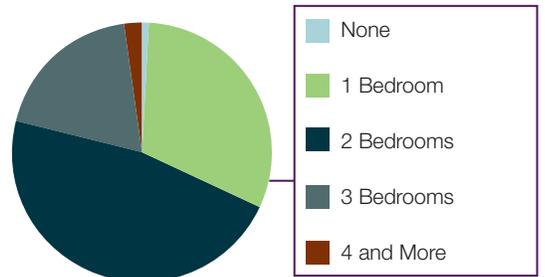
Little Constructed since 2000



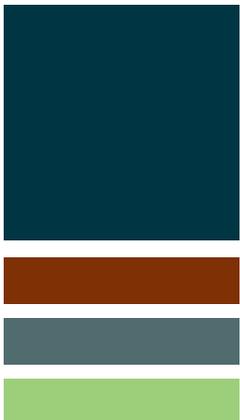
? Why is this important?

What distinguishes this mixed construction neighbourhood is that dwellings built prior to 1980 are primarily rented by low and moderate income households. Rental properties are concentrated with a small number of companies. These older structures are entering a period when they will be considered for replacement.

Units are Mostly 1 and 2 Bedrooms



Manor Park south is served by three strip malls two of which are anchored by food stores, all within walking distance shopping. Public transportation is excellent with bus service to the LRT.

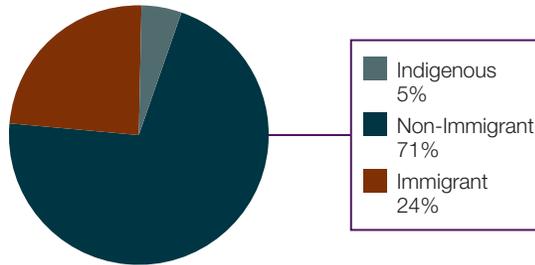


Who Lives Here?

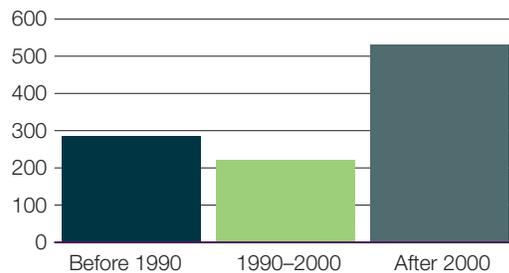
How do people identify themselves?

The 2016 census reported that 4,341 people lived in the area making the average household size 1.7. The indigenous population of Manor Park represents about the same proportion as nearby Forbes and Overbrook. 1,030 residents identified themselves as immigrants, over half of whom arrived in Canada after 2000.

Most Residents Identify as Non-immigrants



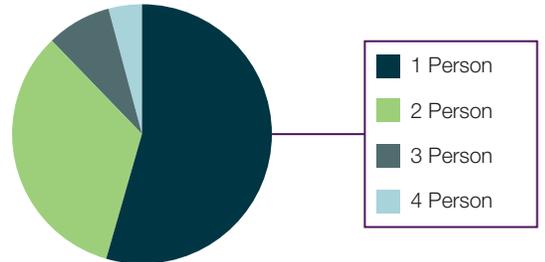
The Majority of Immigrant Residents Have Arrived More Recently



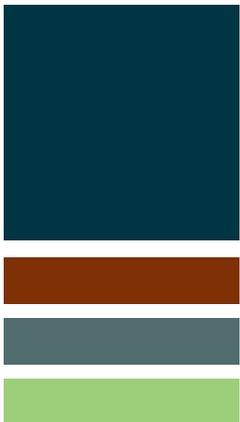
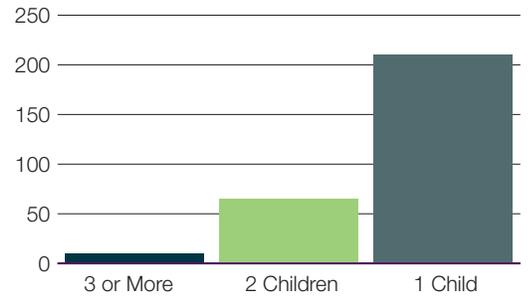
Families

There are 1,080 families in the neighbourhood. Nearly 90% percent of the neighbourhood is composed of one or two person households. 280 families indicated that they were lone parent 235 of which were headed by a woman. Family size of lone parent households is typically small with 210 having one child.

Household Size



Lone Parent Families

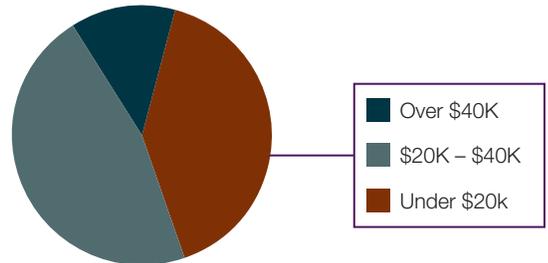


? Why is this important?

Manor Park South has been a relatively stable neighbourhood for a number of years. Rental property owners have held and managed properties for many years and have a good reputation. Many of the older town houses are at the edge of their useful life and will be redeveloped in the coming years.

For October 2019 median rents were \$1,007 for a one bedroom and \$1,225 for a two bedroom and \$1,195 for a three bedroom.

Income for Those Households Paying More Than 30%



? What about Income and Rent?

Of those renting, 365 or 24.1% spend more than 30% of their total income on rent. Of that group of 365 a sizeable number (230) spend over 50% of their income on rent.

Rent is the Largest Expenditure for Most Households

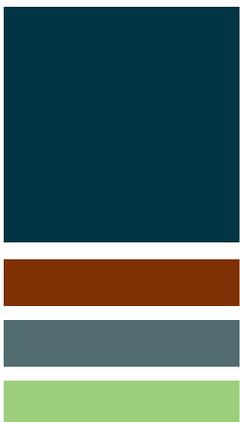


For households paying more than 30% of their income in rent the vast majority (730) were making less than \$40,000 and a large number (340) having household income below \$20,000.

? Why is this important?

Many of the residents who are paying more than 30% of their income in rent are actually paying significantly more. There are few alternatives for these renters.

Statistics are from the 2016 census provided to the Family Homelessness lab by the Community Data Project with the exception of the rent and rent increase statistics which are from the CMHC Housing Information Portal.



Vanier

? About the data

Data for this profile comes from the 2016 census.

The profile uses 5 census track areas which may not conform identically to neighbourhood boundaries but contain sufficient representation to provide an overall picture of the community.

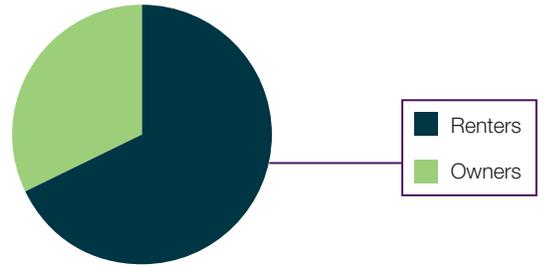
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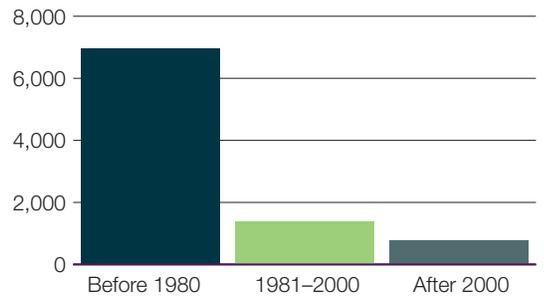
? What is the Built Environment?

Vanier is a former city and predominantly Francophone neighbourhood close to the downtown. Structures are older, the vast majority built prior to 1980. The neighbourhood has over 6,000 rental units among the largest concentrated stock in the city. Many of the rental units are in low rise apartments (4230) or flats/apartments in duplexes (900).

Large Stock of Rentals



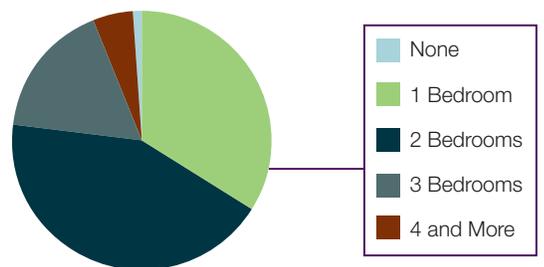
Apartments are Older



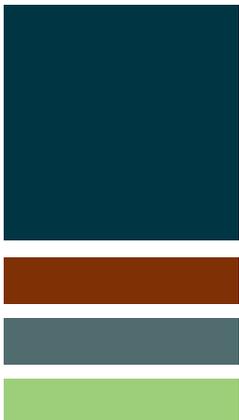
? Why is this important?

Older units generally rent for less and those built before 1980 have a larger footprint with rooms not rented as bedrooms that can serve that purpose.

Large Numbers of 1 and 2 Bedroom Apartments



The older, smaller structures, however, make properties attractive to developers who can assemble parcels and replace the existing structures with new higher density buildings displacing current tenants. Vanier has been able to resist the gentrification seen in many other neighbourhoods but its proximity to downtown will make that harder in the coming years.

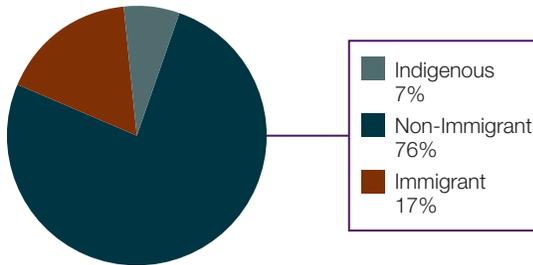


? Who Lives Here?

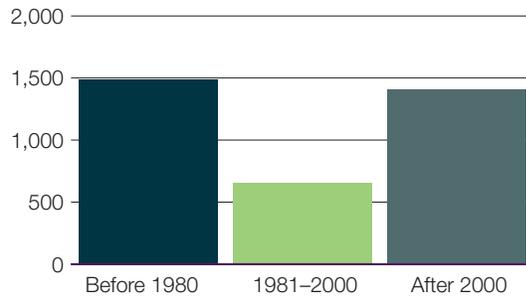
How do people identify themselves?

Vanier is a mature neighbourhood with 16,609 people, many of whom have lived there for years. Those identifying themselves as immigrants (2,900) are a smaller proportion of the neighbourhood than in adjacent areas. They also identify mostly with two large waves: one before 1980 and a second more recent since 2000. Language preference may well have played an important factor in choosing Vanier. The neighbourhood has a significant indigenous population (1,130), the largest of all the areas profiled.

Most Residents Identify as Non-immigrants

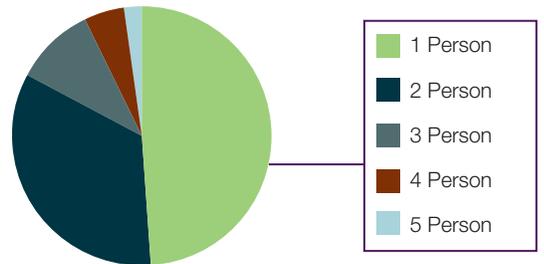


Migration in Waves

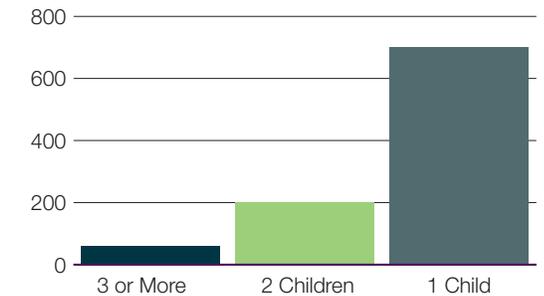


Households are smaller in Vanier with 1.78 persons per household, which is consistent with the rental stock. Almost half of households are occupied by people living alone, and 83% of households have no more than 2 persons living there.

Persons per Household



Single Parent Families

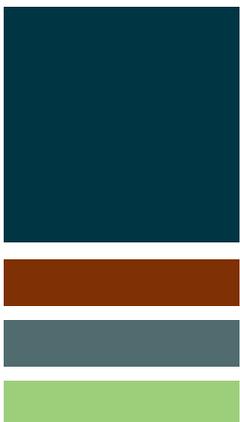


Families

There are 3,875 households who identify as families in the neighbourhood, slightly over 42% of occupied residences. Just under a quarter (24.6%) of families are lone parent, 79% of which are headed by a woman.

? Why is this Important?

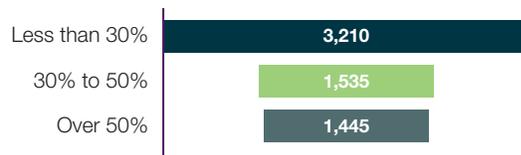
Vanier is a walkable neighbourhood with good public transportation, making it attractive for those without cars. It is also a caring community well served for those looking to establish themselves in the city and looking for access to cultural and social services.



? What about Income and Rent?

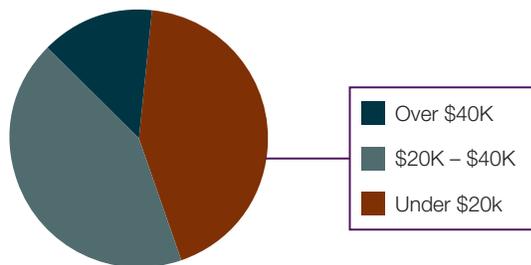
Of the 6,190 renters, a large proportion (51.9%) spend more than 30% of their total income on rent with a significant group (23.3%) spending over 50%. Some 330 of these households receive some kind of government subsidy to help with rent and other expenses.

Rent is the Largest Expenditure for Most Households



For households paying more than 30% of their income in rent the vast majority were making less than \$40,000 and a large number having household income below \$20,000.

Income for Those Households Paying More Than 30%



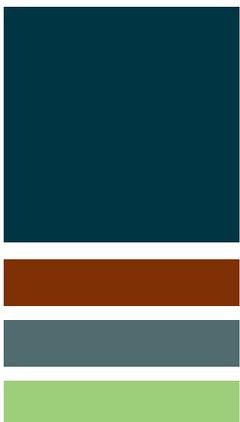
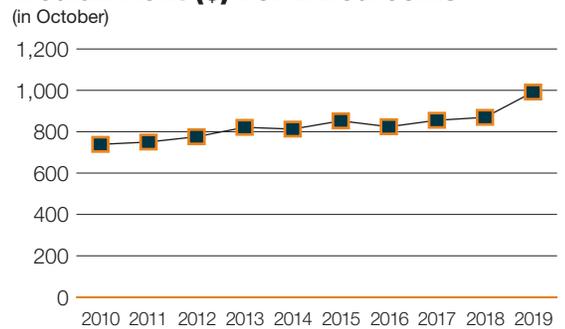
For October 2019 median rents were \$965 for a one bedroom and \$1,129 for a two bedroom and likely around \$1,350 for a three bedroom. Rents have been rising steadily in recent years but without the significant upward pressure seen in other neighbourhoods with the exception of 3 bedroom units which have increased in rent dramatically.

? Why is this Important?

Vanier remains one of the last close to the city core areas of affordable rents. Even with these lower rents many tenants are spending significantly more than 30% of their income on rent.

Statistics are from the 2016 census provided to the Family Homelessness lab by the Community Data Project with the exception of the rent and rent increase statistics which are from the CMHC Housing Information Portal.

Median Rent (\$) For 2 Bedrooms



Forbes

? About the data

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The profile uses a census tract area which may not conform identically to neighbourhood boundaries but contains sufficient representation to provide an overall picture of the community.

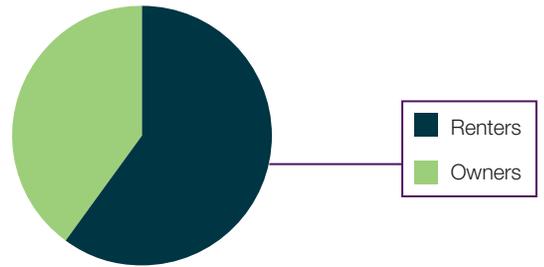
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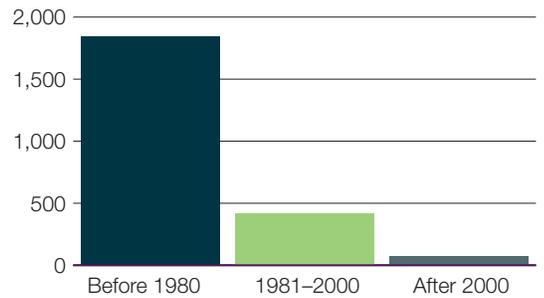
? What is the Built Environment?

Forbes is a neighbourhood situated between Montreal Road and Donald Street in Ottawa's East end. 20% of buildings are row houses, and 20% apartments in low rises. Another 25% are semidetached houses and duplexes. Dwellings for the most part were built before 1980 with 39% built prior to 1960.

Most Dwellings are Rentals



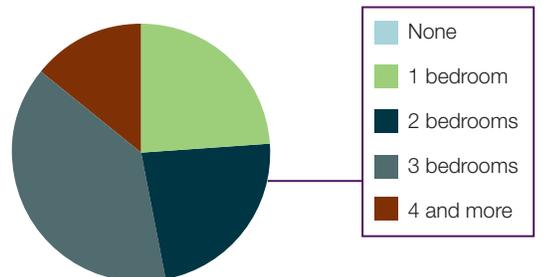
Structures are Older



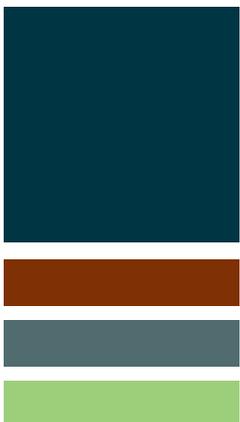
? Why is this Important?

What distinguishes this neighbourhood is that over half of the dwelling have 3 or more bedrooms more making them attractive to larger families with moderate to low income. There are some important changes occurring with the construction of larger high rises in the area.

Units can Accomodate Large Families



Forbes is well served by food stores and retail shopping. Public transportation is excellent with the LRT a short bus ride with frequent service.

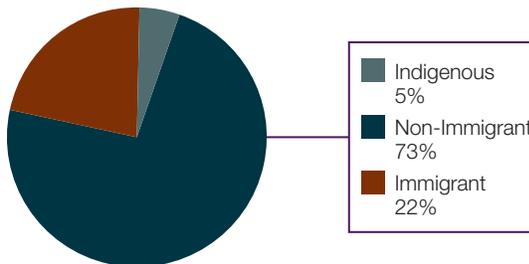


? Who Lives Here?

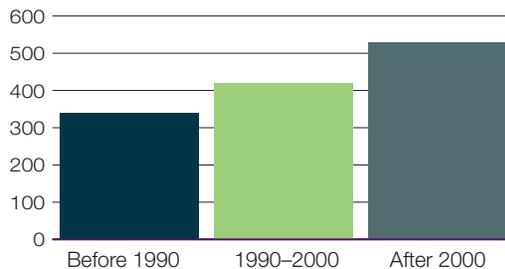
How do people identify themselves?

The 2016 census reported that 5,304 people lived in the area making the average household size 2.2. The indigenous population of Forbes represents about the same proportion as nearby Overbrook. A smaller proportion 22% of residents identified themselves as immigrants and also indicated that they have settled in Canada more recently. Only a slightly higher percentage 29% identified as visible minority.

More Identify as Non-immigrant

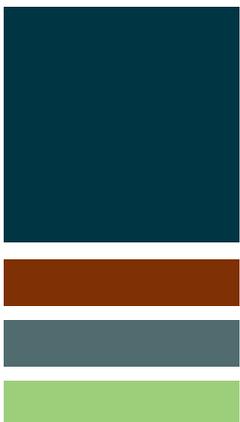


Immigrants have Arrived More Recently

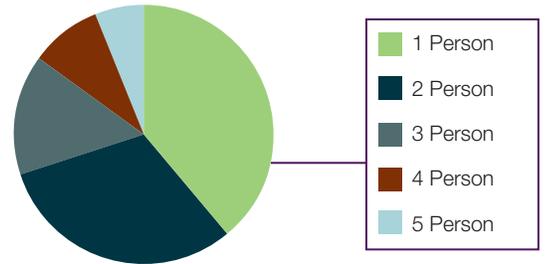


Families

There are 1,270 families in the neighbourhood. Seventy percent of the neighbourhood is composed of one or two person households. There are a larger number of single person households than Overbrook. 350 families indicated that they were lone parent 270 of which were headed by a woman. Family size of lone parent households is typically small with 230 having one child.



Persons per Household



? Why is this Important?

Forbes as a neighbourhood is changing. While there is a good stock of larger dwellings they are occupied by smaller households. This is typically the sign of a mature neighbourhood. Newcomers are attracted to the area when properties come up for rent as it offers excellent retail services, good transportation and other amenities.

? What about Income and Rent?

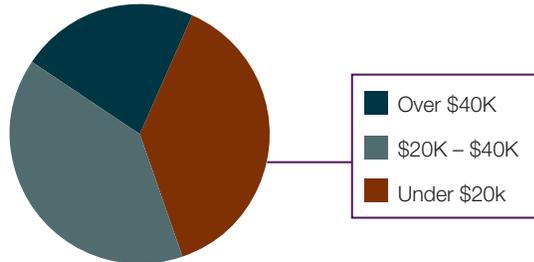
Of those renting, 700 or 49.8% spend more than 30% of their total income on rent. Of that group of 700 three hundred and ninety (390) or over a quarter of all renters spend over 50% of their income on rent. Some 155 of these households receive some kind of government subsidy to help with rent and other expenses. Expenditures do not relate as directly with the size of the dwelling. For instance, those spending more than 50% on rent the majority 285 are for 1 or 2 bedroom units.

Rent is the Largest Expenditure for Most Households



For households paying more than 30% of their income in rent the vast majority were making less than \$40,000 and a large number having household income below \$20,000.

Income for Those Households Paying More Than 30%

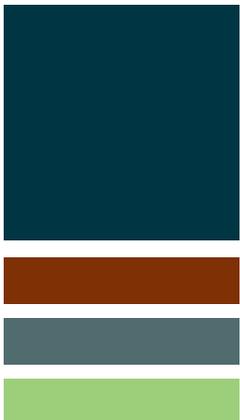


For October 2019 median rents were \$995 for a one bedroom and \$1,250 for a two bedroom. Rents have been rising significantly in recent years making the neighbourhood increasingly less affordable.

? Why is this Important?

Rapidly rising costs puts additional pressure on those already living here and makes it harder for those wanting to move into the neighbourhood.

Statistics are from the 2016 census provided to the Family Homelessness lab by the Community Data Project with the exception of the rent and rent increase statistics which are from the CMHC Housing Information Portal.



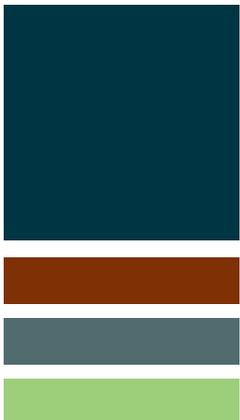
Insights:

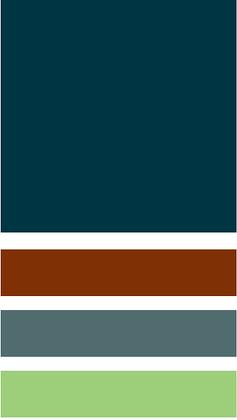
There is currently a large number of families in Vanier/Overbrook who are waiting for Immigration hearings, appealing decisions, waiting for outcomes of Immigration hearings. All the while those families are not eligible for the Canada Child Benefit – and that is what really crushes so many of them. Their income is just insufficient to care for their children and stay housed in Ottawa. The stress on those families, often led by single mothers, is overwhelming.

It would be ideal for someone to be working with families to ensure they were hitting ALL their income potentials: Trillium benefits, GST, tax refunds, CCB, reliable TCB and a few others. Some communities don't believe in participating in federal programs from governments they don't recognize. The cost of those choices is a direct decrease in monthly income for children.

“I would assume that there are good reasons for the Registry's approach of one offer of housing. However, I do wonder if the lack of choice may mean housing that is not a good fit. This could result in families eventually choosing to leave subsidized housing and incurring greater rental costs, which could potentially result in recurring homelessness. Is there any information on recurring homelessness?”

“Although trivial, good transportation is questionable. There have been complaints over the years about OCTranspo, including the lack of bus shelters in Vanier. I do not know if the shelter issue has been resolved, but changing routes because of the LRT may have added to the feeling of not being well served.”





Appendix 2: Legislation & Regulations at Play

Housing Services Act and Regulations

The Housing Services Act (HSA)

(revised July 21, 2020) sets out the framework for housing and homelessness services in Ontario and for social housing administration.

The Act sets forth provincial interests in the housing and homelessness system and requires the City (Service Manager) to develop, review and update a 10-year local housing and homelessness plan.

The HSA Regulations governs

- Designated Housing Projects
- Subsidies for Housing Projects
- High Needs Households and Household Income Limits
- Determination of Rent Geared-to-Income (RGI)

The HSA requires the City to develop and Implement a 10-year plan for housing and homelessness that responds to local needs and achieves municipal and provincial objectives. The City updated the plan in June of 2020.

<https://www.ontario.ca/laws/regulation/010298>

<https://www.ontario.ca/laws/statute/11h06#BK67>

<http://ottwatch.ca/meetings/file/642941>

Housing Registry

The obligation to maintain a Centralized Waiting List (CWL) is mandated under the HSA as a core Service Manager function. The City of Ottawa has contracted with The Social Housing Registry of Ottawa (a non-profit organization) to maintain its CWL (The Registry).

The Registry receives and assesses applications and prioritizes applicants for placement on the CWL. Waiting periods are very long for families.

The Registry also maintains a list of housing providers, including Ottawa Community Housing, as well as qualifying Co-operative and notfor-profit housing providers.

Rent Geared to Income (RGI)

Amendments to the Act simplify the rent-geared-to-income (RGI) rent calculation. Tenants must now submit a copy of their last Income Tax Notice of Assessment which is used to calculate rent. Most households' rent will be based on 30% of net household income instead of 30% of gross household income.

RGI rents have a minimum, currently \$80/ month moving to \$130/month in July 2021. (That primarily applies to people on Ontario Works, and the increase will result in higher provincial payments to non-profit housing providers.

As of January 2020, RGI applicants receive only one offer of housing. Refusal to accept results in cancellation of their application on the CWL.

Residential Tenancies Act

***The Residential Tenancies Act (RTA), 2006, S.O. 2006, c. 17 (revised October 2020)* sets out the rights and responsibilities of landlords and tenants who rent residential properties.** Landlords must use the standard lease template written in plain language that clearly states the rent, what that includes and when it is due, as well as the rights and responsibilities of both parties. No addition to a lease contravening the RTA is legally enforceable, even if both parties agree to the addition. The Act also lays out the procedure for terminating a tenancy, ending a lease early, and the eviction process through the Landlord Tenant Board (LTB).

Rents and deposits are governed by the Act. Security deposits are not allowed in Ontario. Landlords may require first and last month's rent upon signing the lease. Landlords are not allowed to charge tenants additional fees or charges such as a "key deposit," or a repair deposit.

Normally rents may be increased 12 months following the commencement of the tenancy or a previous increase so long as the landlord provides 90 days notice using the proper legal form. The maximum allowable rent increases are annually set by the Province.

For 2021, the maximum allowable rent increase is 0% (which is an exception due to COVID-19). Landlords may make applications to the LTB for rate increases above the provincial guideline. Once a unit is vacant, the landlord may set the price of the unit to whatever the market will bear.

Tenants have a number responsibilities under the RTA including:

- Paying rent on time.
- Keeping the property clean.
- Avoiding doing damage and repairing any damage done.
- Being reasonably quiet.
- Obeying local bylaws; and,
- Abiding by the lease agreement such as non-smoking property.

Landlords for their part must:

- Keep the property in good repair.
- Maintain common areas.
- Provide access to vital services.
- Provide heat from September 1 to June 15; and,
- Provide a copy of the lease.

Once the lease expires, the landlord cannot force the tenant to vacate the unit, nor to sign another lease. The terms of the original lease simply continue on a 'month-to-month' basis until the tenant provides their 60-day written notice to vacate.

Landlords may terminate a tenancy for cause such as not paying rent in full and on time; causing damage to the property; disturbing other tenants; or engaging in illegal activity. Landlords may also end the tenancy on a no-fault basis when the landlord plans to take the property for personal use or to do major repairs or renovations that require a building permit and the work cannot be done unless the rental unit is empty.

For both “for cause” and “no-fault” termination of tenancies, the landlord must give use the proper legal form while respecting the legal timelines and terms clearly written on each form. In ‘for cause’ cases, the tenant has the power to halt the eviction process by ceasing the offending activity, repairing damage or compensating the landlord for it whole, or paying any arrears. Landlords and tenants may also come to an agreement for arrears repayment, or for the tenant to simply move out before the end of lease or legal 60-day notice to vacate.

The only authority that can make a decision on eviction is an Adjudicator at the Landlord and Tenant Board. If the tenant does not remedy the cause for termination or move out, the landlord may apply to the LTB for a hearing with the intent to evict. At the hearing both tenant and landlord are given an opportunity to make their case, following which the Adjudicator renders its decision. Should the hearing result in an Eviction Order, and the tenant does not move out on the set date, the landlord must pay for the Sheriff to enforce the eviction. The landlord cannot lock out or force the tenant out by any other means.

Tenants can file for recourse at the LTB for ‘no-fault’ evictions that were not done in good faith. However, tenants rarely follow up on their previous landlords after they move out.

Tenants can also file for damages or rent rebate when the landlord fails to keep the unit in good repair or does not make repairs in a timely manner. The LTB, however, is often a poor substitute for property standards enforcement. These hearings usually result in the landlord agreeing to allow the tenant to break their lease early which means the tenant must search for new accommodation. The LTB is not in a position to follow-up and ensure property deficiencies have been remedied.

In the fall of 2020, changes to the RTA have taken effect. Landlords can have their tenants sign a repayment schedule for arrears. Should the tenant fail to meet the terms of the agreement (section 78) (which includes paying future rents in full and on time until the entire debt is paid), the landlord can file to the Landlord and Tenant Board for eviction without a hearing.

<https://www.ontario.ca/laws/statute/06r17>

[https://tribunalsontario.ca/documents/ltb/Brochures/How%20a%20Landlord%20Can%20End%20a%20Tenancy%20\(EN\).pdf](https://tribunalsontario.ca/documents/ltb/Brochures/How%20a%20Landlord%20Can%20End%20a%20Tenancy%20(EN).pdf)

[https://tribunalsontario.ca/documents/ltb/Brochures/Guide%20to%20RTA%20\(English\).html](https://tribunalsontario.ca/documents/ltb/Brochures/Guide%20to%20RTA%20(English).html)

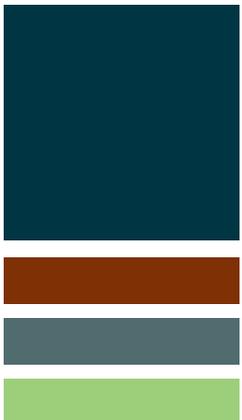
LAB insights / challenges

OW workers attached to certain families may not have set foot in the neighbourhood in question – it's done centrally. A file then stays with the original worker, no matter where the family moves to, it's not assigned by neighbourhood. So it's likely the OW worker has no familiarity with the neighbourhood in question.

The OW program does not have "housing" as a goal. The goal is employment, it is rules based, and can be very punitive. The program works relatively well to get people's arrears paid up to avoid eviction, but the rules of the Housing Benefits are pretty tight and benefits are not paid out the way they once were. If a person does not have a sustainable housing situation, and the landlord moves to evict them, OW does let people/families get evicted because the situation is not considered sustainable.

OW workers can look at their case files and identify who is likely to be homeless, and at what speed. The problem is, if that list were compiled, what could realistically be done with it?

OW workers are a good source of information as to who is at risk – they know about family size, pending pregnancies, shelter costs, immigration status, employment situation, other income sources, family costs etc.



Service Manager (City of Ottawa)

Administration Under the Housing Services Act

Under the Housing Services Act (HSA), 2011, the City as Service Manager is responsible for the administration of housing programs related to social housing, affordable housing, supportive housing and for the provision of supports for residents of the city, who are at risk of, or are experiencing, homelessness or housing insecurity.

The City receives and administers federal and provincial funding to offset some of these housing and homelessness program costs.

These programs include:

- Rent supplements and housing allowances
- Homelessness programs and services

Under the HSA, the City is also responsible for producing a Ten year plan on Housing and Homelessness.

The **Rent Supplement Program** provides rent-geared-to-income assistance to qualifying households. The City contracts with private and not-for-profit landlords who are willing to participate in the program. The household pays approximately 30% of their gross monthly income as rent to the landlord and the remaining portion of the monthly rent is paid directly to the landlord by the City's Rent Supplement Program.

This Program is administered by the Affordable Housing Branch, City of Ottawa

The Rent Supplement office contracts with private landlords to provide units.

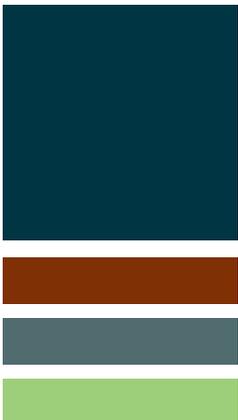
The rent supplement is attached to the unit, and therefore cannot be transferred if the tenant wishes to move to another location/unit.

City Housing Allowance and the Canada-Ontario Housing Benefit (COHB), provide a Portable Housing Benefit to assist with rental costs. This provincially mandated benefit is available to eligible priority groups who are on the Centralized Waiting List.

Housing Allowances such as COHB, provide low-income households with financial support to help lower their rental costs. This benefit is paid to an eligible household, or may be paid directly to a landlord.

The City Housing Allowance is portable within the City of Ottawa. For families, this benefit is \$250 for a single person and \$50 for each additional family member monthly. That benefit is in addition to the OW or ODSP shelter allowance, shown in the table.

Unit size needed	OW	ODSP
1 bedroom	\$390	\$497
2 bedroom	\$642	\$781
3 bedroom	\$697	\$846



The City Housing Allowance is administered by the Affordable Housing Branch, City of Ottawa. The allowance may be paid to the landlord, but is portable if the tenant moves.

The Canada-Ontario Housing Benefit (COHB) is much more generous. Depending on the housing needs of the family and the rent, the combination of the COHB and the OW or ODSP shelter allowance may be as much as shown in the table.

The most recent 10 Year Housing and Homelessness Plan was issued in June 2020.

It has 3 goals and 8 objectives that form the structure and overall direction for the Plan. The goals and objectives were initially developed through the planning process in 2014. They are revisited and refined by City of Ottawa staff, the Housing System Working Group, and the other working groups convened to support the Plan.

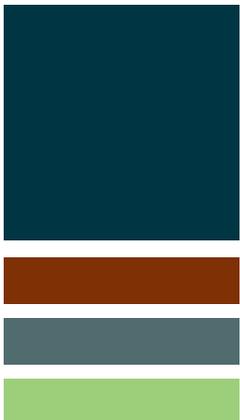
Unit size needed	OW/ODSP
1 bedroom	\$1,089
2 bedroom	\$1,415
3 bedroom	\$1,559

Both programs are fully subscribed. The provision of benefits to more households would require more funding from the City, or the province and federal governments respectively.

<https://ottawa.ca/en/family-and-social-services/housing/subsidized-housing>

https://mathieufleury.ca/wp-content/uploads/2020/05/02-HHP_CPS2020_June-18_FINAL_EN.pdf

<http://ottwatch.ca/meetings/file/642941>



10-Year Housing and Homelessness Plan 2020–2030

A home for Everyone Ottawa's Refreshed 10-Year Plan

Goal:

1 Everyone has a home.

Objective:

- 1.1. Preserve the existing affordable housing stock.
- 1.2. Increase the affordable housing supply.
- 1.3. Increase access to housing affordability.

Goal:

2 People get the support they need.

Objective:

- 2.1. Prevent the occurrence of homelessness.
- 2.2. Ensure experiences of homelessness are brief and nonrecurring.
- 2.3. Ensure people are supported to achieve housing stability and long-term housing retention.

Goal:

3 We work together.

Objective:

- 3.1. Ottawa has an integrated housing system that is responsive to the needs of our residents.
- 3.2. We have a system where resources are maximized and used efficiently for the benefit of the people we serve.

City of Ottawa Branches involved in delivering Homelessness Services

- Housing Services
- Social Housing Branch
- Homelessness Programs and Residential Services Branch
- Community and Family Shelters Branch
- Affordable Housing Branch

Ontario Works (OW)s

Ontario Works Act, 1997, is the Legislations that, along with accompanying regulations, governs income support to most families at risk of homelessness, as well as those falling into homelessness.

The Act and regulations cover assessment procedures and emergency assistance, as well as longer term forms of income assistance. Directives set eligibility conditions and rates for various income assistance.

To be eligible to receive help from Ontario Works, a person must:

- Live in Ontario.
- Need money to help pay for food and housing costs.
- Be willing to take part in activities that will help find a job.

The Act and Regulations are administered locally by the city.

- Income (any money received from a job, EI, WSIB, etc.)
- Assets (anything owned such as a bank account, vehicle, RRSP, etc.)

Eligibility for assistance is determined by local Ontario Works staff in each municipality.

Ontario Works Directives Section 6.3 covers shelter costs:

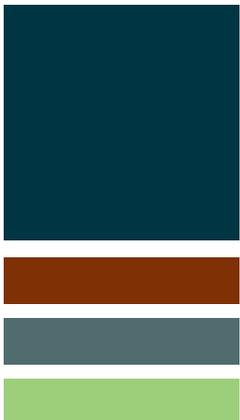
Qualified recipients must reside in private market rental accommodation, their own home or public housing. Immigrants, refugees and refugee claimants are eligible.

Personal Information required for application:

- Date(s) of birth
- Health card number(s)
- Social Insurance Number (optional for online application)
- Housing costs (rent/mortgage, heat and other utilities)

The shelter amount issued is the sum of the actual verified costs of shelter paid by the family, up to the maximum amount currently set at \$650 for a family of 2 with about \$50 for each additional family member.

Additionally, families can claim the Ontario Electricity Rebate (OER) which is not considered income.



Emergency Assistance is covered by Section 2.3 of the Ontario Work Directives:

Emergency assistance enables the immediate provision of financial assistance to an applicant in a crisis or emergency situation. The provision of financial assistance in an emergency may include an amount for basic needs, shelter, and benefits.

Criteria include:

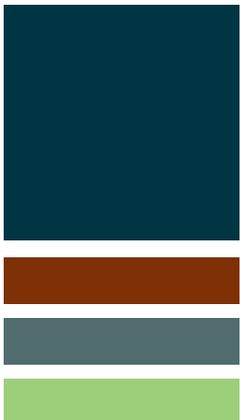
- the applicant is not currently in receipt of social assistance.
- the applicant does not have enough money or assets, and is unable to obtain or has limited access to credit, to meet the basic needs and shelter needs of his or her benefit unit.

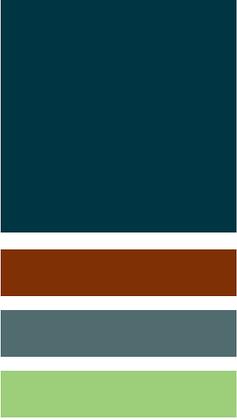
Emergency assistance may be provided for a period of not more than 48 days; however, more than one payment may be issued within the forty-eight-day period.

<https://www.ontario.ca/laws/statute/97o25a>

https://www.mcsc.gov.on.ca/en/mcsc/programs/social/directives/ow/6_3_OW_Directives.aspx

https://www.mcsc.gov.on.ca/en/mcsc/programs/social/directives/ow/2_3_OW_Directives.aspx





Appendix 3: Experience (Journey) Maps

These Experience Maps offer detailed descriptions of pathways into homelessness and exits from homelessness as observed from the homeless families, interveners and accommodation providers.

Experience maps are more general than Journey Maps and relate to what happens to a collection of individuals.

These maps seek to provide factual observation of what happens to capture financial, employment, and spiritual wellness (especially emotional and cognitive outlook) states of those involved that affect their resilience.

Secondary sources can provide an initial canvass that can be expanded by input from those with lived experience.

Experience maps and journey maps provide a detailing of experiences and interventions that can point to potential points of system weakness and design opportunity.

The following set of maps includes pathways into and out of homelessness by specific groups including:

- Indigenous people
- Newcomers
 - Government Assisted Refugees
 - Refugee Claimants
 - Economic class immigrants

Along with some of the experiences of landlords of housing, evicting, and participating in programs to house the homeless; and, The interventions of case workers governmental and non-governmental as well as other professional workers and volunteers.

Data sources:

- City of Ottawa
- Catholic Centre For Immigrants
- uOttawa research reports
- Rideau-Rockcliffe Community Resource Centre
- Vanier Community Resource Centre
- Persons with lived experience (360 view)

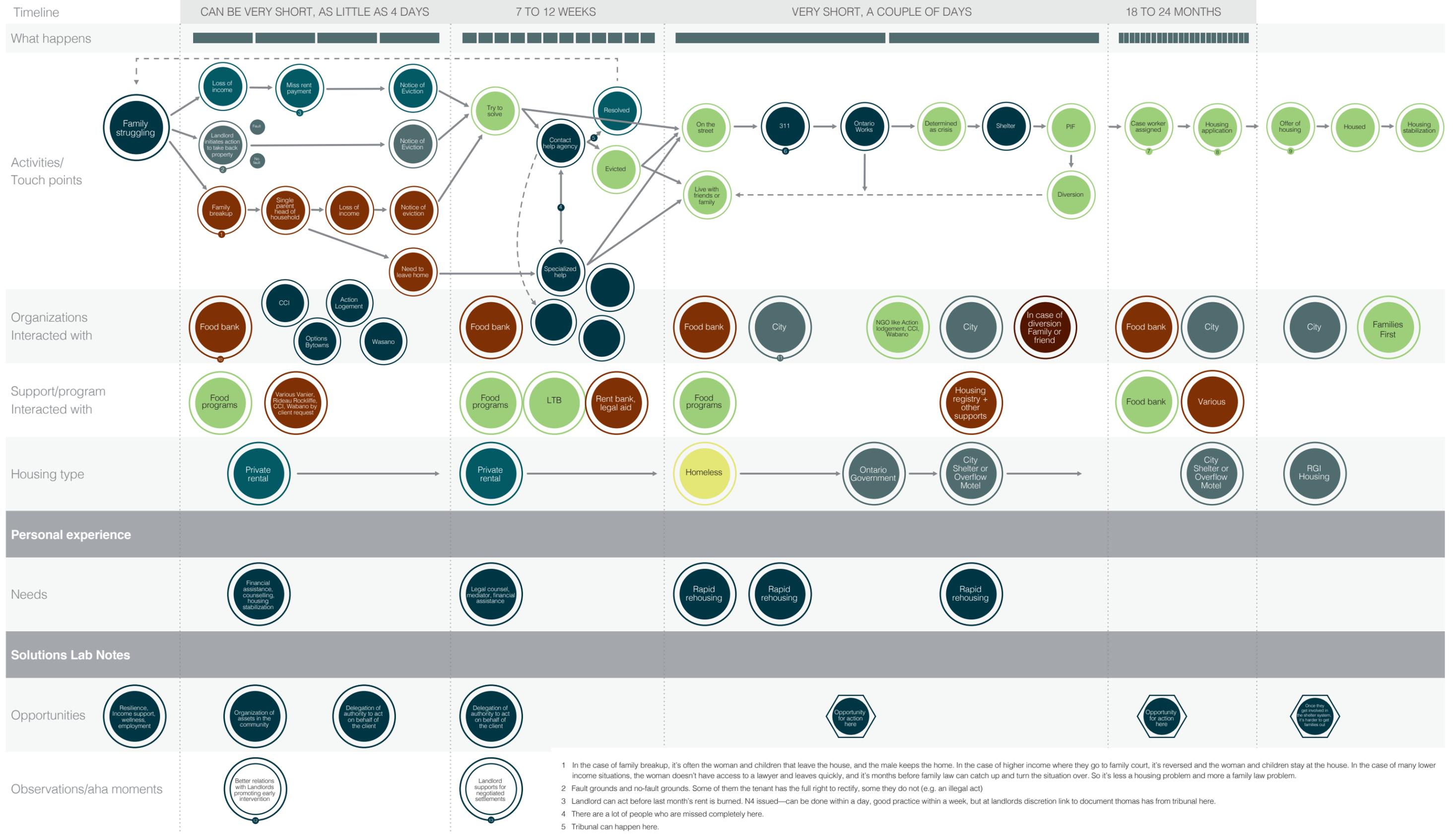
Challenges:

- Aligning perspectives from different players

Collaborations:

- City of Ottawa
- Catholic Centre For Immigrants
- uOttawa research reports
- Rideau-Rockcliffe Community Resource Centre
- Vanier Community Resource Centre

GENERAL JOURNEY MAP



1 In the case of family breakup, it's often the woman and children that leave the house, and the male keeps the home. In the case of higher income where they go to family court, it's reversed and the woman and children stay at the house. In the case of many lower income situations, the woman doesn't have access to a lawyer and leaves quickly, and it's months before family law can catch up and turn the situation over. So it's less a housing problem and more a family law problem.

2 Fault grounds and no-fault grounds. Some of them the tenant has the full right to rectify, some they do not (e.g. an illegal act)

3 Landlord can act before last month's rent is burned. N4 issued—can be done within a day, good practice within a week, but at landlords discretion link to document thomas has from tribunal here.

4 There are a lot of people who are missed completely here.

5 Tribunal can happen here.

Appendix 4: Asset Map

This high level asset map of Ward 13 and Vanier lists many of the Social Services, Health Services, Cultural programs, Faith-based groups, and Community supports.

This draft asset map is live at <https://bit.ly/30DUK17>

It is constructed in the following layers:

- Faith-based communities / services / assets
- Social Services
- Cultural assets
- Community assets
- Businesses
- Health services
- Financial services
- Mental Health services
- E-health services
- Mental health & Addiction services
- Shelters

This is a start. There may be other layers that the communities would like to see mapped. The layers require fleshing out, with further details provided like access points, or programs. There is a call in the system to have a better understanding of the assets available to people in the neighbourhoods, and have the gateway be client centric. This effort has been proposed as one useful one to push forward into prototyping / testing.

