



SERVICE DESCRIPTION

Purpose

Housing Help Centre - Hamilton & Area is a non-profit social service agency that acts as a portal to housing services. The Centre provides information, advocacy and support to people who need housing, especially people with low incomes and people who are homeless or at risk of becoming homeless.

Services

1. Access and find housing
2. Access financial supports to maintain housing including housing allowances, housing stability support and utility support payments
3. Navigate housing resources and supports and providing referrals to community services
4. Housing retention and eviction prevention support
5. Complete subsidized housing applications
6. Understand tenant and landlord rights

Mission

Housing Help Centre - Hamilton & Area helps clients access and maintain safe and affordable housing and prevent housing loss.

Vision

Everyone has safe, secure, affordable and permanent housing.

Values

1. Provide access to services when and where they are needed.
2. Responsive to our clients', landlords' and tenants' needs and focused on solving problems, flexibly without judgement.
3. Use a client-directed approach and respect the clients' right to make their own choices.
4. Sensitive to race, culture, gender, sexual orientation, ability, income and age
5. Respect confidentiality and safeguard **client** privacy.
6. Provide a safe, healthy and productive work environment.

Service Sites

Hamilton Housing Help

Halton Housing Help

Hamilton Housing Help

Housing Access Support Services

- Online resources to connect you with housing supports
- Telephone support to answer questions about housing resources
- One-to-one support by appointment

Link Voice Mail

Free personal voice mail service where individuals can pick up their messages from any phone 24/7.

Landlord Engagement Program

Provides specialized assistance to landlords and housing providers including assistance to landlords experiencing tenancy issues, education and guidance on legislated standards and landlord rights and responsibilities, as well as help to identify resources and access support & financial assistance to maintain tenancies.

Community Development

Support community-based research on housing issues including: Addressing local housing problems; Promoting public awareness and public education; Advocating for improvements in housing solutions.

Housing Links

Online listing of resources and rental links to support landlords and tenants.

Financial Support Programs

Housing Stability Program & Rent Ready Program - Assists eligible ODSP and low-income individuals and families maintain housing.

Rental Arrears - Helps make restitution with rental arrears if served with an N4 eviction notice.

Utility Arrears Support - Helps individuals and families facing utility disconnection due to arrears.

Interactive Websites

Interactive and information websites that provides a wide variety of housing resources including housing search support, rental listings, access to tenant support programs, links to other housing support services, landlord resources, and much more.

www.housinghelpcentre.ca

www.housingconnect.net

Halton Housing Help

Housing Access Support Services

Online resources to connect you with housing supports

Telephone support to answer questions about housing resources

One-to-one support by appointment

If you are having difficulty finding or maintaining adequate housing, Halton Housing Help offers one-to-one support to individuals and families with complex housing needs.

- **One-to-one support** focuses on your specific needs. Our case managers connect you with helpful community services and resources. We also advocate on your behalf with landlords and social service agencies.
- **One-to-one support** provides you with the tools you need to stabilize your housing situation and prevent future housing loss.

Halton Rent Connect

Provided by Halton Housing Help, Halton Rent Connect supports renters to find and maintain affordable rental housing and supports landlords to market and fill vacancies.

Halton Rent Connect is a service provided by Halton Housing Help. Halton Rent Connect supports renters to find and maintain affordable rental housing in Halton.

Halton Rent Connect supports landlords in Halton Region to market and/or fill their available vacancies.

Landlord Support

Halton Housing Help offers comprehensive Landlord Support Services designed to help strengthen tenancies and link landlords to the community resources and supports to maintain tenancies. Landlords can access information about Halton's rent supplement program by calling 311 and speaking with a housing case manager who can help address any needs you may have as a housing service provider.

Systems Integration Facilitator

The SIF supports individuals and families with complex needs or who are involved with or would benefit from services across a variety of sectors including employment, education, mental health and social supports. The SIF provides information for community support services and helps clients access wraparound supports to increase their housing stability.

Access

Phone 311.

<https://haltonrentconnect.ca>

Email outreach@halton.ca halton@housinghelpcentre.ca

CONTACT US

119 Main Street East, Hamilton, ON L8N 3Z3

Hours of Operation

Monday 10:00 am – 4:00 pm

Tuesday 10:00 am – 4:00 pm

Wednesday 12:00 pm – 4:00 pm

Thursday 10:00 am – 4:00 pm

Friday 10:00 am – 4:00 pm

Phone: 905-526-8100

Email: info@housinghelpcentre.ca

Fax: 905-528-1448

www.housinghelpcentre.ca