



# COMPLEX TENANT CHALLENGES PILOT

**A SUCCESS STORY**

**MARCH 6, 2025**



One tenants story





# COMPLEX TENANT CHALLENGES

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- Mental Health and Addictions
- Crime: shootings, stabbings, drugs, theft, rape, vandalism
- Violence
- Domestic Abuse
- Poverty
- Food insecurity
- Unit sanitation/safety
- Physical health problems
- Neighbor conflicts
- Unsupervised children
- Risk of eviction
- Cognitive impairments
- End of life struggles
- Isolation/loneliness
- Hoarding

# INITIAL DATA

## 1 DRNPHC Site

### 2023 Total Emergency Calls May to August 2023

Unit #	EMS		Police		Fire		Total	
	#	\$	#	\$	#	\$	#	\$
<b>1 unit only</b>	43	\$ 11,642	7	\$ 2,912	5	\$ 2,040	55	\$ 16,594
Others	62	\$ 12,275	21	\$ 2,151	9	\$ 5,700	92	\$ 20,126
<b>Total Calls</b>	105	\$ 23,917	28	\$ 5,063	14	\$ 7,740	147	\$ 36,720

3 tenants only

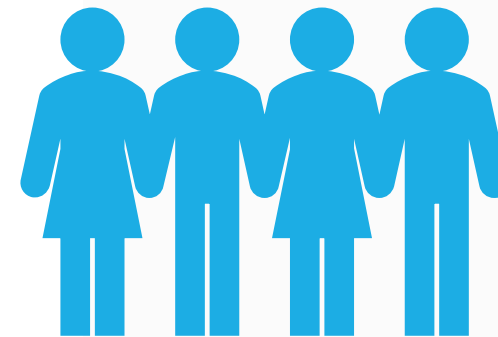




# COMPLEX TENANT CHALLENGES PILOT

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- Durham Region - Housing Services partnership
- Homelessness Prevention Program (HPP) Funding
- 1 year pilot program - \$300,000
- Contract staff plus DRNPHC resources
- Serving DRNPHC, DRLHC plus other non-profit housing providers in our Region



# THE SPECIALIST TEAM

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## Community Support Specialists

- Mental health and addictions education
- 10 to 20+ years experience each
- Outreach, housing and homelessness work

## Community Life Skills Specialist

- Mental health and addictions education
- Experience in life skills and group facilitation
- Housing and outreach experience



# GOALS & METHODS

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- Tenant Engagement
- Complex needs case management
- Individualized/goal-oriented preventative supports
- Group services and activities
- Build community
- Partnerships, on site services
- Support other housing providers
- community hubs/resource banks

# OUTCOMES

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137 individual support  
112 complex

27 tenants receiving individual life skills assistance

976 participants at tenant engagements events

18 tenants from other community housing providers are receiving supports

410 participants in group programming  
75 groups

32% decrease in N4 notices

17 established community partnerships

7 community partners offering on site services to our tenants

37 successful service referrals/linkages

- Reduced emergency service calls
- Reduced RGI terminations
- Eviction prevention
- Lower acuity of complaints/conflicts
- Tenants know where to go for help
- Tenant connected to community resources
- Tenants connected to their own communities
- Tenants participating in positive activities and events

# OUTCOMES

Successful Factors - Measurables	Q1	Q2	Q3	Q4	Comments
	Apr-June	July-Sept	Oct-Dec	Jan-Mar	
tenants receiving individual support	25	93	137		47.3% steady increase from Q2, request submitted for additional funding
number of complex tenant issues	25	80	112		96.5% increase from previous quarter
tenants receiving life skills assistance	0	23	27		building trend from last quarter
other non-profits tenants receiving support	0	9	12		building trend from last quarter
participants at tenant engagement events	0	976	218		more engagement events in Q2 due to introduction of service and summer months
tenants in group programming	0	313	410		31% increase in group participation
number group programs run at sites	0	45	75		increase in groups provided based on common tenant interest and needs
collaborations with community partners	0	12	17		Existing partnerships continue to evolve and develop
successful referrals/linkages	0	37	27		total of 64 linkages for tenants that would otherwise not have these supports
Complaints Received - Severity	0	43%	8%		Number of complaints consistent but severity has dropped considerable, shows impact, shows connections
Non Payment Rent Notices (N4) Issued	0	503	337		33% decrease due to supports provided to tenants with rent payment issues
Eviction Applications (L1)	0	118	100		18% decrease due to hands on supports for eviction prevention
Calls to EMS	0	TBD	TBD		24% improvement as reported by tenant feedback
Calls to Police	0	TBD	TBD		29% improvement as reported by tenant feedback

Reduction in Police Calls to Site				
City	Site	Pre Pilot	Post Pilot	
		Jan-June	July-Dec	% change
Pickering	Orchard Valley	73	53	-27%
Oshawa	Wilson Village	131	61	-56%
Bowmanville	Mearns Meadows	19	9	-57%



# NEXT STEPS

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Next Steps....

Partnerships +++

Community hubs

Volunteer programs

Growth and expansion



# KEY MESSAGE

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- Housing with help
  - Meeting people where they are at
  - Community building
  - Eviction prevention
  - Emergency services reduction
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- Take home....

# THANK YOU!



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