



Durham Regional Local Housing Corporation

Continued growth,
Continued need



Durham Regional Local Housing Corporation

- DRLHC is Durham Region's largest community housing provider.
- 1300 units located across 23 sites in Ajax, Pickering, Whitby, Oshawa, Bowmanville, Port Perry, Uxbridge, Cannington and Beaverton.
- Currently units are 100% Rent-Geared-to-Income and filled through the Durham Access to Social Housing (DASH) wait list.
- There are 3 Property Managers who manage the DRLHC properties
- There are 2 Housing Program Coordinators who support DRLHC tenants

History of the Housing Program Coordinator

- Two new housing coordinator positions created in 2017
- Created as a response to an identified gap in service and a need for dedicated staff to meet the support and service navigation needs of tenants
- Roles assist in a variety of ways including supporting tenants through the annual review process, connecting with services, coordinating external supports and services, managing issues, general eviction prevention
- Positions have changed and evolved as the service and support needs of tenants evolve

Day in the Life

- Provide direct support to tenants including warm connections to community-based supports
- Conduct regular home visits to promote housing stability
- Assist in complex system navigation
- Coordinate with property managers and act as liaison between landlord and tenant
- Eviction prevention and education on tenants' rights and responsibilities
- Coordinate tenant community events to facilitate community building
- Plan, coordinate and implement onsite programming for tenants through partnership building
- Mediate conflicts between tenants
- Completion of RGI Annual Review packages
- Identify, organize or create community development opportunities

Challenges

- System Navigation
 - Applying for ID and replacement ID
 - Assistance applying for and understanding income sources
 - Advocacy and intensive service navigation support
- Health Supports
 - Needs are more complex and systems can be hard to navigate
 - Facilitated referrals for mental health & counselling supports
 - When tenants hit a road block, that's where we come in!
- Digital Literacy
 - Financial access to computers, tablets, cell phones
 - Need to promote digital financial education
 - Improve accessibility
 - Tenants often require one on one assistance



Community Partnerships & Collaboration

Collaboration

- Tax clinics
- Food security
- Vision care
- Health fairs
- Service Canada information booths
- Wills and Powers of Attorney
- Dental care
- Paint nights
- Mobile library programs
- Paramedicine program
- Art programs
- Babysitting courses
- Mobile vaccination clinics
- Learning Bond events
- Backpack and school supply drives
- Community clean-ups
- Employment assistance
- Holiday events
- Performance arts programs
- Exercise classes
- Social activities
- Community building events
- Jiu Jitsu
- Community gardens
- Supporting tenant led initiatives
- Nurse Practitioner clinics
- School lunch programs

155 King St. East

- Largest senior building in the DRLHC portfolio
- 165 units
- Community Care Hub in the building
- Paramedicine program
- Ongoing building revitalization



Lakeview Harbourside

- Lakefront property in south Oshawa
- 173 Townhomes
- 15-unit apartment building
- Began community development project with the residents in 2018



Community Volunteer Income Tax Program

- In-person clinics at most DRLHC sites
- Began a pick-up/drop-off service during COVID but continue due to popularity
 - Ensures residents have the proper paperwork for their annual RGI review but also ensures that tenants are receiving all monetary benefits that they are entitled to
 - Highlights the importance of building and preserving relationships with volunteers who continue to support year over year
- In 2024 we have filed over 400 returns



Future Planning

Where do we go from here?

Supporting the Community Housing Sector

- Expanding supports to wrap around all community housing sites
- Partnering with community organizations and services to create more tenant-centered programming
- Partnering with community organizations and services to bring more services and supports into community housing sites
- Focus on community building to maintain strong and vibrant communities



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