

HOUSING SERVICES

OVERVIEW

The Housing Services Department provides subsidized, well-maintained housing for over 2,000 Lambton County residents in more than 1,200 rental units. The Department completes eligibility assessments, income testing and manages centralized waiting lists for “rent-gearred-to-income” assistance.

Additional responsibilities include providing the administration and provision of subsidy payments to 37 providers of Social Housing Programs and providing property management services for 771 units owned by the County.

Total FTE's: 16.40

Total Budget: \$7,277,551

COMMUNITY SERVICES

DEPARTMENT: Housing Services
 SERVICE UNIT: Management of County Owned Units
 BUDGET YEAR: 2005

| Description of Service | Benefit of the Service | Categorization of the Service | Legislation, Regulations, Standards | Costs and FTE's (Five Largest Expense Categories) | Funding Sources (as a % of Total Funds Required) | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|-------------------------------|---|--|--|-------------|-----------|-----------|-----------------|---------|-----------------------|---------|---------|---------|--------------------------|---------|------|--|-------------|-------|--|-------|-----|------|-----|--------------|----|-------|----|
| <p>MANDATORY:</p> <ul style="list-style-type: none"> • Management of 771 rent-geared-to income housing units owned by the County. • Includes day to day maintenance, capital replacements/repairs, rent collections, general property management duties such as lease signings, tenant placement, evictions and conflict management. | <p>Ensures properties owned by the County are maintained to acceptable level, setting a standard for privately owned affordable housing.</p> <p>Strategic Plan Area(s) of Effort:</p> <ul style="list-style-type: none"> • Community Development Initiatives: Responding to the evolving needs of an aging population and the homeless by providing safe, clean, affordable housing to families and senior citizens, including those suffering from mental, physical and physiological disabilities in 9 local municipalities. Approximately 1,450 residents live in units owned by the County of Lambton. • Actively pursues collaborative opportunities with community partners that contribute to the long-term growth and well being of Lambton's residents. The Housing Services Department has developed partnerships with agencies such as the Ontario March of Dimes, The Inn of the Good Shepherd, and The YMCA to provide support services to residents living in housing owned by the County. | <p>Mandatory</p> | <p>Social Housing Reform Act.</p> <p>Tenant Protection Act, 1997.</p> | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Total Budget</td> <td style="text-align: right;">\$4,489,453</td> </tr> <tr> <td>Utilities</td> <td style="text-align: right;">1,433,942</td> </tr> <tr> <td>Municipal Taxes</td> <td style="text-align: right;">886,235</td> </tr> <tr> <td>Salaries and Benefits</td> <td style="text-align: right;">744,782</td> </tr> <tr> <td>Capital</td> <td style="text-align: right;">638,500</td> </tr> <tr> <td>Building Repairs & Maint</td> <td style="text-align: right;">184,600</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>Total FTE's</td> <td style="text-align: right;">11.40</td> </tr> </table> | Total Budget | \$4,489,453 | Utilities | 1,433,942 | Municipal Taxes | 886,235 | Salaries and Benefits | 744,782 | Capital | 638,500 | Building Repairs & Maint | 184,600 | | | Total FTE's | 11.40 | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Rents</td> <td style="text-align: right;">64%</td> </tr> <tr> <td>Levy</td> <td style="text-align: right;">23%</td> </tr> <tr> <td>Provincial *</td> <td style="text-align: right;">8%</td> </tr> <tr> <td>Other</td> <td style="text-align: right;">5%</td> </tr> </table> <p>* The Provincial funding is flowed from the Federal Government to the Province and then through to the municipalities.</p> | Rents | 64% | Levy | 23% | Provincial * | 8% | Other | 5% |
| Total Budget | \$4,489,453 | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| Levy | 23% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Provincial * | 8% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other | 5% | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

Service Level

- Ontario Regulation 368/01 states that the County must house a minimum of 1,075 households whose income is no greater than the Household Income Limit set for that household. The County must also maintain a minimum of 60 units modified for tenants requiring special needs i.e. wheelchair accessibility. As of December 31, 2004 there were 1,047 households with income no greater than the Household Income Limit, 66 units modified for special needs and 12 households in receipt of support services.
- Many of the County owned units were built in the late 60's and early 70's. The age of the buildings is of concern due to increased maintenance costs and increasing utility costs.
- There is a noticeable trend in the increase in support services, beyond basic property management, that tenants require.
- Of the \$2.1M in operating costs, \$1.4M is in Utility Costs. This represents a 77% increase since 2001, yet the amount recoverable from tenants has not changed since 2001. The Utility charges are legislated by the Province and have not increased since 2001.
- The Province also legislates the maximum rent increases allowable and sets the rent allowances for recipients of social assistance. These rates did not increase when the allowances increased in 2004.
- The amount of funds transferred from the Province to the Service Manager each year was established for the years 2001 to 2005 based on the previous Housing Authority's 2000 operating budget. The amount of the transfer recommended for capital expenditures was based on a consultant's recommendation made prior to the transfer. To date, there has been no communication from the Province as to how the dollars will be transferred in 2006. The Service Managers have been lobbying to base the transfer amounts on the number of units, which would increase Lambton's portion of the funding.

COMMUNITY SERVICES

DEPARTMENT: Housing Services

SERVICE UNIT: Administration of Not for Profit Housing, Co-operative Housing and Rent Supplement Programs

BUDGET YEAR: 2005

| Description of Service | Benefit of the Service | Categorization of the Service | Legislation, Regulations, Standards | Costs and FTE's (Five Largest Expense Categories) | Funding Sources (as a % of Total Funds Required) | | | | | | | | | | | | | | | | | | | | |
|---|--|--|--|---|--|-------------|------------------|-----------|-----------------|---------|------------------|---------|---------------------|---------|----------|-------|------|--|-------------|------|--|------|-----|------------|-----|
| <p>MANDATORY:</p> <ul style="list-style-type: none"> • Provides Rent Geared to Income assistance to approximately 686 residents including 85 special needs households. • Provides affordable housing for 200 residents living in market rent units. • Provides mortgage and/or operating subsidies and municipal taxes to Not for Profit housing providers <p>DISCRETIONARY:</p> <ul style="list-style-type: none"> • Strong Communities Rent Supplement Program. Under this program, the County enters into rent supplement agreements directly with landlords that provide a monthly rent supplement to the landlords to qualified tenants. | <p>Ensures that the Policies and Procedures established by the Province and locally by the County of Lambton are followed by Not for Profit and Co-op Housing Boards. Offers an alternative housing solution for tenants.</p> <p>Strategic Plan Area(s) of Effort:</p> <ul style="list-style-type: none"> • Community Development Initiatives: Responding to the evolving needs of an aging population and the homeless by ensuring the provision of affordable housing in rural municipalities. Allows residents an opportunity to remain in their communities. <p>Provision of rental accommodation provides a source of revenue for local municipalities through the payment of municipal taxes, provides housing choices for residents of local municipalities, and a source of long-term economic sustainability and economic diversification for the community.</p> | <p>Mandatory</p> <p>Discretionary – The Strong Communities Rent Supplement Program</p> | <p>Social Housing Reform Act.</p> <p>Memorandum of Understanding with the Ministry of Municipal Affairs and Housing.</p> | <table border="0" style="width: 100%;"> <tr> <td>Total Budget</td> <td style="text-align: right;">\$2,631,916</td> </tr> <tr> <td>Subsidy payments</td> <td style="text-align: right;">1,186,982</td> </tr> <tr> <td>Municipal Taxes</td> <td style="text-align: right;">668,794</td> </tr> <tr> <td>Rent Supplements</td> <td style="text-align: right;">596,547</td> </tr> <tr> <td>Salaries & Benefits</td> <td style="text-align: right;">156,047</td> </tr> <tr> <td>Training</td> <td style="text-align: right;">2,650</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>Total FTE's</td> <td style="text-align: right;">2.65</td> </tr> </table> | Total Budget | \$2,631,916 | Subsidy payments | 1,186,982 | Municipal Taxes | 668,794 | Rent Supplements | 596,547 | Salaries & Benefits | 156,047 | Training | 2,650 | | | Total FTE's | 2.65 | <table border="0" style="width: 100%;"> <tr> <td>Levy</td> <td style="text-align: right;">63%</td> </tr> <tr> <td>Provincial</td> <td style="text-align: right;">37%</td> </tr> </table> | Levy | 63% | Provincial | 37% |
| Total Budget | \$2,631,916 | | | | | | | | | | | | | | | | | | | | | | | | |
| Subsidy payments | 1,186,982 | | | | | | | | | | | | | | | | | | | | | | | | |
| Municipal Taxes | 668,794 | | | | | | | | | | | | | | | | | | | | | | | | |
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| Provincial | 37% | | | | | | | | | | | | | | | | | | | | | | | | |

Service Level

- Funding for the Not for Profit housing programs requires the largest portion of the levy for the Housing Department. The funding requirements for this program are legislated and therefore no changes can be made without provincial changes.
- The Strong Communities Rent Supplement Program is funded by the Province and the County receives \$13.00 per unit per month to administer the program. Currently the program provides 49 households with assistance. The Ministry payments for 2005 total \$179,016 and the County's budgeted costs are \$178,988. The Ministry's payments are fixed however, and as rents increase, the required subsidy increases which means either the number of subsidized units will decrease or additional tax dollars will be required to maintain the same number of units.

COMMUNITY SERVICES

DEPARTMENT: Housing Services Department
 SERVICE UNIT: Administration of Rent Geared to Income Assistance
 BUDGET YEAR: 2005

| Description of Service | Benefit of the Service | Categorization of the Service | Legislation, Regulations, Standards | Costs and FTE's (Five Largest Expense Categories) | Funding Sources (as a % of Total Funds Required) | | | | | | | | | | | | | | | | | | | | |
|--|--|-------------------------------|-------------------------------------|--|--|-----------|---------------------|---------|----------|-------|--------|-------|---------|-----|-----------|-----|------|--|-------------|------|--|------|-----|------------|-----|
| <p>MANDATORY:</p> <ul style="list-style-type: none"> • The Housing Services Department provides rent geared to income assisted accommodations in privately owned units, and in not for profit housing developments. • Approximately 40 households per month apply for RGI assistance. Each applicant is assessed for eligibility for RGI assistance and/or special priority designation for victims of abuse. • A centralized waiting list is maintained for all owned and provincial Not for Profit rent geared to income units. • Rent is calculated based on income. • Income and eligibility are reviewed at least once every year or whenever a change occurs and rent is recalculated. | <p>Over 2,100 residents in 9 local municipalities received rent geared to income assistance.</p> <p>Ensures qualified individuals receive RGI assistance.</p> <p>Maintenance of a centralized waiting list ensure fairness in providing subsidized housing while allowing special priority cases immediate access to appropriate housing.</p> <p>Strategic Plan Area(s) of Effort:</p> <ul style="list-style-type: none"> • Community Development Initiatives: Responding to the evolving needs of an aging population and the homelessness by ensuring the provision of affordable housing in rural municipalities. Assists with the sustainability and quality of life in rural communities by ensuring residents have an opportunity to access rental accommodations within their communities and provides a source of human resources within the community. | <p>Mandatory</p> | <p>Social Housing Reform Act.</p> | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Total Budget</td> <td style="text-align: right;">\$156,182</td> </tr> <tr> <td>Salaries & Benefits</td> <td style="text-align: right;">135,672</td> </tr> <tr> <td>Training</td> <td style="text-align: right;">2,350</td> </tr> <tr> <td>Travel</td> <td style="text-align: right;">1,500</td> </tr> <tr> <td>Postage</td> <td style="text-align: right;">800</td> </tr> <tr> <td>Telephone</td> <td style="text-align: right;">500</td> </tr> <tr> <td> </td> <td></td> </tr> <tr> <td>Total FTE's</td> <td style="text-align: right;">2.35</td> </tr> </table> | Total Budget | \$156,182 | Salaries & Benefits | 135,672 | Training | 2,350 | Travel | 1,500 | Postage | 800 | Telephone | 500 | | | Total FTE's | 2.35 | <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 60%;">Levy</td> <td style="text-align: right;">70%</td> </tr> <tr> <td>Provincial</td> <td style="text-align: right;">30%</td> </tr> </table> | Levy | 70% | Provincial | 30% |
| Total Budget | \$156,182 | | | | | | | | | | | | | | | | | | | | | | | | |
| Salaries & Benefits | 135,672 | | | | | | | | | | | | | | | | | | | | | | | | |
| Training | 2,350 | | | | | | | | | | | | | | | | | | | | | | | | |
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Service Level

- The waiting list for Rent Geared to Income Assistance has shown a substantial increase of 26% since 2002. The waiting time for rent geared to income assistance can vary from 8 months to several years depending on the location, type and site of unit required.
- The County has undertaken a Housing Analysis study to develop a framework document to assist with the development of a Housing Strategy to address this issue. The document will provide a plan for immediate, short and long term strategies.