

# Building Strong Communities 10 Year Housing & Homelessness Plan 2016 ANNUAL REPORT



As Service Manager (SM) for Kawartha Lakes and Haliburton County, the City of Kawartha Lakes is responsible for the financial support of existing social housing and serves a key role in the delivery of new affordable housing programs. The SM also administers homeless support and homelessness prevention programs.

SMs are required, as part of the Province's Long-term Affordable Housing Strategy and the *Housing Services Act*, to complete a 10 Year Housing and Homelessness Plan (HHP). The City adopted its 10 Year Plan in February 2014. This is the third annual report reflecting 2016 progress.

For the full HHP and background reports visit the City's website: [www.city.kawarthalakes.on.ca/HHP](http://www.city.kawarthalakes.on.ca/HHP)





## Message from the City Mayor & County Warden

Our vision is to provide adequate, stable, affordable, well maintained and diverse housing choices with access to a variety of flexible supports enabling people to meet their housing needs throughout their lifetime. To plan for affordable housing and homelessness needs for 2014-2023, the HHP has seven goals derived from studies and reports with the themes generated from a combination of community consultation, a project coordinating committee and municipal staff input.

Although the City of Kawartha is the designated Service Manager for both the City and the County, the County and the City actively collaborate in order to ensure that housing and homelessness is addressed throughout the area.

Annually a progress report on our local HHP is created in order to keep the public informed on the progress and especially to help the community to remain engaged. In order to achieve the objectives and actions, community engagement and significant collaboration is needed.

We are proud of the accomplishments made toward meeting the goals of the plan in 2016 which include:

- assisting 800 households to retain their housing through Homelessness Prevention Supports
- conducting the first homelessness count in the area and assisting 31 to find housing
- approval for another 24 new units of affordable housing
- securing over \$700,000 in funding for social housing repairs

We are pleased to share this year's report with you and look forward to our ongoing accomplishments.



Andy Letham  
Mayor, City of Kawartha Lakes



Brent Devolin  
Warden, County of Haliburton

## Area Context

**The City of Kawartha Lakes** covers a land area of 3,067 square kilometres and has over 250 lakes. The County of Simcoe and the District of Muskoka are to the northwest, the County of Haliburton to the northeast, to the east is the County of Peterborough and on the south and southwest is Durham Region.

In addition to the approximately 73,200 permanent residents there is a large seasonal population estimated at 31,000 residents each summer. The economic base of Kawartha Lakes reflects a diversified economy which includes: agriculture, manufacturing, construction, retail trade, finance and real estate, tourism, educational services and other public sector jobs.

**Haliburton County** also known as the Haliburton Highlands, is comprised of four separate municipalities covering over 4,000 square kilometres of natural landscapes and over 600 lakes. As previously noted, the County is to the northeast of the City and shares boundaries with the District of Muskoka, Hastings County, the District of Nipissing and the County of Peterborough.

The permanent population is 17,026 with an estimated seasonal population of more than 48,000. The economy is in large part comprised of retail, trade and construction jobs; however, the arts, entertainment and recreation sectors also employ a large proportion of the labour force.

### City of Kawartha Lakes and the County of Haliburton 2016 Average rent by Bedroom

\$847



\$1,101



\$1,239



CMHC Rental Market Report – Ontario Highlights – Fall 2016

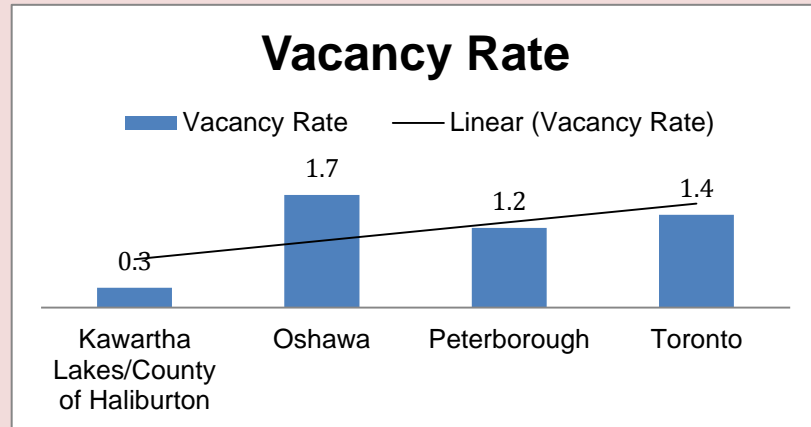
## Principles

- **Housing is a social determinant of health**
- **Homelessness prevention and rapid rehousing through a Housing First approach are key to ending long-term homelessness**
- **People should have access to affordable housing in good repair within or close to the community of their choice**
- **All persons have the right to be treated with dignity and respect**
- **Investing in affordable housing fosters inclusive communities and supports economic development**

## Area Context

The rental vacancy rate in 2016 hit a  
11-year low of:  
**0.3%**

*CMHC 2016 Rental Market Report  
Regional data based on Census areas*



### Renters

Median Household  
After Tax Income  
**\$48,156**



Average rent  
(12 months)  
**\$11,844**

*Stats Canada 2014, indexed  
Regional data based on Census areas*

*CMHC 2016 Rental Market Report  
Regional data based on Census areas*

### Homeowners

The average resale  
price in **2011**  
**\$235,665**



The average resale  
price in **2016**  
**\$350,430**

*MLS Average Resale Price – Q4 2011, CMHC*

*MLS Average Resale Price – Q4 2016, CREA*

*Regional data based on Consolidated Municipal Service Manager area (inclusive of Kawartha Lakes and the County of Haliburton)*

## Progress Highlights



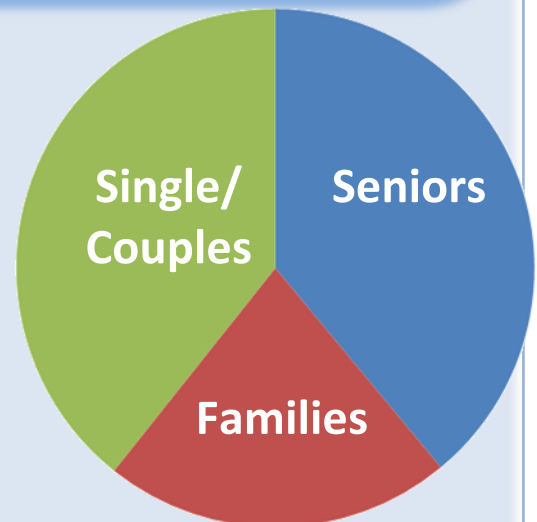
In an aim to refine our branding, Housing Help can now be recognized by a new logo. In order to give a more unique visual identity to Housing Help, the double “H” was used with the concept of intertwining lives, care, holistic services, and continuous support. The final logo becomes inviting, unified in its symmetry and dignified in its form. The solid curving forms of the letters also emulate stability, something every client is looking for when coming to Housing Help.

- ✓ Finding a Home
- ✓ Homeowner Assistance

- ✓ Eviction Prevention
- ✓ Landlord Assistance



**1201** households were on the waiting list for Financially Assisted Housing at December 31, 2016, up from 531 households in 2011



**13** households received Kawartha-Haliburton Renovates assistance to help with major home repairs and accessibility modifications



**3** households received Homeownership – down payment assistance

## Progress Highlights

### Homelessness Prevention Supports

Available to eligible  
low-income  
households in  
Kawartha Lakes and  
the County of  
Haliburton

**800** households  
received various  
homelessness  
prevention supports  
during 2016

Of the 1 in 10  
households who  
responded to our  
follow-up outreach  
**97%** remain housed  
after 3 months



Electricity  
Arrears



Mortgage  
Arrears



Moving  
Costs



Rent  
Deposits



Rent  
Arrears



Property  
Tax Arrears

## Progress Highlights

### Success Stories

#### Homelessness Prevention Supports



"We are very thankful for all the help."

Senior couple – Electricity Arrears



"Thank you and I don't know what I would have done without the help. Also I've since been able to make regular payments and everything is caught back up."

Single person – Electricity Arrears



"Your help has improved our housing situation very well. The Application process was impressively fast."

Family of three – Electricity Arrears

#### Kawartha Haliburton Renovates



"With my husband and I being disabled, not having water meant we had to haul water from the lake to flush the toilet, wash the dishes and we couldn't bathe. It drastically affected our quality of life and day-to-day living. Thanks to the Renovates program, we were able to get a well installed so that we could have running water in our home."

Family of two

#### Homeownership Program



"The homeownership program allowed me to buy the house I was living in, which allowed me to keep my home business. The whole process was amazing! Everyone was so friendly. No reason to complain, you guys went above and beyond to help me."

Single Parent-Led Family



## Progress Highlights

### Housing First Program Development

#### Registry Week

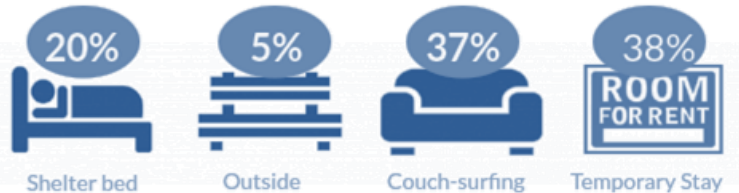
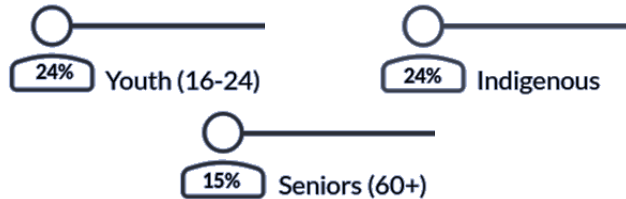


During the Registry Week in August 2016

**136**

individuals identified as homeless, **111** completed the vulnerability index survey

#### Registry Week Highlights



**24**

volunteers

**19**

agencies

**63**

survey sites

#### Investments



Housing First investments support positions managed by community partners



2 Intensive Case Managers



2 Housing Support Workers



Trustee



## Progress Highlights

### Housing First Program Development

#### Homelessness Coordinated Response Team



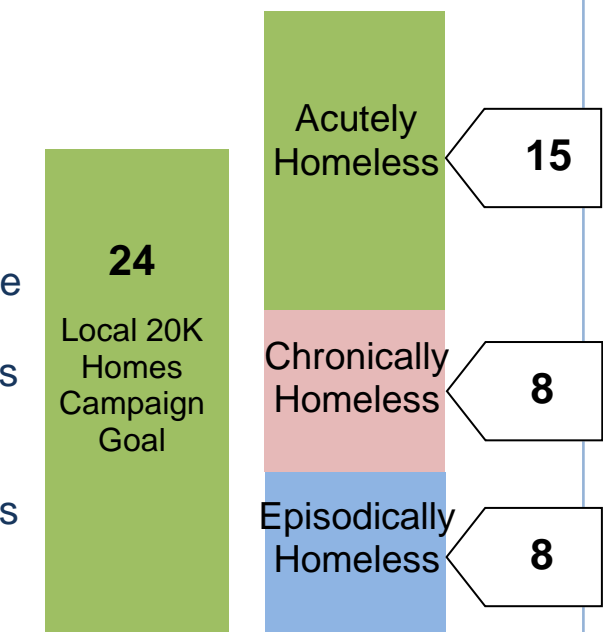
(HCRT) of Kawartha Lakes and the County of Haliburton is made up by various agencies who work together to help individuals and families experiencing homelessness to find and keep permanent, affordable housing

#### Permanent Housing Placements



Work is underway to develop a system that will track those entering homelessness and those leaving homelessness

#### 2016 Permanent Housing Placements



### Goal 1 – Increase the Supply of Affordable Housing

Objectives	Medium Term 2-5 years	2016 Progress Achieved
Create a Housing Allowance Program for persons with affordability needs in the City and County	City Council expand its housing allowance program	A Portable Housing Benefit was established for those being housed using a Housing First approach. This benefit follows the tenant if the individual moves
Allocate a portion of the IAH funds towards the capital cost of new affordable units with a focus on one-bedroom apartments, some of which would be accessible	City Council allocate a portion of available funds toward smaller, cost effective capital projects in both the City and County if any IAH funding announcements are made for 2014-18	Funding was allocated to support the construction of 24 one bedroom units, 4 of which are accessible in Lindsay and 12 one bedroom units, 2 of which are accessible in Minden
Provide homeownership down-payment assistance for moderate-income renters, freeing up existing rental units	Allocate a portion of available IAH for home ownership down payment assistance	\$62,990 in Investment in Affordable Housing (IAH) funding was allocated toward resale (2 in the City and 1 in the County).
Continue to explore opportunities for leveraging existing KLHHC single detached and semi-detached units to increase the total number of units of affordable housing and make the KLHHC portfolio more energy efficient and more accessible	Approval for Phase 2	<p>A new rental community on Bond Street East in Lindsay approved in 2015 is under development which includes 12 new 3-bedroom townhouses</p> <p>An addition to an existing building on St. Paul Street in Lindsay approved in 2015 is under development which includes 16 new 1 and 2 bedroom units</p>

### Goal 3 – Integrate Homelessness Prevention Programs to Use Resources More Effectively and Ensure Person-Centred Access to Services

Objectives	Medium Term 2-5 years	2016 Progress Achieved
Develop a service delivery model that addresses the full continuum of needs across the Service Manager area and strengthens person-centred access to homelessness prevention and housing retention programs	Develop and implement service delivery model to service the entire SM area. This will include the areas of interest as specified in the HSA	The City's Housing Help Centre commenced operations on January 1, 2015. In 2016 Housing Help services were accessed by 1,683 households, 78% of which resided in the City and 22% of which resided in the County.
Develop and pilot a Housing First Approach with the emergency shelter to provide both housing and support services	System planning with stakeholder groups to develop Housing First model suited to local context	The City provided established a Homelessness Coordinated Response Team to addresses some of the most vulnerable homeless and provided investments for housing assistance and support services

### Goal 4 – Identify Gaps and Collaborate in Planning for Housing with Supports

Objectives	Medium Term 2-5 years	2016 Progress Achieved
Consult with Housing Providers and other stakeholders to evaluate the City's Priority Policy for Special Needs	Consult with stakeholder groups to develop a comprehensive approach	Consultations completed

### Goal 5 – Ensure the Long-term Viability and Sustainability of the Existing Housing Stock

Objectives	Initial Actions Within year 1 of Plan approval	2014 Progress Achieved
Lobby for Federal and Provincial Funding to undertake capital upgrades and energy efficient renovations to existing housing stock.	Participated in Social Housing Electricity Efficiency Program, Social Housing Improvement Program	\$792,095 invested through 13 projects including window, door, furnace and shingle replacements

### Goal 6 – Improve the Quality of Private Market Housing Including New Barrier Free Housing

Objectives	Medium Term 2-5 years	2016 Progress Achieved
Develop a home repair/renovation/energy efficiency improvement program for low-income homeowners, considering interest-free or low interest loan options that leverage existing or new funding sources	Develop policy and program details and begin implementation  Post information on municipal website	\$112,451 in Investment in Affordable Housing (IAH) was allocated toward Kawartha Haliburton Renovates for repairs and accessibility modifications assisting 8 in the City and 7 in the County and a further 8 (3 in the County and 5 in the City) had emergency home repairs completed through Community Homelessness Prevention Initiative (CHPI) funding

### Goal 7 – Identify, Monitor and Evaluate System Outcomes

Objectives	Medium Term 2-5 years	2016 Progress Achieved
As Service Manager, monitor outcomes and communicate results to funders, stakeholders and the broader community at regular intervals.	Develop an implementation plan that specifies how progress towards the HHP goals, objectives and actions will be measured.	Annual reports like this one will be produced and presented publically in May or June of each year.

### Contact

#### City of Kawartha Lakes – Housing Help Division



705 878 9367  
1 844 878 9367 or 1.877.324.9870



housinghelp@city.kawarthalakes.on.ca



www.klhhousinghelp.ca



www.facebook.com/KLHHousingHelp



**Kawartha Lakes Office**  
37 Lindsay Street South –  
Unit A  
Lindsay, ON K9V 2L9

**County of Haliburton Office**  
49 Maple Avenue - Unit 8  
Haliburton, ON K0M 1S0