Council Direction:

In 2002, Council directed staff to develop a comprehensive municipal housing strategy. In March 2003, Council approved the Terms of Reference for Keys to the Home: A Housing Strategy for Hamilton ("Keys to the Home"). Following extensive community consultation, City Council approved “Keys to the Home” and its 24 recommendations in November 2004 (HCS04037(a)/PED04296).

In February 2006, staff highlighted for Council, through Information Report HCS04037(a)/PED06028, the status of the 24 “Keys to the Home” recommendations. Information Update HSC04037(b) gives an overview of implementation achievements, noteworthy actions and outstanding items. The chart, attached as Appendix A to Report HSC04037(b), illustrates in more detail the accomplishments for each of the 24 recommendations.

Information:

“Keys to the Home” provides the City with information and directions in housing matters. It presents strategic recommendations on how to address affordable housing issues in our community through housing strategies, initiatives and partnerships. “Keys to the Home” also provides direction for housing policies in the new Official Plan and input on household and housing demand projections for the Growth Related Integrated Development Strategy (GRIDS).

Overview of Actions and Results To-date

By following the direction set in “Keys to the Home”, significant broad outcomes have been achieved. Highlights include:
The City is more effectively collaborating with community stakeholders and senior government partners to successfully realize affordable housing solutions (See the Innovative Housing Solutions section of Report HSC04037(b)).

The City, in collaboration with community partners, is actively helping to move people along the housing continuum, from emergency accommodation through to transitional/supportive housing to social housing, private market affordable housing and affordable homeownership. Examples of initiatives that help people move through the housing continuum are presented later in Report HSC04037(b) under the Co-ordinated Approach to Housing and Innovative Housing Solutions sections.

The City recognizes that housing is a system of services and successful service management means co-ordination and integration, as opposed to programs and services working in silos. This is important to ensure effective and efficient service delivery.

“Keys to the Home” was successful in raising the awareness of the magnitude of affordable housing needs and challenges throughout the City and set the direction for action-oriented strategies and responses.

Given the extensive and varied nature of the 24 “Keys to the Home” recommendations, the timeline for the implementation of each recommendation will vary. Some recommendations have been implemented, while others are underway with expected achievement in the short term, and still others more long term. Each of the 24 recommendations is either underway or completed. Several milestones have been realized and these are highlighted below. For the purposes of Report HSC04037(b), the 24 “Keys to the Home” recommendations are grouped into the following areas:

- Advocacy - federal and provincial program, policy and legislative changes;
- A co-ordinated systems approach to housing;
- Planning and development initiatives;
- Tenant issues;
- Housing supply and innovative housing solutions that move people through the housing continuum; and,
- Community collaboration.

**Advocacy - Federal and Provincial Program, Policy and Legislative Changes**

**Housing** – Affordable, adequate, permanent housing for lower income households is an important component to elevating and stabilizing the quality of life for both the homeless and the working poor. At issue is the capacity of the City to significantly increase the affordable housing supply and continue to subsidize existing social housing. At every opportunity, City staff lobby Provincial staff regarding the inequalities of social housing subsidies borne by the municipal tax base. The issue of insufficient funding for the administration and provision of social housing has been brought to the attention of Provincial politicians by City Council. This is a pervasive theme among all Ontario municipalities in their discussions with the Provincial government. These advocacy
efforts have had some impact in that the Provincial government has announced a review of three downloaded functions including social housing, as part of their Provincial-Municipal Fiscal and Service Delivery Review.

**Social Assistance** – Provincial social assistance benefits are supposed to consider housing costs as part of the benefit calculation. The support levels do not match shelter expenses. With rising housing costs, the situation is getting worse. To that end, advocacy letters have been sent by City Council to the Minister of Community and Social Services and the Minister of Health and Long-Term Care requesting the Provincial government to, at a minimum, increase the shelter component of the monthly Ontario Works (OW) and Ontario Disability Support Program (ODSP) benefit to reflect the increases in market rents that have occurred over the past ten years, attached as Appendix B (i) and (ii) to Report HSC04037(b).

In addition, a letter from former Mayor DiIanni was sent to the Premier of Ontario advocating the discontinuation of the National Child Tax Benefit Supplement Clawback, attached as Appendix C to Report HSC04037(b). In demonstration of leadership in the fight against poverty, on March 7, 2007, Council’s Committee of the Whole passed a motion returning the City of Hamilton’s portion of the National Child Tax Benefit Supplement Clawback to social assistance recipients and transferred the programs formerly funded by the Clawback to the City levy.

**Residential Rehabilitation Assistance Program (RRAP)** – Staff have played an integral role in advocating for increased federal RRAP funding. The City of Hamilton is a RRAP delivery agent for Canada Mortgage and Housing Corporation (CMHC). RRAP offers financial assistance to low-income homeowners and owners of rental properties to improve substandard dwellings, by making necessary repairs, to help ensure homes are safe. The program has been very successful in Hamilton. Applications for funding are always in excess of the federal government’s allocated budget (typically in the range of $1.3 million each year). RRAP was slated to end March 31, 2007, but through advocacy efforts of municipalities, including the City of Hamilton and the community, the program has been extended for two more years.

Council, at its meeting of February 28, 2007, approved a recommendation that the Mayor, on behalf of City Council, send correspondence to the Honourable Monte Solberg, Minister of Resources and Social Development and Minister responsible for Canada Mortgage and Housing Corporation, with a copy to all local Members of Provincial Parliament, to express their gratitude for the City of Hamilton’s RRAP allocation for the 2006-07 delivery years, including the extension of RRAP for an additional two-year period, attached as Appendix D to Report HSC04037(b). In order that the City may positively respond to the hardships faced by low-income homeowners and tenants in our community, the letter included a request that an annual RRAP budget allocation of $3.0 million be provided to the City of Hamilton.

**Supporting Communities Partnership Initiative (SCPI)** – The SCPI provided funding to support communities in building capacity and resources to address homelessness. Since 1999, Hamilton has received a total of $30 million in SCPI funding. SCPI has created a considerable legacy of innovative and sustainable projects in Hamilton and
increased the community’s capacity to provide a coordinated response to homelessness. The SCPI program ended March 31, 2007.

While many SCPI funded programs are sustainable, there are a number that are at-risk. In particular, programs that increase access to health care or provide trusteeship services for people in receipt of ODSP are at significant risk.

In late 2006, with the end of the SCPI program looming, local advocacy efforts to renew the SCPI program took place culminating with a meeting of key community stakeholders and local Member of Parliament, David Sweet, to stress the importance of continued funding. In December 2006, the federal government announced a new program, the Homelessness Partnering Strategy (HPS), to address homelessness. It is anticipated that Hamilton will receive approximately $8 million over the two year program.

A Co-ordinated Approach to Housing

“Keys to the Home” emphasizes that co-ordination and collaboration is needed between areas responsible for the full housing continuum of homelessness to affordable home-ownership. Housing is dependent on other community systems in a dynamic and complex way. Activity in one area affects the outcome in another. Components such as rental and ownership properties, single-family homes, apartments and other housing forms each have their own dynamic, but they all interact to make up the overall housing continuum. Individuals and families may move back and forth across the continuum depending on changes that affect their circumstances and their stage of life.

In the area of homelessness, a number of co-ordinated activities utilizing a service systems approach have been undertaken by staff. For example:

- In December 2006, the Community Services Department integrated homelessness programs and administration of emergency and domiciliary hostels (Residential Care Facilities) with the Housing Branch through the creation of the Housing Division.

- In collaboration with the community, the City developed “Everyone Has a Home: A Strategic Plan to Address Homelessness that Council approved in March 2007 (ECS07020). This plan aligns with “Keys to the Home” and with other broad planning strategies such as the Hamilton Roundtable on Poverty Reduction and the Social Development Strategy.

- Under SCPI, the City commissioned a report examining the emergency food distribution system as part of the overall homelessness system of services.

- Community Services staff hosted two Shelter Summit meetings with emergency shelter providers to explore service co-ordination and systems issues, and started a systems review of Residential Care Facilities; including work on a compliance review on the newly issued provincial standards.

in Hamilton”, was presented to Council in May 2006 (SSC06014). An updated report will be brought to Council in June 2007.

- **Hostels to Homes Pilot (H2HP)** – Hamilton is one of six municipalities across the province that will participate in this Ministry of Community and Social Services initiative. The pilot project is an ambitious 18-month plan to re-invest community resources to support chronic shelter users to move along the housing continuum. The ultimate goal of the H2HP is to help vulnerable individuals find long-term, sustainable housing options. H2HP has the capacity to assist 120 participants.

**Planning & Economic Development Initiatives**

A key element to address affordable housing issues is the City’s new Official Plan (OP). The OP will shape the City’s vision for the future from a land use perspective, and it will guide decisions about how growth and change can be achieved. The OP housing policies will follow the directions identified in the Provincial Policy Statement and Places to Grow, as well as taking direction from “Keys to the Home”. Community Services staff have met regularly with Planning and Economic Development staff to prepare draft housing principles and policies for inclusion in the City’s new OP. Planning and Economic Development staff are preparing to take the draft housing policies to the public for consultation in May 2007. Once the OP housing policies are finalized, other planning initiatives taking direction from the OP, such as zoning by-law provisions to permit accessory apartments will be prepared.

**Tenant Issues**

**Eviction Prevention** – In consultation and collaboration with legal clinic representatives, housing providers, non-profit agencies and tenants, CityHousing Hamilton adopted an Eviction Prevention Policy and Procedure. The Eviction Prevention Policy reflects the City’s view that early intervention is an effective means to prevent eviction and avoid homelessness. It was developed by City staff from Ontario Works and CityHousing Hamilton with input from various community stakeholders. Community Relations Workers from CityHousing Hamilton work directly with tenants who are at-risk of eviction to explore options to maintain residency. Next steps include staff training, tenant education, and monitoring/evaluating the process.

**Utilities Arrears Program** – The Utilities Arrears Program is a significant program, which helps individuals and families remain housed. OW participants, ODSP recipients and low income residents (working poor and seniors) may access the Utilities Arrears Program as an interim measure to help pay hydro arrears, fuel arrears (gas, oil, propane, etc.) water arrears, utilities reconnections and/or utilities security deposits. OW case managers issue this benefit for clients in receipt of OW, while staff from the Special Supports Program, in the Community Services Department, administers the Program for those who are in receipt of ODSP. Low-income citizens can access assistance through Share the Warmth; with whom the City has a contract to deliver this program. To address accommodation costs, maintain housing and avoid undue
hardship, 1,943 vulnerable households received $859,519 during 2006 through the Utilities Arrears Program.

As another means to increase eviction prevention efforts, CityHousing Hamilton and OW staff work with staff from the City’s Home Management Team. Individuals with low-incomes or in receipt of social assistance can access a Home Management Worker who can offer help with life skills, including budgeting. A Home Management Worker is now on-site at the main CityHousing office to expedite referrals. Supporting tenants by increasing cross-branch collaboration makes it easier to keep individuals and families housed.

Under the SCPI II program, the Housing Help Centre received $90,000 to run a Housing Loss Prevention Program, which helped some 200 tenants maintain their housing.

**Tenant Helpline & Education Outreach** – Under the SCPI II program, the Solutions to Housing Action Committee received $100,000 in funding for a tenant helpline and outreach initiative to educate and inform tenants about their rights and responsibilities. Tenant advocates are lobbying for more sustainable funding in this area because the funding is time-limited. In addition, the City provides the Housing Help Centre with provincial annual funding of $257,176, under the provincial Consolidated Homelessness Prevention Program, for core funding and outreach activities for tenants.

**Rent Bank** – The City has partnered with the Housing Help Centre to deliver the provincial Rent Bank program, which provides tenants with interest free loans to cover rent arrears; thereby, avoiding costly eviction. Since the program’s inception in March 2004, the City has received funding of $569,463. The Ministry of Municipal Affairs and Housing recently announced an additional allocation of $75,098 to the City, effective April 2007.

**Trusteeship Program** – Using SCPI funding, three Trusteeship programs in Hamilton serve an average of 347 clients monthly. The funding for this program is time-limited putting the initiative at-risk. Trusteeship services are a vital eviction prevention tool that assists individuals at-risk of becoming homeless with financial management skills. These programs ensure that housed individuals and families remain adequately housed and have access to the services, supports and resources necessary to do so.

**Tenant Advisory Committee** – In Fall 2006, the Tenant Advisory Committee (a volunteer citizen committee of Council) partnered with community legal clinic staff, City staff and CityHousing Hamilton to develop and distribute an information flyer to encourage tenants to vote in the 2006 municipal election. Staff will be working with the Tenant Advisory Committee and community stakeholders in 2007 to explore further tenant education initiatives.

**Housing Supply and Innovative Solutions**

“Keys to the Home” documents a great need for affordable rental housing in Hamilton. According to the 2001 Census, 47% of renter households (29,105 households) paid
more than 30% of their income on rent, and 24% (14,200 households) paid more than 50% of their monthly income on rent. In response to this need, the City and community partners have undertaken the following:

(i) **The Canada-Ontario Affordable Housing Program** – provides assistance in the form of capital grants and housing allowances for the construction of rental housing with rents at or below the average market rents for the City. **The City’s participation in the Canada-Ontario Affordable Housing Program has helped to build seven projects totalling 369 affordable housing units.** Staff presented to Council, in March 2007 (ECS07016), the results of a Request for Proposals that, with funding approval by the Minister of Municipal Affairs and Housing, could yield as many as 386 additional units.

(ii) **Disposition Strategy of Scattered Single and Semi-Detached Units** – The CityHousing Hamilton Board of Directors approved the disposition strategy of selected single-detached and semi-detached units. Up to 90 units will be sold and replaced on a minimum 3-to-1 ratio. Revenues from the sale of the single and semi-detached units will result in approximately 270 new affordable units to replace the 90 social housing units in the City of Hamilton.

(iii) **Home Ownership Affordability Partnership Program (HOAP) and Hamilton HomeStart Program** – These are two innovative initiatives that assist social housing tenants to move through the housing continuum by purchasing their own homes; thereby, creating wealth for themselves and freeing up social housing units for others who require rent-geared-to-income housing.

The HOAP was the first affordable homeownership initiative offered in the City of Hamilton to social housing tenants. One main focus of HOAP is to revitalize some of Hamilton’s existing housing stock by using funds from the RRAP. To-date, six families have successfully transitioned into homeownership from social housing. The City is currently partnering with locally-based social housing providers to recruit additional tenant participants. Community partners include Scotiabank, Threshold School of Building, Canada Mortgage and Housing Corporation, and the Realtors’ Association of Hamilton-Burlington.

The Hamilton HomeStart Program was developed as a natural progression from HOAP. Through the City’s involvement in HOAP, Housing Division staff identified social housing tenant households in Hamilton who want to own their own home and can make the transition to homeownership with some financial assistance, education, and training. Hamilton HomeStart introduced down payment assistance for tenants that is not available under HOAP. For many of these households, typically the biggest barrier to homeownership is not inadequate income, but rather the ability to save for a down payment.

As a result, Hamilton HomeStart is principally a down payment assistance program, combined with home ownership education, counselling on savings and financial management, and general home maintenance. Under the Hamilton HomeStart
Program, the City provides a matched credit in the form of a grant, up to a maximum of $4,500 over three years, on savings contributed by eligible CityHousing Hamilton social housing tenant households. The grant can only be used as a down payment toward a home purchased in the city of Hamilton. Eighteen families are currently enrolled in the program, with a total target enrolment of 55 families. The Hamilton HomeStart partners include the City of Hamilton, Scotiabank, the Hamilton Community Foundation, Threshold School of Building, Canada Mortgage and Housing Corporation, and the Realtors' Association of Hamilton-Burlington.

Both programs offer unique opportunities for tenants to become homeowners. The HOAP and Hamilton HomeStart partners strongly believe home ownership provides participants and their families with a solid footing, while promoting long-term financial sustainability and a growth in personal assets.

**Affordable Housing Flagship**

Established in 2004 as part of the City’s Social Development Strategy, the Affordable Housing Flagship is a collaborative multi-sector group representing a broad range of City staff and community stakeholders, including: financial, real estate and labour sectors as well as mental health, supportive and non-profit housing providers. Linkages have been established between the Affordable Housing Flagship and the Hamilton Roundtable for Poverty Reduction.

The Flagship has developed an aspiration statement, goals and principles. It is working to implement strategies aimed at increasing housing supply and identifying and removing barriers to affordable housing. One of the overarching goals of the Flagship is to foster and value the social capital arising from the connections made at, and through, the Flagship, as it benefits the entire community.

Members of the Flagship seek to work with all levels of government, local citizen groups, neighbourhoods or communities to increase affordable housing in Hamilton. The Affordable Housing Flagship seeks to align resources to facilitate changes to policy or programs that help citizens meet their affordable housing needs by moving along the housing continuum. The Affordable Housing Flagship was successful in receiving a two-year funding commitment from the provincial Trillium fund, which will help achieve these goals.

**Next Steps - Moving Forward**

Most of the 24 recommendations in “Keys to the Home” have been fully implemented; however, there are a few recommendations that require more work. There are two recommendations related to investigating the feasibility of a more pro-active enforcement of rooming house licensing and the potential for licensing rental housing in general. Development of the Official Plan has taken longer than originally envisioned since “Keys to the Home” was approved by Council; therefore, approval of the draft affordable housing policies, and direction to permit accessory apartments as-of-right
throughout the City, have not yet occurred. As for the development of a Single Room Occupancy project, CityHousing Hamilton and community partners will explore the feasibility of such a project beginning in the third quarter of 2007.

By approving “Keys to the Home” and its 24 recommendations, Council intended that the housing strategy be action oriented. To this end, Council directed staff to ensure implementation of the recommendations within a two-year time frame. Although the two-year mandate to implement the specific recommendations within the housing strategy has passed, the impact of “Keys to the Home” reaches beyond the end date. The spirit of advocacy and collaboration that is woven throughout “Keys to the Home” has been maintained and is now part of how the City liaises with our community and government partners. For instance, the Hamilton Roundtable on Poverty Reduction recognized the importance of housing as a key to reducing poverty and making Hamilton the best place to raise a child.

The City will continue working with community partners to assess the needs within the housing continuum and to look for additional affordable housing solutions. The achievements made through “Keys to the Home” will be maintained through several mechanisms including “Everyone Has a Home: A Strategic Plan to Address Homelessness”, that Council approved in March 2007 (ECS07020). This plan aligns with “Keys to the Home” and with other broad planning strategies such as the Hamilton Roundtable on Poverty Reduction and the Social Development Strategy.

Joe-Anne Priel
General Manager,
Community Services Department
### Keys to the Home Recommendations – Implementation Chart

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<td>1. That the City of Hamilton, in partnership with the Association of Municipalities Ontario (AMO), continues to request the Provincial Government to assume a larger portion of the subsidy costs associated with the administration and provision of social housing in all Ontario municipalities.</td>
<td>• At every opportunity, City staff from various departments advocates and lobbies Provincial staff regarding the inequalities of housing subsidies borne by the municipal tax base. We understand that this is an issue the Mayor and members of Council have identified with their Provincial counterparts.</td>
<td>• City staff will continue to advocate and lobby the Provincial Government to adequately fund the subsidy costs associated with the administration and provision of social housing.</td>
<td>Housing</td>
<td>✓ Ongoing</td>
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<td>2. That Council request the Provincial Government to, at a minimum, increase the shelter component of the monthly Ontario Works (OW) and Ontario Disability Support Program (ODSP) benefit to reflect the increases in market rents that have occurred over the past many years.</td>
<td>• Advocacy letters from Mayor to Minister of MCSS and Minister of MOHLTC were sent October 2005 requesting increased OW and ODSP rates as well as continued funding for homelessness services and programs. ◦ Council’s Committee of the Whole passed a motion March 7, 2007 to return the City of Hamilton’s portion of the National Child Tax Benefit Supplement Clawback to social assistance recipients and transfer the programs formerly funded by the Clawback to the City levy.</td>
<td>• Monitor social assistance rates; continue to advocate for positive changes, including elimination of NCB claw back. ◦ Access to adequate income is one outcome area of the Strategic Plan to Address Homelessness. Strategies to achieve this outcome include rate increase advocacy as well as improved access to employment supports and trusteeship programs ◦ Continue to liaise with community partners such as the Poverty Roundtable and Income Security Working Group.</td>
<td>Housing</td>
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| 3. That Council request the Provincial Government to increase the number of units allocated to the City of Hamilton under the Strong Communities Rent Supplement Program to accurately reflect long-term rental housing demand and needs. | • Ministry of Municipal Affairs and Housing has been advised that the City will participate in the new Canada-Ontario Affordable Housing Program  
• The City issued an Expression of Interest under the Strong Start component of the Canada-Ontario Affordable Housing Program with three projects recommended for funding approval  
• 220 housing units have been allotted under the Capital Program and 250 units have been allotted under the new Housing Allowance Program – Staff requested an additional 325 housing units be allotted under the Capital Program and another 250 units be allotted under the Housing Allowance Program. | • A program status report was submitted to SPHS Committee of Council in early 2006.  
• Upon completion of the program guidelines by the Provincial Government for the new capital program, the City has issued another RFP under the Rental and Supportive component of the Affordable Housing Program in tandem with the HAHPI Housing Partnership Fund. Staff will bring a report to Council in early 2007 | Housing        | ✓  Ongoing |
| 4. That Council request the Federal and Provincial Governments to make the Community Rental Housing Program a permanent rental housing supply program, provide a greater focus on rent-geared-to-income housing options and increase the maximum funding envelope for municipal Service Managers to accurately reflect long-term rental housing demand and needs. | • On August 31, 2005, the Federal and Provincial governments announced the establishment of the Canada-Ontario Affordable Housing Program. One element of this program is the Capital component. Senior levels of government have appropriately recognized that any further rental units constructed under this program will be at market rents, 20% below average. 369 units have been approved under the Community Rental Housing and Strong Start programs and the Minister of Municipal Affairs and Housing will be requested to provide funding approval for more units under the Rental and Supportive component of the Affordable Housing Program. | • Monitor funding allocations to ensure that Hamilton receives an appropriate share of Federal-Provincial dollars recognizing the level of poverty in our community | Housing        | ✓  Ongoing |
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| 5. The City of Hamilton, in partnership with the Ontario Municipal Social Services Association (OMSSA), continue to lobby the Provincial Government to provide a funding mechanism for transitional/supportive housing for moving homeless individuals/families from shelters through a continuum of housing. | • Advocacy letters written December 2005 to the Premier of Ontario and Federal Minister of Labour and Housing from the Mayor were sent in early 2006. | • *Continue to participate in:*  
   ◦ OMSSA activities, including the Advocacy Committee, Urban Commissioners AMO/Social Services Committee, Provincial Municipal Social Services Consultation Group, Provincial Social Housing Service Managers  
   ◦ New Affordable Housing Program includes a transitional/supportive housing component  
   ◦ Under MCSS direction, Hamilton is one of six pilot sites participating in the Hostels to Homes 18 month project. The pilot will use an integrated, systems approach to help chronic shelter users find and maintain affordable housing | Housing | ✓ Ongoing |
### Keys to the Home Recommendations – Implementation Chart

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| 6. That the City of Hamilton through the Public Health and Community Services Department begin to implement a “systems approach” to affordable housing, where the emphasis is on community goals versus individual or department goals, to ensure the effective utilization and allocation of scarce resources. | • The Department continues to recognize that housing is a continuum. Linkages and a coordinated approach between areas responsible for the full housing continuum (homelessness to affordable home-ownership) are being strengthened to achieve a systems approach. The following activities have been undertaken:  
  - Processes established within the Department, e.g. Homelessness Planning Days, ongoing co-ordination through regular meetings of management staff in the Employment, Housing & Long-Term Care Division  
  - A review of the City’s role as Service Manager for homelessness and in the provision of health services to those experiencing homelessness  
  - 2 Shelter Summit meetings with shelter providers to explore service co-ordination and systems issues  
  - Review Residential Care Facility subsidy criteria and set policy direction  
  - The Affordable Housing Flagship as a community collaborative has articulated broad community goals  
  - Draft Strategic Plan to Address Homelessness (aspiration, outcomes and strategies) completed  
  - Commit to the Hostels to Homes pilot project - using community resources to support chronic shelter users to find and maintain housing  
  - Creation of CityHousing Hamilton and Ontario Works (CHHOW) Operational Working group | • Staff are exploring organizational models that allow more effective collaboration of housing program initiatives. For example, more effectively dovetailing HPS funding with Canada-Ontario Affordable Housing Funding  
  - Housing and Homelessness staff functions were consolidated within the Community Services department as of January 2007  
  - Completion of a the community Strategic Plan for Homelessness – to present the draft plan to Committee of Council in Mar 2007  
  - Continue to work with the Affordable Housing Flagship and the Food, Shelter & Housing Committee  
  - Support the Hostels to Homes pilot project; continue to demonstrate the collaborative nature of partnership between the City and the community  
  - To identify and address CityHousing Hamilton/Ontario Works operational issues, and to share best practices and to provide senior management with recommendations concerning efficiencies and increased collaboration | Housing | Ongoing |
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| 7. That the new Official Plan for the City of Hamilton include a statement on housing principles and policy direction in a number of key housing areas including condominium conversions, maintenance of Hamilton's dwelling stock, the affordable housing continuum, housing supply targets, residential intensification, accessory apartments and lowering the cost of new housing construction through alternative development standards. | • Housing and PED staff have had several meetings to discuss the new Official Plan (OP) policy, recognizing that the Official Plan will follow directions identified in the Provincial Policy Statement and Places to Grow  
• Housing staff have submitted a draft of Housing Policies to Planning and Economic Development staff for review and inclusion into the Official Plan  
• All elements noted in the Keys recommendation will be addressed in the new Official Plan | • Meetings are scheduled for early 2007 to further develop the housing policy component of the OP as well as strategies for an implementation plan and community consultation process. The timing of the new OP is uncertain. | Planning & Economic Development | ✓ Target Completion Date to be determined by PED |
| 8. That following the directions established through Official Plan policy (determined through Recommendation #7 above) and as part of the development and harmonization of the former area municipal zoning by-laws into one Hamilton zoning by-law by the Development and Real Estate Division of the Planning and Development Department, accessory apartments as-of-right throughout the City with appropriate site specific requirements be considered for implementation as it represents a cost effective way of providing new lower cost rental housing opportunities. | • See # 7 above | • Staff will finalize Official Plan housing policies, including as-of-right accessory apartments  
• Follow the directions established in the Official Plan policy, staff will consider the development of as-of-right zoning provisions to permit accessory apartments | Planning & Economic Development | ✓ Target Completion Date to be determined by PED |
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<td>9. That an inter-Departmental staff working committee be established to develop options for City Council on addressing the issue of existing accessory apartments that may not meet current building, zoning and fire code provisions.</td>
<td>• An initial meeting was held to discuss issues regarding accessory apartments. No further action taken until the Official Plan policies regarding accessory apartments have been formalized</td>
<td>• Develop and present options to City Council regarding existing accessory apartments by following directions in the Official Plan policy</td>
<td>Planning &amp; Economic Development</td>
<td>✔ Target Completion Date to be determined by PED</td>
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<td>10. That the City of Hamilton liaise with private sector associations such as the Hamilton-Halton Home Builders’ Association to lobby the senior levels of government to refine and/or introduce legislative and tax measures that will enhance the capacity of the private sector to construct new rental housing.</td>
<td>• Ongoing discussions have occurred between Housing Branch staff and representatives of the Hamilton-Halton Home Builders’ Association</td>
<td>• Continue discussions with the Hamilton-Halton Home Builders’ Association to lobby senior levels of government to enhance the capacity of the private sector to construct new rental housing. Further activities may include joint consultation, meetings and advocacy letters</td>
<td>Housing</td>
<td>✔ Ongoing</td>
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<td>11. That CityHousing Hamilton establish an “Eviction Prevention Policy” in consultation with the various community legal clinics and other housing stakeholders as a model for adoption by other social housing providers and private rental landlords in Hamilton.</td>
<td>• Working group, comprised of City staff and community stakeholders was established in Jan ‘04 • Eviction Prevention policy was approved • Performance indicators and evaluation methods are being developed to monitor policy and procedures effectiveness • The Utilities Arrears Program is a significant program which helps Ontario Works participants, Ontario Disability Support Program recipients and Low Income residents (working poor, seniors) access the funds as an interim measure to help pay hydro arrears, fuel arrears (gas, oil, propane, etc.) water arrears, utilities reconnections and/or utilities security deposits • 1,943 vulnerable households received $859,519 during 2006 through the Utilities Arrears Program.</td>
<td>• Formalize performance indicators and evaluation • Develop and implement communication, staff training and tenant education strategies • Continue to administer and monitor the Utilities Arrears Program</td>
<td>Housing</td>
<td>✔ Ongoing</td>
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<td>12. That the Building and Licensing Division of the Planning and Economic Development Department report to the Planning and Economic Development Committee on the feasibility of establishing a licensing initiative for the private rental housing stock including the provision of information on inspections and compliance.</td>
<td>• The Keys Implementation Co-ordinating Committee has first focused on the rooming house and Single Room Occupancy recommendations because of interest and concern expressed by the community and Council.</td>
<td>• Engage Building and Licensing department to discuss feasibility of licensing initiative • Explore more formal linkages with tenants and tenant advocates regarding program and public policy matters that may affect the tenant population in Hamilton e.g. Tenant Advisory Committee • Investigate City of Toronto approach to licensing private rental housing</td>
<td>Planning &amp; Economic Development</td>
<td>✅ Ongoing</td>
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<td>13. That the Policy Program and Planning Division of the Public Health and Community Services Department develop methods of seeking the opinions and concerns of tenants in Hamilton on Tenant Protection Act matters as background to the activities of the Tenant Advisory Committee.</td>
<td>• In 2004, the Tenant Advisory Committee (TAC) was consulted by staff on the proposed new Tenant Protection Act as background to staff’s participation in a provincial government consultation session • In April 2005, SPHS Committee directed that TAC be re-formed with new members. The first meeting of the newly constituted TAC took place in Jan ’06. The New Residential Tenancies was discussed throughout 2006</td>
<td>• Work with TAC as it develops its 2007 work plan, which may include determining ways to best educate tenants about the new Residential Tenancy Act. The Residential Tenancies Act (the RTA) came into effect on January 31, 2007. The previous legislation, Tenant Protection Act is no longer in effect.</td>
<td>Housing</td>
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| 14. That the City of Hamilton assume a more proactive role in advocating the interests of tenants through the establishment of tenant education and counselling initiatives in partnership with the community-based legal clinics and that the Public Health and Community Services Department report back to the Public Health and Community Services Committee on specific implementation initiatives. | • SCPI 2 allocation of $100,000 under the homelessness prevention to the Solutions for Housing Action Committee (SHAC) for its Tenant Helpline and education initiative  
• Eviction Prevention policy was developed with input from tenant advocates  
• Advocacy letters written December 2005 to the Premier of Ontario and Federal Minister of Labour and Housing requesting continued funding for the Tenant Helpline and tenant education as part of homelessness prevention were sent in 2006  
• To increase voter turn-out at the municipal election, staff worked with Tenant Advisory Committee and SHAC to develop and distribute education pamphlets and “Your Vote Counts” posters  
• SHAC, TAC and the Poverty Roundtable hosted 2 housing and poverty education forums for Municipal Candidates | • Continue to work with the Tenant Advisory Committee to identify potential tenant education initiatives to be included in its 2007 work plan  
• Continue working with TAC, representatives of the Housing Help Centre, legal clinics and SHAC to explore sustainability options for tenant education initiatives | Housing     | ✓ Ongoing |
| 15. That CityHousing Hamilton review all tenant placement procedures and policies and establish an “Anti-Discrimination Policy” in consultation with the various community legal clinics and other housing stakeholders as a model for adoption by other social housing providers and private rental landlords in Hamilton. | • Review of existing anti-discrimination policies completed  
• Action Plan for one neighbourhood has been developed and implemented. It may be used as a template for implementation into other communities | • Finalize and implement Anti-Discrimination Policy and Procedures; train staff and educate tenants  
• Continue to seek and encourage tenant involvement and feedback  
• Continue to monitor and evaluate | Housing     | ✓ Ongoing |
### Keys to the Home Recommendations – Implementation Chart

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| 16. That the Downtown Renewal Division of the Planning and Development Department continue to seek opportunities for the development of a student residence in Downtown Hamilton through the Downtown Residential Loan Program as a way of reducing the pressure on the single-family housing stock in the neighbourhoods surrounding McMaster University and Mohawk College. | • Housing Branch staff have been working very closely with Downtown Renewal staff on various housing initiatives, specifically, new student housing  
  • Council recently approved the utilization of a vacant City-owned land parcel at 87-89 King St E for development by CityHousing Hamilton that will in part target McMaster students. Construction will start Q1 2007, occupancy by Q1 2008 | • Continue to explore housing developments that will reduce the pressure on single-family housing stock  
  • Construction will of new housing at 87-89 King St E start Q1 2007, occupancy by Q1 2008 | Housing       | ✔️ Ongoing |
<p>| 17. That CityHousing Hamilton explore the feasibility of developing a “single room occupancy” (SRO) dwelling as a pilot project in partnership with one or more community-based housing stakeholders. | • The Affordable Housing Flagship has identified the development of an SRO pilot project and has formed a sub-committee to further explore the feasibility of this housing option. As part of this initiative, staff have met with representatives from Housing Help Centre, Threshold School of Building, Wesley Urban Ministries and Wesley Urban Homes to explore the viability of creating a new SRO dwelling or renovating &amp; upgrading an existing SRO | • Continue to explore SRO project options with community-based stakeholders commencing Q 3 2007 | Housing       | ✔️ Ongoing |</p>
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<td>18. That the Building and Licensing Division of the Planning and Development Department report to the Planning and Economic Development Committee on the feasibility of proactive and harmonized enforcement of the City’s rooming house stock as a way of enhancing and preserving this stock of housing premised on licensing fees covering the full cost of proactive inspections.</td>
<td>• SPHS Committee directed CS staff to revisit the 1994 Roomers and Boarders Task Force and report back on the status of the Task Force Recommendations. On Dec. 13, 2005, CS staff in consultation with Building &amp; Licensing staff reported to the SPHS Committee on the status of the recommendations. SPHS Committee further directed the Building &amp; Licensing staff to report on licensing and enforcement issues raised by the Housing Help Centre. • Meeting held in May ’06 with Councillors Bratina and McHattie, tenant advocates and Licensing, Health and Fire staff to discuss licensing and enforcement issues.</td>
<td>• Building &amp; Licensing reported back to SPHS Committee in early 2006 on licensing and enforcement issues raised by the Housing Help Centre • Building &amp; Licensing to report to Planning &amp; Economic Development Committee on the next steps for the feasibility of proactive and harmonized enforcement of rooming houses</td>
<td>Planning &amp; Economic Development</td>
<td>✓ Ongoing</td>
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<td>19. That the Employment, Housing and Long-Term Care Division of the Public Health and Community Services Department partner with the REALTORS Association of Hamilton-Burlington (RAHB) to identify opportunities and linkages where CityHousing Hamilton social housing tenants with the means and desire for homeownership can purchase their first home.</td>
<td>• Staff regularly meet with the Chief Executive Officer of the Realtors Association of Hamilton-Burlington (RAHB) to identify potential partnership opportunities. • In May 2006, Hamilton City Council endorsed participation in the Hamilton HomeStart initiative. Currently, staff are reviewing and approving tenants to participate in Home Start and are working towards filling the quota of 55 families. • The City remains an active participant in the Home Ownership Affordability Partnership program (HOAP) • CityHousing Hamilton is selling up to 90 single and semi-detached units. Tenants are given first opportunity to purchase before the houses are made to the general public.</td>
<td>• Housing Branch staff will maintain contact with RAHB as it is anticipated RAHB will be an active participant in the forthcoming Hamilton HomeStart initiative in terms of providing basic information on real estate to HomeStart participants.</td>
<td>Housing</td>
<td>✓ Ongoing</td>
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### Keys to the Home Recommendations – Implementation Chart

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| 20. That Council request the Federal Government to increase the funding commitment to the homeowner component of the Residential Rehabilitation Assistance Program (RRAP) to meet the growing needs of required dwelling repairs for lower income households in Hamilton. | • In the 2005-06 delivery year, the City delivered approximately $1.45 million in RRAP funding which resulted in 94 dwelling units being successfully rehabilitated.  
• In March 2007, the Mayor, on behalf of City Council, sent correspondence to the Honourable Monte Solberg, Minister of Resources and Social Development and Minister responsible for Canada Mortgage and Housing Corporation with a copy to all local Members of Provincial Parliament to express their gratitude for the City of Hamilton’s RRAP allocation for the 2006-07 delivery years, including the extension of RRAP for an additional two-year period. In order that the City may positively respond to the hardships faced by low-income homeowners and tenants in our community, the letter included a request that an annual RRAP budget allocation of $3.0 million be provided to the City of Hamilton. | • Housing Branch staff will continue to encourage and lobby CMHC staff to maintain funding for all RRAP programs in Hamilton in response to our community needs  
• RRAP was to be terminated as of March 31, 2007 but the program has been extended for another two years. $256 million has been allocated for it nation-wide | Housing                      | ✓ \ Ongoing          |
| 21. That the “Consider Housing” Council-approved policy regarding the disposition of surplus City-owned lands and/or buildings be re-named to “Housing First” to signify the City’s commitment to affordable housing solutions. | • A Housing First policy was approved by Council in 2005  
• Housing Branch staff are working with Options for Homes on potentially utilizing a surplus City-owned site for ownership housing | • Housing Branch staff are working with Development and Real Estate Division staff to identify City-owned lands that may be suitable for affordable rental and homeownership opportunities – this includes the development of West Avenue School (PED060352) | Housing                      | ✓ \ Ongoing          |
## Keys to the Home Recommendations – Implementation Chart

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| 22. That the Development and Real Estate Division of the Planning and Development Department in consultation with the Employment, Housing and Long-Term Care Division of the Public Health and Community Services Department identify surplus lands and/or buildings appropriate for rental housing that would be packaged with future Request for Proposals for the Community Rental Housing Program and the HAHPI Housing Partnership Fund. | • Staff from the Housing Branch and Real Estate Division are collaborating on this initiative, specifically focusing on the introduction of the new capital component of the Canada-Ontario Affordable Housing Program  
• A RFP was released. | • The City released of an Request for Proposal (RFP) which will utilize a surplus city-owned land parcel. An offer of a City-owned parcel has been offered to non-profit housing providers  
• It is anticipated that successful proponents will be identified by early 2007 | Housing | ✓ Ongoing |
| 23. That the Program Policy and Planning Division of the Public Health and Community Services Department co-ordinate and develop a data collection system of Hamilton’s homeless population to enhance and support the various program delivery areas of the Department. | • Implementation of Homeless Individuals and Families Information System (HIFIS) with 9 shelters complete.  
• Data sharing protocol has been developed  
• Homelessness indicator report complete – On Any Given Night released May ‘06  
• HIFIS coordinator in-place until December ‘07 | • Continue to support HIFIS site lead group  
• Support the roll-out of HIFIS 3.0  
• Collect, analyze and interpret shelter data and homelessness indicators  
• Homelessness Indicators Report - On Any Given Night II - Q2 07 | Housing | ✓ Ongoing |
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| 24. That the Affordable Housing Flagship of the Social Vision be comprised of key housing stakeholders in the Hamilton community along with appropriate City of Hamilton staff as resource, and that the initial priorities of the Flagship focus on: | • Established in 2004 as part of the City’s Social Development Strategy, the Affordable Housing Flagship is a community collaborative that represents a broad range of community stakeholders and City staff. The Flagship has developed an aspiration statement, goals and principles, and has started to articulate strategies that will feed into its 2006 work plan. In addition, it has worked on specific affordable housing projects (e.g. Robert Land School site, affordable home-ownership, and single room occupancy pilot project). | • Staff will continue to work with the Flagship to develop its strategies and work plan as well as identifying its various roles in the implementation of Keys to the Home recommendation and other housing initiatives. The Flagship has hired a part-time Program Director with funding from the Trillium Foundation – started Mar 19, 2007 | Housing |  ✓  
| | • Supporting City of Hamilton staff in the implementation of “Keys to the Home” recommendations | | | Ongoing |
| | • Articulating emerging housing needs in the community; | | | |
| | • Information sharing and identification of best practices on affordable housing solutions; | | | |
| | • Advocating on behalf of local affordable housing solutions; | | | |
| | • Providing the strategic oversight and coordinating the roles, responsibilities and interrelationships of community-based housing committees and working groups in Hamilton | | | |
| | • Development of an annual “report card on housing” or a similar housing monitoring report that would track and measure changes in housing need and the progress and effectiveness of policy and program initiatives. | | | |
December 9, 2005
CITY OF HAMILTON

The Honourable Joseph Fontana, P.C., M.P.
Minister of Labour and Housing
House of Commons
Ottawa, Ontario
K1A 0A6

Dear Minister Fontana:

I am writing on behalf of Hamilton City Council to express our support for the announcement of an additional $1.6 billion funding to address homelessness and affordable housing issues. We were pleased to note that the renewal of the Supporting Communities Partnership Initiative (SCPI) was part of that announcement. Hamilton has the unenviable distinction of being tied with the City of Toronto for having the highest rate of poverty in the province. This high rate of poverty translates into a high rate of homeless and risk of homelessness. SCPI has been invaluable in helping Hamilton to address this problem since the program was established in 1999, but there is still much more to be done.

I recognize that the guidelines for SCPI III are still under discussion. We strongly encourage your government to include programs to prevent homelessness in the guidelines for SCPI III. A number of excellent prevention programs have been made possible in Hamilton through SCPI II. Without continued federal funding, however, the future of many initiatives is uncertain. The Tenant Helpline operated by the Housing Help Centre of Hamilton Wentworth is a case in point. This valuable program helps prevent homelessness by supporting individuals and families to maintain their tenancy. If SCPI cannot continue to fund programs such as these, some of the gains made in Hamilton's fight against homelessness could be lost.

We also encourage you to ensure that Hamilton receives its "fair share" of funding. We believe Hamilton should be granted at least the same proportion of total funding that it received in SCPI I and II. While progress is being made, homelessness continues to be a significant issue in Hamilton. Emergency shelters in Hamilton experience high occupancy rates with the number of people accessing shelters more than doubling since 1995. Another indicator of concern is the more than 15,000 visits made per month to Hamilton's food banks.

"GOOD GOVERNMENT FOR A GREAT CITY"
In closing, I would like to emphasize the importance of programs to prevent homelessness and the value of including them in SCPI III. I would also like to thank you for your support of Hamilton as it works to support its most vulnerable citizens who are contending with issues relating to homelessness.

Sincerely,

Larry Di Ianni
Mayor
October 26, 2006

The Honourable Diane Finley
Minister of Human Resources and Social Development
House of Commons
Ottawa, Ontario
K1A 0A6

Dear Minister Finley:

City Council, at its meeting held on Wednesday, October 25, 2006, approved Item 8 of Social Services Committee Report 06-011, as follows:

8. End of Federal Government Program – Supporting Communities Partnership Initiative

Whereas, having a safe secure home is a basic human right; and

Whereas, children and families are the fastest growing segment of Canada’s homeless population eroding efforts by municipalities and others to nurture healthy, stable communities, and

Whereas, the City of St. John’s, the Federation of Canadian Municipalities (FCM) and other organizations across the nation have recognized that homelessness and the lack of affordable housing is a national concern requiring long term solutions; and

Whereas, the National Homelessness Initiative was established by the federal government in 1999, investing $1.2 billion over the past six years in local solutions that address homelessness; and

Whereas, the National Homelessness Initiative is strongly supported by local organizations and the Government of Ontario and is recognized as an international best practice by the United Nations; and

Whereas, the National Homelessness Initiative will expire on March 31, 2007 unless the new federal government acts soon to renew the program;
THEREFORE, BE IT RESOLVED THAT the City of Hamilton urges the Government of Canada to renew and expand the National Homelessness Initiative, and calls upon municipalities and provincial and territorial governments across Canada to add their voices in support of this important program.

Yours consideration of Council's request is greatly appreciated.

Yours truly

Larry DiIanni
Mayor

c.c. Federation of Canadian Municipalities
    Association of Municipalities of Ontario
    J. Priel, General Manager of Community Services
May 30, 2005

Mayor Larry Di Ianni
City of Hamilton

The Honourable Dalton McGuinty
Premier of Ontario
Legislative Building
Queen's Park
Toronto, ON M7A 1A1

Dear Mr. Premier:

Re: Clawback of the National Child Tax Benefit Supplement

City Council, at its meeting held on May 25, 2005, approved Item 1 of Social & Public Health Services Committee Report 05-008, as follows:

1. Clawback of the National Child Tax Benefit Supplement

   Whereas, the Liberal Government's Matthews' report recommends the discontinuation of the clawback;

   Whereas, in light of the fact that Ontario is the only jurisdiction of all the G-8 Nations, which downloads the cost of Social Services to the local property tax base, that the Provincial government be requested to reconsider this unfair practice and accept the cost of Social Services in Ontario to the Provincial tax base;

   Therefore, be it resolved that the Mayor and Council be authorized to correspond with Premier Dalton McGuinty and request the Province of Ontario to discontinue the National Child Tax Benefit Supplement clawback.

Your consideration of Council's position on this matter is greatly appreciated.

Should you require further information in this regard, please contact Ms. Jane Soldera, Director of Program Policy, Public Health & Community Services (905) 546-2399 or by e-mail at jsoldera@hamilton.ca

Yours truly,

[Signature]

Larry Di Ianni
Mayor

cc. J.Priel, General Manager, Public Health and Community Services
   Jsoldera@hamilton.ca

"GOOD GOVERNMENT FOR A GREAT CITY"
March 2, 2007

The Honourable Monte Solberg
Minister of Human Resources and Social Development
House of Commons
Ottawa, Ontario
K1A 0A6

Subject: Residential Rehabilitation Assistance Program (RRAP): 2006-07
Budget Allocation and the New Two-Year Program Extension

Dear Mr. Minister:

Please be advised that Hamilton City Council, at its meeting of February 28, 2007, approved Item 1, of the Emergency & Community Services Committee Report 07-003, as shown below, more specifically, recommendation (6):

1. Residential Rehabilitation Assistance Program (RRAP): 2006-07 Budget Allocation and the New Two-Year Program Extension (EGS07003) (City Wide) (Item 6.1)

   (a) That the City of Hamilton continue its role of Residential Rehabilitation and Assistance Program (RRAP) Delivery Agent for the 2006-07 delivery year.

   (b) That the Mayor and City Clerk be authorized and directed to execute all necessary documents in a form satisfactory to the City Solicitor.

   (c) That the Mayor send a letter, on behalf of City Council, to the Honourable Monte Solberg, Minister of Human Resources and Social Development and Minister responsible for Canada Mortgage and Housing Corporation with a copy to all local Members of Provincial Parliament to:

      (i) Express the City of Hamilton's gratitude for receiving additional RRAP funding in the amount of $414,000 for the 2006-07 delivery years, and for the announcement on December 19, 2006, respecting the extension of the RRAP for an additional two-year period; and,
(ii) Request that an annual RRAP Budget Allocation of $3.0 million be provided to the City of Hamilton; in order that the City may positively respond to the hardship faced by low-income homeowners and tenants in our community.

Therefore, the City of Hamilton extends its sincere appreciation for the additional Residential Rehabilitation Assistance Program funding and the RRAP extension, and respectfully requests your consideration and response to recommendation (c)(ii) above.

Yours truly,

[Signature]

Fred Eisenberger
Mayor

FE/sp

c.c. David Christopherson, M.P. – Hamilton Centre
    Chris Charlton, M.P. – Hamilton Mountain
    David Sweet, M.P. – Ancaster/Dundas/Flamborough/Westdale
    Wayne Marston, M.P. – Hamilton East/Stoney Creek
    Andrea Horwath, M.P.P. – Hamilton East
    Judy Marsales, M.P.P. – Hamilton West
    Marie Bountroglianni, M.P.P. – Hamilton Mountain
    Ted McMeekin, M.P.P. – Ancaster/Dundas/Flamborough/Aldershot
    Jennifer Mossop, M.P.P. – Stoney Creek