



Niagara Regional Housing

End of Operating Agreements

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March 8, 2018



Social Housing In Niagara

▶ NRH Owned Units	2757
▶ Rent Supplement	697
▶ Housing Allowance	577
▶ Non Profit Housing Portfolio	3696



Former Federal Housing Portfolio

- ▶ 15 agreements - 604 units dedicated to Seniors
- ▶ 5 agreements - 234 units serving families and singles



First Steps

- ▶ Identify EOA team
- ▶ Identify major decision points
- ▶ Identify resources available
- ▶ Develop work plan



Work Plan for EOA

24 months prior to EOA

- ▶ Write (confirm viability, define affordability, describe new relationship, offer assistance)
- ▶ Ask to meet to discuss plans post EOA
 - . Share Checklist
 - . What Changes?
 - . What Stays the Same?
- ▶ Share resources on EOA as developed and available



Work Plan for EOA

12 months prior to EOA

Write to group - provide updated viability assessment

Ask for meeting to discuss EOA plans. Has anything changed?

Confirm communication strategy (tenants/applicants)

Negotiate agreements (rent supplement/housing allowance)



Work Plan for EOA

6 months prior to EOA

Customize and execute rent supplement agreement

Complete annual eligibility review

Confirm rent calculations

Housing provider issues notice of decision

Provider training if needed - RGI and wait list



Post EOA

Celebrate !

Write to Board to congratulate them on their success

Formally recognize the achievement

Ensure Internal communications updated on providers status



SUCCESS

- ▶ Survey Board Members - What tools do they need to prepare for EOA
- ▶ Co-hosted workshop on EOA with ONPHA
- ▶ Shared resources and information
- ▶ Commissioned BCA's for non profit portfolio
- ▶ EOA rent supplement funds in budget



Opportunities

Experienced Housing Providers interested in new development

Ability to fund capital reserves

Access to Service Manager expertise and advice



Challenges

Centralized Wait list

HSA rules

EOA and mortgage end dates don't match

EOA and EOM occur at same time

Creation of new Service Agreement

Provider unable to access provincial grants for social housing



Lessons

- ▶ Active Ignore
- ▶ Poor communication strategy with tenants



Thank You

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