

Niagara Regional Housing

End of Operating Agreements

Presented by: Shelly Upton, a/Manager Housing Programs

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Social Housing In Niagara

| ▶NRH Owned | Units | 2757 |
|------------|-------|------|
|------------|-------|------|

▶ Rent Supplement 697

► Housing Allowance 577

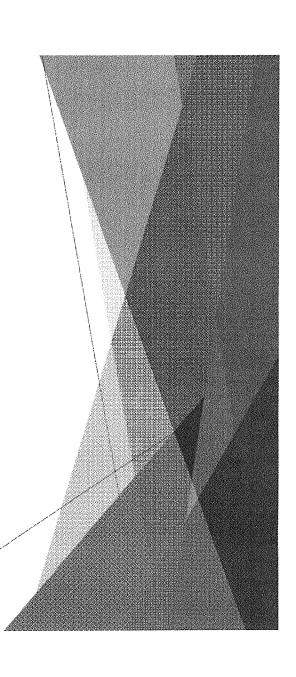
Non Profit Housing Portfolio 3696



Former Federal Housing Portfolio

▶ 15 agreements - 604 units dedicated to Seniors

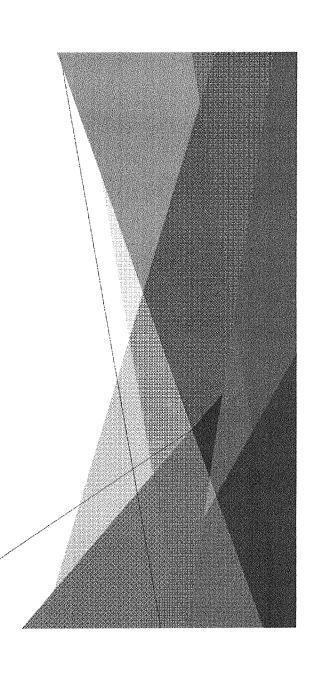
▶ 5 agreements - 234 units serving families and singles





First Steps

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

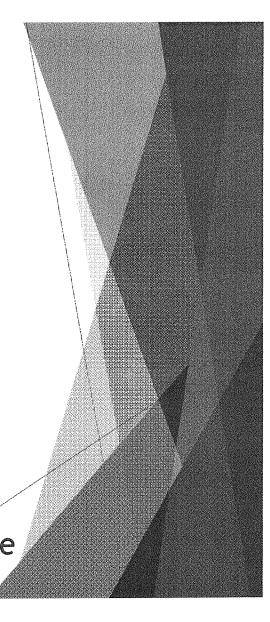




Work Plan for EOA

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

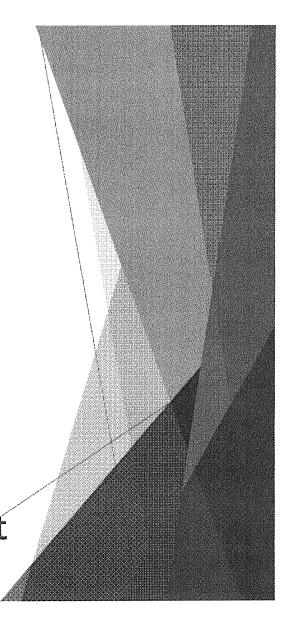
Customize and execute rent supplement agreement

Complete annual eligibility review

Confirm rent calculations

Housing provider issues notice of decision

Provider training if needed - RGI and wait list





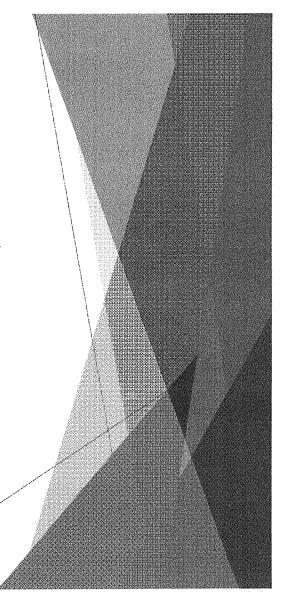
Post EOA

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



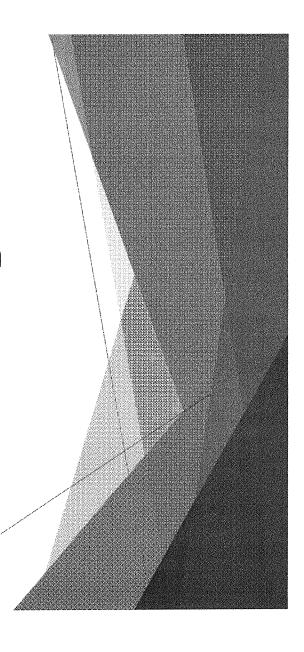


Opportunities

Experienced Housing Providers interested in new development

Ability to fund capital reserves

Access to Service Manager expertise and advice





Centralized Wait list

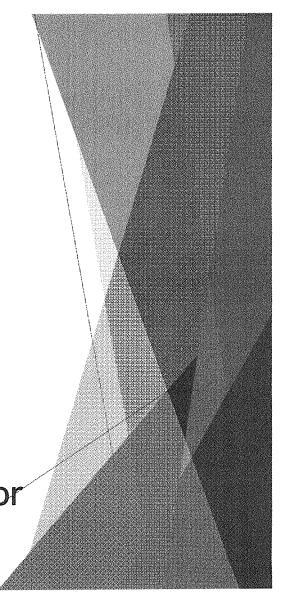
HSA rules

EOA and mortgage end dates don't match

EOA and EOM occur at same time

Creation of new Service Agreement

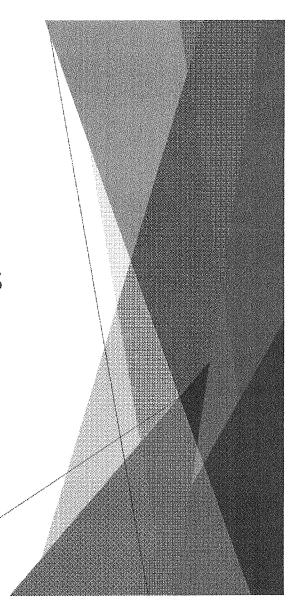
Provider unable to access provincial grants for social housing





Lessons

- ▶ Active Ignore
- ▶ Poor communication strategy with tenants





Thank You

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