

Unit Viewing Best Practiceⁱ

Purpose:

To set out the standards related to Windsor Essex Housing Connections (WEHC) program participants viewing potential homes.

Roles:

IST

- Provides information and education to the participant on unit viewing procedures
- Arranges a time for the unit viewing and accompanies the participant to the viewing
 - If possible, arranges multiple viewings in one day
- Supports the participant during viewing and assists with any inquiries
- If the participant would like to apply for a unit, assists with the application and provides it to the landlord or landlord developer
- Ensures the Program Developer and the Landlord Developer are informed of relevant information for data tracking

HRW

- Provides information and education to the participant on unit viewing procedures
- If applicable arranges a time for the unit viewing and accompanies the participant to the viewing
 - If possible, arrange multiple viewings in one day
- If the participant would like to apply for a unit, assists with the application and provides it to the landlord or landlord developer
- Ensures the Program Developer and the Landlord Developer are informed of relevant information for data tracking

Application Accepted

- Worker spends full day with participant or arranges for multiple appointments.
- Lease is signed.
- Date unit is available is determined (different from move-in date), sometimes negotiated with landlord and/or Landlord Developer, *especially* if repairs are required to unit.
 - Participant and worker advocate to ensure repairs are completed by date keys are available.
 - Participant and worker advocate for cleaning of the unit by landlord or property manager.
 - Landlord developer is kept apprised of advocacy and negotiations with landlord.
- Tenant and worker arrange for utilities:
 - address arrears (Keep the Heat)

- if requested, ensure direct pay is in place with trustee, OW, or ODSP
- ensure utilities will be on for date lease begins.
- Rent Supplement (if applicable)
- HSP application submitted to HSP and OW/ODSP (with change of address and 1st page of rent supplement agreement) for bed and LMR (FMR if participant accesses ODSP for income).

Landlord Developer

- Takes the lead with securing landlords in Windsor – Essex County to participate in the WEHC program. Provides information on the program:
 - HF and HRW support level of support
 - Landlord support
 - Rent supplement information
- Secures unit viewings within Windsor – Essex County for rooms, bachelor units, one bedroom, two bedroom and additional based on the participants needs
- If a participant locates a unit on their own, the LLD will make contact with the landlord to ensure authenticity and provide WEHC program information
- Completes a unit inspection prior to the participant move in date, including taking pictures of the unit. Addresses any unit concerns prior to move in date
- If applicable facilitates completion of the rent supplement agreement
- Updates the HF manager, Program Coordinator, IST's and HRW's on available units via email

Principles:

The key principles with respect to unit viewing when working with an individual who has experienced homelessness include:

- Discuss housing preferences during initial meeting and providing unit viewing in preferred location

ⁱ Evidence-Based Best Practice

Mainstay Housing. 2005. *Beyond the key to the front door: A guide to helping tenants keep their homes*. Toronto: Author.

<http://www.mainstayhousing.ca/PDF/Participant'sGuide%20REVISEDv1.pdf>.

Toronto Community Housing. 2012. *Leasing Package Checklist*. Toronto, ON.

<https://www.torontohousing.ca/residents/your-tenancy/Documents/leasing%20package.pdf>.

Tsemberis, S. 2010. *Housing First: The Pathways model to end homelessness for people with mental illness and addiction*. Center City, MN: Hazelden.

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