

HOUSING & UTILITY SUPPORT

Please Note: See additional resources in the **FINANCIAL ASSISTANCE** document for programs and services regarding home and energy assistance programs and/or housing grants.

- Many programs/ service require that applicants have recently filed their taxes. **NCN @ KSM may be able to help applicants do this during the off-season. Please inquire.**

❖ *Most eligibility requirements are determined by the Low-Income Cut Off (LICO), a measure of poverty provided by the government (see chart right). This is typically determined by family size and combined net income. Maximum figures may vary slightly by municipality.*

<i>Family Size</i>	<i>Maximum Income</i>
<i>1 person</i>	<i>\$21,487</i>
<i>2 people</i>	<i>\$26,748</i>
<i>3 people</i>	<i>\$32,884</i>
<i>4 people</i>	<i>\$39,926</i>
<i>5 people</i>	<i>\$45,282</i>
<i>6 people</i>	<i>\$51,073</i>
<i>7 people or more</i>	<i>\$56,861</i>

RENTAL/ HOUSING SUPPORT

HALTON HOUSING STABILITY FUND

HALTON RENTAL SUPPORT PROGRAM(S)

HOME & ENERGY ASSISTANCE PROGRAMS (LEAP & OESP)

OVERVIEW:

LEAP

ONTARIO ENERGY SUPPORT PROGRAM (OESP)

MUNICIPAL REQUIREMENTS:

- OAKVILLE
- MILTON
- BURLINGTON

RENTAL/ HOUSING SUPPORT

HALTON HOUSING STABILITY FUND

PROGRAM:

Halton Housing Stability Fund (Halton Region) *provides individuals and families who are struggling to pay housing costs and are at risk of being evicted with one-time assistance for issues including: first and last month's rent, rental arrears, and storage or moving costs.*

- Formerly the Rent Bank Emergency Fund.

NOTES:

SUPPORT VOLUNTEERS: *Please consult with Neighbour Care Network in cases demonstrating this need.*

Eligibility:

- Extensive requirements.
- Clients must have an N4 if they are applying for **rental arrears**, a valid disconnect notice for **utility arrears**, or a current signed lease agreement or rental promise agreement if applying for **last month's rent**.
- At time of call clients will be asked to provide name, address, phone number or email, DOB and SIN.

Hours of Operation: Monday - Friday 8:30am – 4:30pm.

Wait Time: Request for assistance is sent to the Housing Stability Team at which time it is assigned to an Integrated Housing Worker who will return the call within 2 business days.

CONTACT:

Phone: (905) 825-6000; or dial 311

Website: www.halton.ca

Address: Halton Region Social & Community Services Department, 6th floor, 690 Dorval Drive, Oakville, ON L6K 3X9

HALTON RENTAL SUPPORT PROGRAM(S)

PROGRAMS:

Halton Access to Community Housing (HATCH): Halton Region's Subsidized Housing program, also known as rent-geared-to-income (RGI), provides safe, well-maintained rental housing for individuals and families with low and moderate incomes.

- **IN SITU Assistance:** *Parties on rent-geared-to-income waitlist (through HATCH) may apply for 'in-situ' subsidy of \$550 per month, however will lose place on list.*

NOTES:

SUPPORT VOLUNTEERS: *Please consult with Neighbour Care Network in cases demonstrating this need.*

Hours of Operation: Monday - Friday 8:30am – 4:30pm.

Eligibility: Extensive eligibility requirements; determined on a case-by-case basis. Please inquire within.

IN SITU: Rent supplements reduce the cost of housing for qualified individuals and families in housing operated by the private sector. Landlords sign an agreement with Halton Region to provide housing units to the Rent Supplement program and Halton Region places eligible applicants from the Halton Access to Community Housing (HATCH) wait list in the rent supplement units. The housing subsidy provided through this program is paid directly to the landlord.

HATCH: The amount of rent paid by eligible subsidized housing tenants is calculated based on the total household income.

Application: To apply for subsidized housing you must complete a Rent-Geared-To-Income application:

- Download at: <https://webaps.halton.ca/scs/housing/Subsidized/pdf/Application.pdf>
- Flexibility with requests (such as city location, style of house, number of bedrooms, etc.) can improve wait-times.

Additional Information: <http://halton.ca/cms/One.aspx?portalId=8310&pageId=10516>

Wait Time: Waitlists are extensive for HATCH (upwards of 8 years); IN SITU assistance is often offered in lieu of available RGI housing.

CONTACT:

Phone: (905) 825-6000; or dial 311

Website: www.halton.ca

Address: Halton Region Social & Community Services Department, 6th floor, 690 Dorval Drive, Oakville, ON L6K 3X9

HOME & ENERGY ASSISTANCE PROGRAMS (LEAP & OESP)

A number of special programs are available in Ontario to help low-income energy consumers.

ONTARIO ENERGY SUPPORT PROGRAM (OESP)

(OESP) provides a grant on your bill of between \$30 to \$70 each month for eligible (low-income) applicants.

Application (and additional forms): <https://ontarioelectricitysupport.ca/Forms>

- Applications are **processed online** through the above link regardless of municipality or region. For help during the application process, please contact the agencies listed below where a staff or volunteer can provide navigational support.

Contact: <https://ontarioelectricitysupport.ca/>, 1 855-831-8151

Required Documents/ Information:

- Your electricity bill account number, service address, and account holder details.
- The birthdates and names of all residents in your home.
- Social Insurance Numbers or Temporary Tax Numbers for tax-filing household members.
- *If you have not filed an income tax return recently, or if your situation has changed since you last filed, you can apply for the OESP through a designated intake agency listed below.*

Customers who qualify can expect the credits to be applied to their bill 6 to 8 weeks later. This timeline is based on your timely completion of all the steps of the application process including mailing in your OESP Consent form to the OESP Contact Centre.

Eligibility Requirements & Est. Support Available:

Level of Household Income	# of People Living in the Home						
	1	2	3	4	5	6	7
< \$28,000	\$45	\$45	\$51	\$57	\$63	\$75	\$75
\$28,001 – \$39,000		\$40	\$45	\$51	\$57	\$63	\$75
\$39,001 - \$48,000			\$35	\$40	\$45	\$51	\$57
\$48,001 - \$52,000					\$35	\$40	\$45

LOW-INCOME ENERGY ASSISTANCE PROGRAM (LEAP)

(LEAP) provides a one-time emergency grant payment (up to \$500 each calendar year) for hydro and gas low-income customers who are in arrears and in danger of disconnection.

- For help during the application process, please contact the agencies listed below where a staff or volunteer can provide navigational support.

Eligibility Requirements:

Household After Tax Income	# of People Living in the Home
< \$28,000	1-2
< \$28,001 – \$39,000	3-4
< \$39,001 - \$48,000	5-6
< \$48,001 - \$52,000	7+

MUNICIPAL REQUIRMENTS:

OAKVILLE: OAK PARK NEIGHBOURHOOD CENTER

LEAP & OESP (via OPNC) **Application Form:** <http://opnc.ca/wp-content/uploads/2015/01/Utility-Assistance-Form.pdf>

Required Documents for Intake:

- Identification (for all members of the family)
- Current electricity and gas bills
- A disconnection notice, if you have received one
- A copy of a rental contract, lease or mortgage documents
- Proof of household income – cheque stub, employment letter, income tax return for adult members of household
- A copy of your most recent bank statement (incl. past two months)

Intake Appointments: Wednesdays and Thursdays, 11:30am – 2:30pm at OPNC; registered members of Kerr Street Mission may also apply at KSM.

Contact:

Phone: (905) 257-6029 x 105

Email: support@opnc.ca

Website: www.opnc.ca/programs/low-income-supports-2

Address: Oak Park Neighbourhood Centre, 2200 Sawgrass Drive, Oakville, ON L6H 6M8

MILTON: SALVATION ARMY KHI COMMUNITY

OESP: Completed online – see entry above. Application assistance/ support provided if required.

LEAP:

- **Union Gas** via Simcoe Muskoka United Way EAP Program (also called Winter Warmth)
 - Contact: 1 855-487-5327, <https://www.uniongas.com/about-us/community/energy-assistance-program>
- **Electricity & Hydro** (through Milton Hydro) via Salvation Army Khi Community

Required Documents for Intake:

- Identification (for all members of the family)
- Current electricity and gas bills
- A disconnection notice, if you have received one
- A copy of a rental contract, lease or mortgage documents
- Proof of household income – cheque stub, employment letter, income tax return for adult members of household
- A copy of your most recent bank statement (incl. past two months)

Contact:

Phone: (905) 875-1022

Email: info@khicomunity.com

Website: <http://www.khicomunity.com>

Address: Salvation Army Khi Community, 820 Nipissing Road, Suite 4, Milton, ON L9T 4Z9

BURLINGTON (1): SALVATION ARMY OF BURLINGTON, (2): OPEN DOORS @ ST. CHRISTOPHERS

OESP: Completed online – see entry above. Application assistance/ support provided if required.

LEAP:

- **Union Gas** via Simcoe Muskoka United Way EAP Program
 - Contact: 1 855-487-5327, <https://www.uniongas.com/about-us/community/energy-assistance-program>
- **Electricity & Hydro** via Salvation Army of Burlington *OR* Open Doors @ St. Christopher's
 - **Salvation Army of Burlington:** (905) 637-3893
 - **Open Doors @ St. Christopher's:** (905) 634-1809

Required Documents for Intake:

- Identification (for all members of the family)
- Current electricity and gas bills
- A disconnection notice, if you have received one
- A copy of a rental contract, lease or mortgage documents
- Proof of household income – cheque stub, employment letter, income tax return for adult members of household
- A copy of your most recent bank statement (incl. past two months)