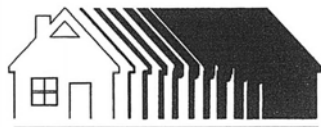


An Information

# Guide

About Our Services



SOCIÉTÉ DE LOGEMENT  
LONDON & MIDDLESEX  
HOUSING CORPORATION



# What is the London & Middlesex Housing Corporation?

# LMHC

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LMHC is a non-profit corporation providing subsidized housing for the City of London and the County of Middlesex. We are the largest provider of rent-g geared-to-income housing in the London and Middlesex area. LMHC has apartments in London, Strathroy, Dorchester, Newbury, Parkhill, and Glencoe. We also offer townhouses for families in London, Strathroy and Newbury.

LMHC employs approximately 56 staff in several departments, including Assets and Property Services, Finance and Administration, Tenant Administration, and Client Services. Cleaning of apartment buildings, landscaping and snow removal are some of the services contracted out to private companies.

LMHC operates under several acts, including the Housing Services Act (2011), Residential Tenancies Act (2006), the City of London's Housing Division Notices, the Personal Information Protection and Electronic Documents Act, S.C. 2000 (PIPEDA), and the Freedom of Information and Protection of Privacy Act (FIPPA).

We support for a wide range of special needs clients within the London and Middlesex communities.

# What is Rent Geared to Income?



Rent geared to income is:

- Rent that is charged based on a person's income, and changes as their income changes.
- 30% of an individual's gross income from all sources (such as employment, Old Age Security (OAS), Canada Pension Plan (CPP), Employment Insurance (EI), and interest income on savings or investments).
- Rent that is determined according to a pre-established rate schedule, based on the total number of people in a household, for individuals in receipt of Ontario Works (OW) or Ontario Disability Support Program (ODSP) benefits.

Basic criteria for eligibility for RGI:

- Must be 16 years of age or older.
- Must be legally eligible to reside in Canada (i.e. Canadian citizen, landed immigrant, refugee claimant).
- Must not owe money to any other social housing provider in the province of Ontario, including other housing corporations, co-ops and non-profits.
- Must not have been convicted of an offence under the Criminal Code of Canada related to rent-geared-to-income assistance within the past two years.
- Must not have been found by the Landlord and Tenant Board to have misrepresented his/her household income in relation to subsidized housing within the past two years.
- Must have sold any property they own within six months of being housed in a subsidized unit.
- Must be able to live independently with or without support services. If support services are required, they must be in place at the time a unit is offered. In some cases, LMHC may request that an "Independent Living Assessment" be completed by a physician, psychiatrist or other health-care professional or service provider.

## How Do People Apply?

# Applications

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All applications for subsidized housing are processed through the City of London's Housing Access Centre (HAC), which is located at:

**379 Dundas Street, Suite 116**  
**Phone: 519-661-0861**  
**Fax: 519-661-4466**

Their office hours are:

**Monday to Thursday:**  
**8:30 a.m.—12:00 noon and**  
**1:00 p.m.—4:00 p.m.**

**Friday: 8:30 a.m.—12:00 noon**

The staff at HAC also complete applications at emergency shelters in both London & Middlesex County.

HAC determines basic eligibility, priority status, and wait list selections. The various housing providers fill their units based on the wait list provided by HAC.

Applicants can choose which wait lists they wish to go on (e.g. non-profit, co-op, or LMHC). When an applicant is at or near the top of the wait list and a vacancy becomes available, they will be contacted by the housing provider. Housing providers may request additional eligibility and screening information. LMHC will request the following:

- Landlord and reference check
- Proof of all income, bank accounts and assets
- Current rent receipt (if applicable)
- Independent living assessment (if applicable)
- Proof of Canadian residency, birth certificates, immigration papers, SIN cards

**Please refer to [www.housing.london.ca](http://www.housing.london.ca) for additional information.**

# Housing Options

# Housing

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## Seniors:

- 1219 units
- Six buildings in London offering one bedroom apartments (modified, wheelchair accessible units available at two London buildings, and one in Strathroy)
- Stove and refrigerator included
- Heat, electricity and water included
- Coin- and card-operated laundry facilities in each building

## Adults:

- 1180 units
- Eight buildings in London—five offering one bedroom units, and four offering one bedroom and bachelor units; five buildings in Middlesex County offering one bedroom apartments
- Stove and refrigerator included
- Heat, electricity and water included
- Coin- and card-operated laundry facilities in each building

## Families:

- 884 units
- Nine family communities in London, mostly townhouses; some semi-detached, some detached bungalows; some of these units have wheelchair accessibility, and some have modifications for physically challenged tenants
- One family community in Strathroy and one in Newbury
- Two, three, four, and five bedroom units available
- Heat & cold water are included; electricity is **not** included
- Stove, refrigerator, and laundry equipment are **not** included

## Rent Supplement:

This program provides RGI units in the private sector in London. Tenants pay their portion of the rent directly to the private landlord, and LMHC pays the rest (the difference between market rent and what the tenant pays). There are numerous buildings or complexes available to applicants. Applicants apply for this program through HAC.

## Offering of Units

# Offering

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The wait list is sorted by the date on which an applicant applies for housing, then by any priority status that may be assigned by the HAC staff (special priority status for domestic violence, or urgent status for people with social, medical, safety, or homeless issues). All other applicants are categorized as chronological. High-need chronological applicants will be offered every tenth vacancy.

The wait list is managed by HAC. When an applicant is at or near the top of the list for one of the buildings or complexes which they have chosen, the housing provider will contact the applicant when a vacancy occurs in that building or complex. At LMHC, the Tenant Placement team co-ordinates this.

If applicants or agencies need information regarding LMHC vacancies or wait lists, they may call **519-434-2765**:

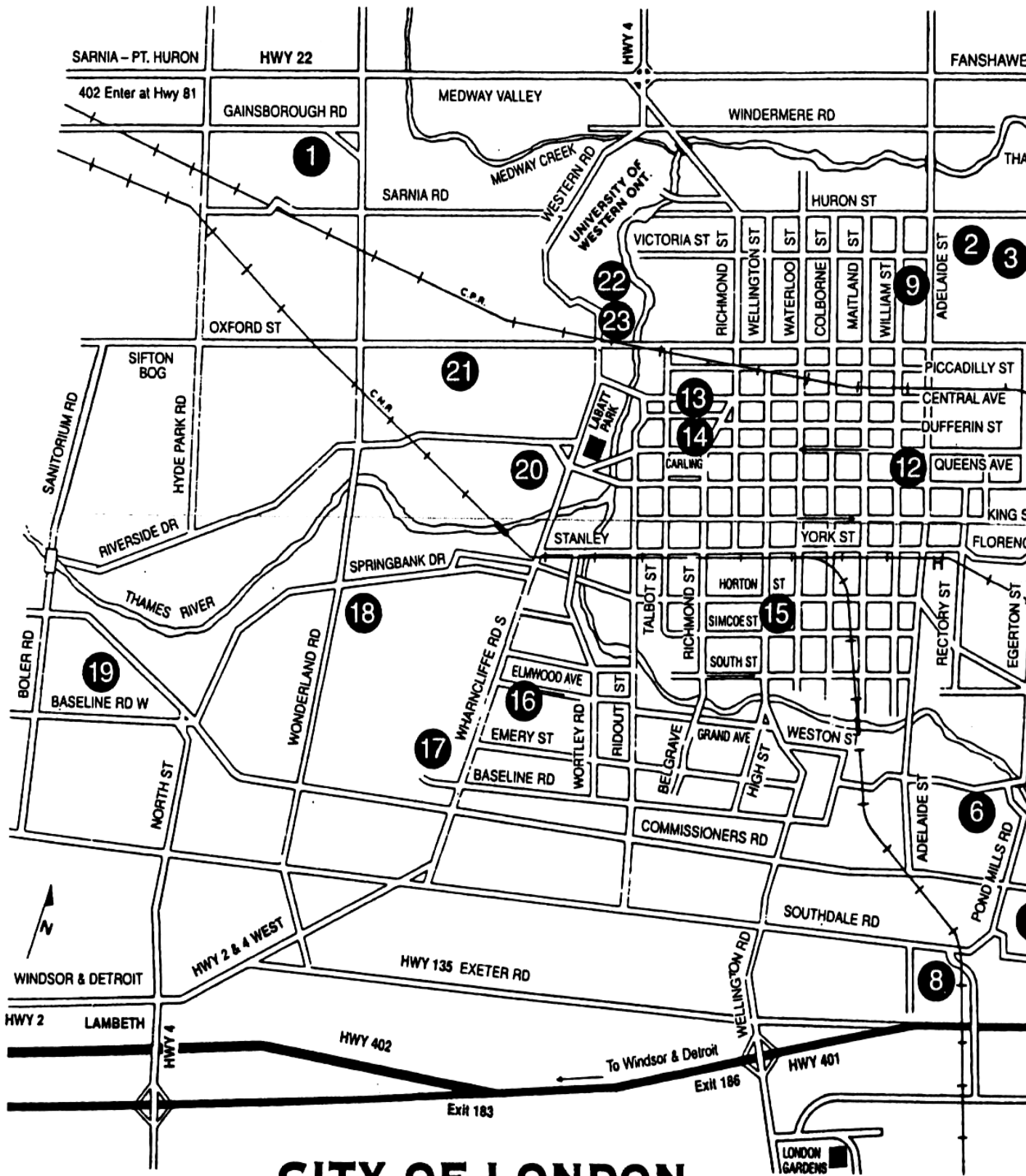
- **For Seniors & the county:** ext. 263
- **For Adults:** ext. 248
- **For Families:** ext. 217
- **For Rent Supplement** ext. 225

At the time of the lease signing, a new tenant is responsible for paying the first and last month's rent.

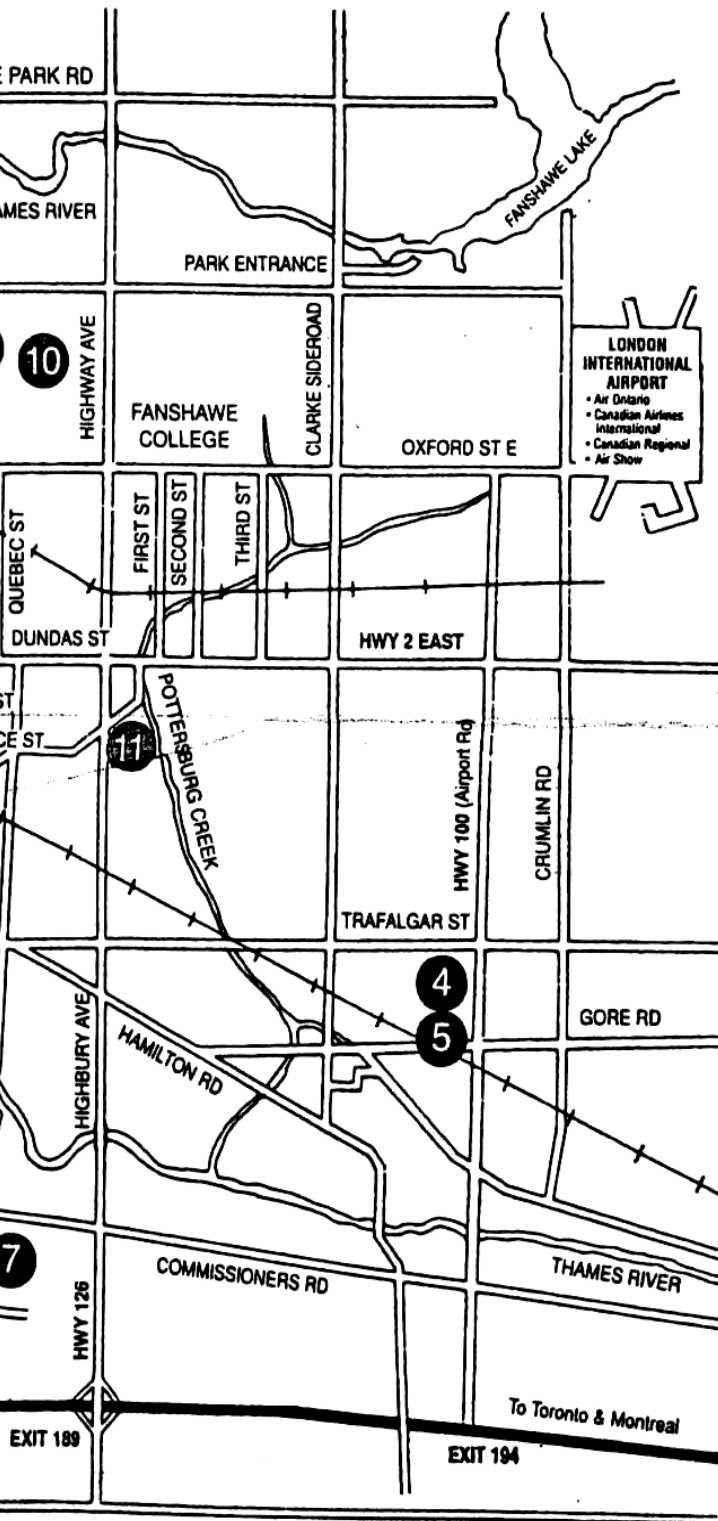
The first two months' payments may be waived if:

- **The tenant has already paid their current landlord**
- **The tenant is required to give 60 days notice, and**
- **The tenant can produce a rent receipt**

If the tenant cannot pay last month's rent, a repayment agreement will be set up between LMHC and the tenant. Subsequent months' rent payments are due on or before the first day of each month. Under certain circumstances, arrangements may be made for direct payment of rent from OW or ODSP.



# CITY OF LONDON



London Properties:

Family:

1. Limberlost
2. Huron
3. Boullee
4. Marconi—Semis
5. Marconi—Townhouses
6. Allan Rush Gardens
7. Pond Mills
8. Southdale/Millbank

Senior/Adult:

9. 872 William (A)
10. 202 McNay (S)
11. 632 Hale (S)
12. 580 Dundas (A)
13. 170 Kent (S)
14. 136 Albert (A)
15. 241 Simcoe (A)
16. 39 Tecumseh (A)
17. 30 Baseline (S)
18. 200 Berkshire (A)
19. 1194 Commissioners (S)
20. 85 Walnut (S)
21. 304 Oxford (A)
22. 345 Wharncliffe (A)
23. 349 Wharncliffe (A)

Legend: A=Adult, S=Senior

NOTES:

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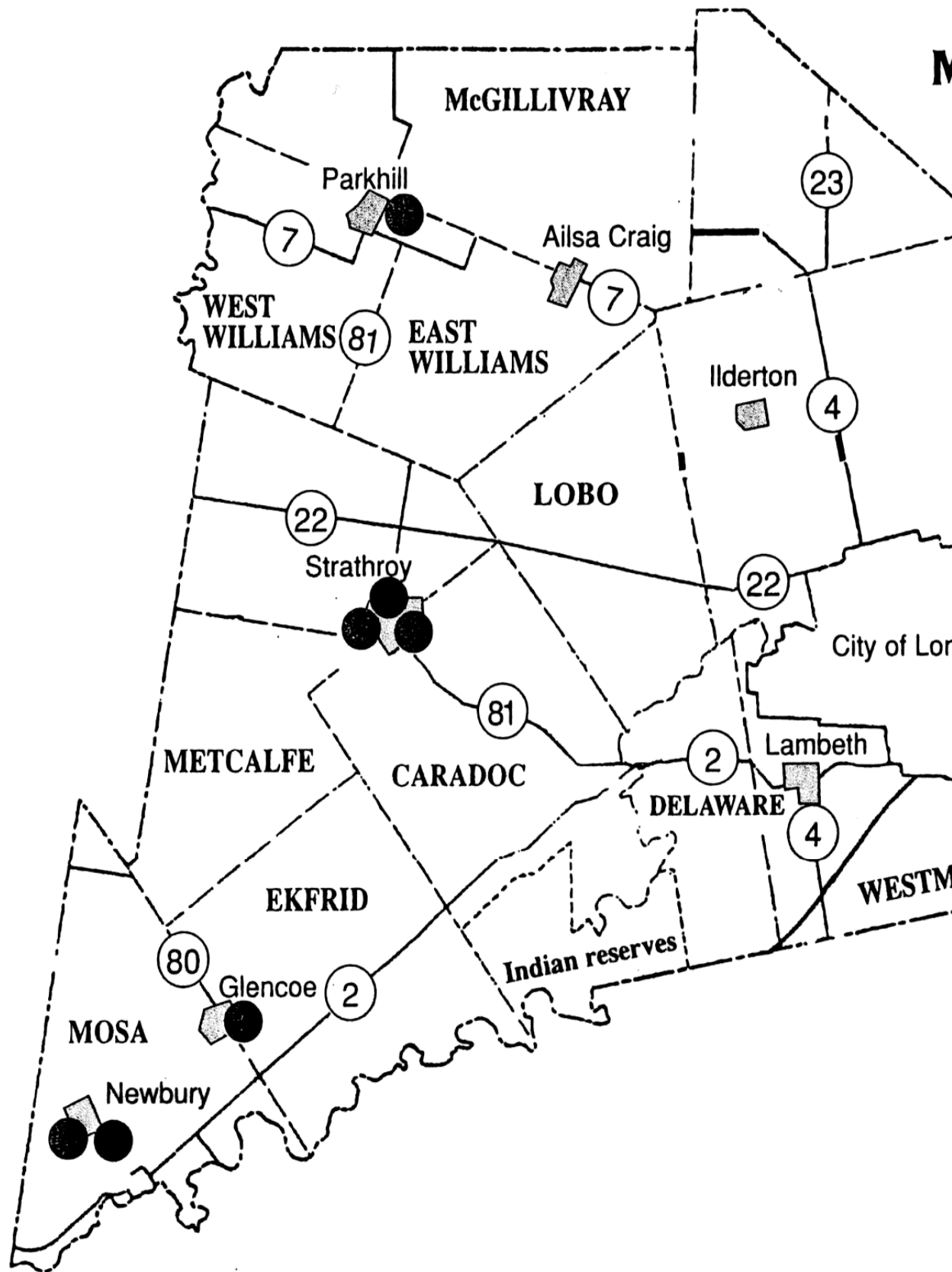
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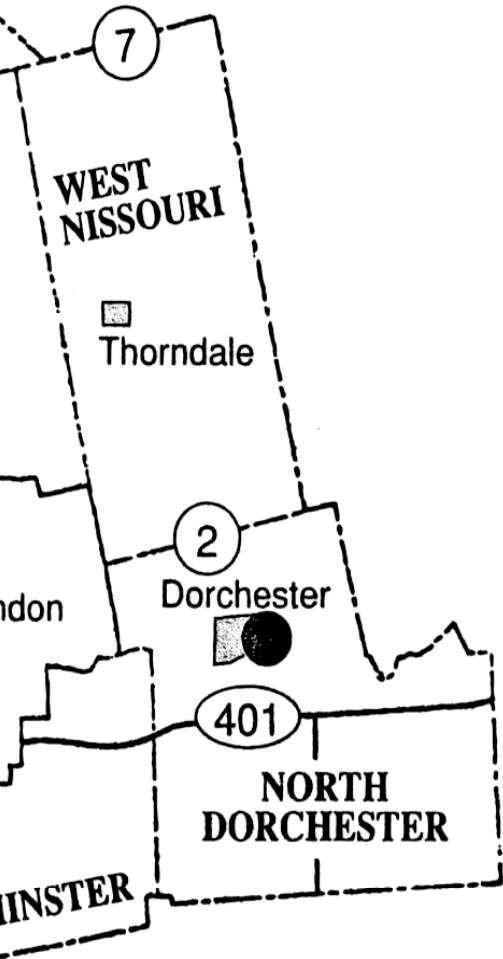
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# MIDDLESEX COUNTY



## Middlesex Properties:

### Strathroy:

125 Head Street (S)

49 Bella Street (A)

Penny Lane (F)

### Glencoe:

157 Simpson (A)

### Newbury:

10 York Street (A)

28 & 30 York Street (F)

7 & 9 Tucker (F)

23 & 25 Broadway (F)

### Dorchester:

2061 Dorchester Road (A)

### Parkhill:

1249 Ellen (A)

Legend: A=Adult, S=Senior, F=Family

## NOTES:

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# Client Services Department

# Client Services

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LMHC is much more than just a landlord. We also provide supports to help our tenants.

Community Relations Workers (CRWs):

- Provide crisis intervention, practical counseling and guidance, case management, and referral to appropriate agencies and services.
- Facilitate community development opportunities.
- Coordinate programs and services onsite.
- Mediate agreements between tenants who are in social conflict.
- Act as a liaison between tenants and social service agencies.
- Foster healthy tenant groups by providing support and recommendations for funding.
- Work closely with tenant groups at all our housing complexes and apartment buildings, to deliver meaningful social programs.
- Work closely with the Property Management teams to resolve anti-social behavior and other tenant disputes.
- Write reports and make recommendations to Property Management regarding evictions, housekeeping, squalor situations, coping, and support services. In addition, the CRWs may write community development proposals, statistical reports, and work on other Client Services initiatives as needed.
- Serve on various agency committees (e.g. Health Access Group (HAG), Rent Bank, Skills Camp, Southdale Provider Network, Northeast Community Development Working Group, London Clean & Green, Neighbourhood Watch, Hostels to Homes Project and the UWO Consortium for Inter-Professional Health Education and Research (CIPHER)).

# Tenant Groups (Tenant Associations and Social Clubs) Groups

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The London & Middlesex Housing Corporation encourages the establishment of tenant groups in all apartment buildings and townhouse complexes. Tenant groups can organize and deliver various programs, recreation and social activities for the tenants in the buildings or townhouses. Each building is equipped with a lounge and attached kitchen, and each family complex has been assigned at least one townhouse as a community centre.

Tenant groups offer some of the following activities: coffee clubs, pot-luck dinners, euchre and dart leagues, movie nights, bus trips, reasonably priced breakfasts and lunches, and special events such as Thanksgiving dinner, Christmas dinner, Easter dinner, parties on Valentine's Day, St. Patrick's Day and Halloween, summer barbeques, birthday parties, lawn sales and bazaars.

Several of the family communities have outside community agency workers placed onsite. With assistance from the Glen Cairn Community Resource Centre (GCCRC) and the Southdale, East London, and Limberlost Chaplaincies, these workers provide services such as the Ontario Early Years, Families First, counseling, emotional support, and health promotion and education. Some of the programs they deliver or facilitate include English as a Second Language (ESL) classes, literacy classes, drop-ins, nutrition and cooking classes, food banks, clothing exchanges, well baby clinics, and women's support groups. Other programs might include parenting support, after school clubs, job search clubs, and public health programs.



# Community Development Initiatives and Partnerships



The following are some of the programs and events that are currently active in our sites and buildings. Some are provided by outside agencies, and others are conducted by the tenant groups.

## Family Sites:

Parent Support Program	Girls Club
Weekly Food Distribution	Spanish Bible Study
Youth Bible Study	Coffee Time
Toddler Play Group	Teen Movie Night
Board Game Night	Kids Movie Day
Kids Bingo	Adult Bingo
Breakfast Club	Homework Club
Meet & Greet Night	After School Programs
Well-Baby Clinics	Weekly Youth Programs
Peer Recreation Group	Reading Program
Special Events (parties, Christmas, & Easter)	Junior Leadership
	Clothing Exchanges

## Senior Buildings:

Exercise Classes	Bingo
Teas	Dinners Club
Blood Pressure Clinics	Sing-a-longs
Euchre Nights	Movie Nights
Library morning	Coffee Clubs
Soup & Sandwich Lunch	Darts
Pot Luck Dinners	Monthly Breakfast Clubs
Religious Services	Income Tax Clinics
Special Events (Valentines, St. Patrick's, Halloween, BBQ, etc.)	
Bus Trips (Wal-Mart, various malls)	

## Adult Buildings:

Coffee Clubs	Yahtzee Night
Hobby Night	Art Class
Shuffle Board	Pot Luck Dinners
Card Night	Clothing Exchanges
Special Events for holidays	Invited Speakers (fire and ambulance)

# Support Services for Seniors

# Seniors

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The Victorian Order of Nurses (VON) provides the following support programs in LMHC seniors' and adults' buildings.

**Wellness Link** is a unique weekly support program offered to all tenants in designated LMHC buildings. This program helps tenants remain independent in their apartments by providing services such as foot-care clinics, safety checks, exercise classes, blood pressure clinics, clothing exchanges, etc. Wellness Link is currently offered in all of our senior buildings, as well as our Wharncliffe, Oxford and Albert adult buildings.

**Supportive Housing** is an alternative to nursing homes or other care facilities for tenants who wish to remain in the community, but need special care on a 24-hour basis. This service is available in two buildings; one is 24-hour "on-call," and the other is 24-hour "on site." There is a waiting list for this program, and applications should be sent to HAC.

**Flexcare** is a program that provides a more flexible and responsive approach to client needs. It is facilitated by the Community Care Access Centre (CCAC). One support agency is in each building, which provides more consistent care, because the same Personal Support Workers (PSWs) are in the same buildings all the time. Persons interested in the program must first be assessed by the CCAC. Flexcare is currently provided in all our senior buildings, as well as Oxford and Wharncliffe.

University of Western Ontario (UWO)

LMHC participates in placements for UWO Nursing students. These placements provide valuable community experience for the students, while promoting healthy lifestyles and offering counseling services for our tenants. Weekly activities or topics might include physical fitness, nutrition, health information, mental health information, social interaction and leisure activities. Students can also provide counseling and referrals.

## Special Programming

# Programming

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LMHC runs a daytime Summer Recreation Program annually for children 5-12 years of age at each family site during the months of July and August. The program consists of day trips, sports, drama, arts and crafts, etc.

Rookie League is a baseball program offered to children 9 & 10 years old who live on the family sites. This program is run by volunteers from London Police Service and London Majors Baseball.

Joe League is a basketball program offered for teens aged 12 to 15 who live on the family sites. This program is also run by volunteers from London Police Service.

Community Clean-Up Days are held at family sites throughout the summer. Tenants and their children can sign up to volunteer to clean their complex, participate in raffles, have lunch, and interact with tenants of all ages.



## Additional Partnerships

# Partnerships

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ACT III	London Community Resource Centre
AIDS Committee of London	London Fire Department
Alice Saddy Association	London InterCommunity Health Centre
Anago	London Police Service and COR Unit
Angelo's Bakery	London Public Library
Animal Care and Control	LUSO Community Services
Argyle Community Resource Centre	Merrymount Children's Centre
Beck Hearing Centre	Middlesex-London Health Unit
Boys and Girls Club of London	Mission Services of London
Brescia College	My Sister's Place
Centre of Hope	Neighbourhood Resource Association of Westminster Park (NRAWP)
Cheshire Homes of London	Neighbourhood Watch
Childreach	North Park Community Church
Children's Aid Society of London and Middlesex City of London	Northwest London Community Resource Centre
Clean and Green London	Pathways
Community Care Access Centre	Quad County Support Services
Community Living London	SEARCH
Crimestoppers	South London Community Resource Centre
Domino's Pizza	Southdale Chaplaincy
East London United Church Outreach (ELUCO)	St. Paul's Cathedral
Everest College	Starbucks
Families First CAPC	Stock Transportation
Family Networks	Streetscape
Focus on Art	Thames Valley Addictions
Gateway Church	United Way of London and Middlesex
Glen Cairn Community Resource Centre	Unity Project
Highbury Gospel Hall	UWO - Arthur Labatt Family School of Nursing
Humane Society	UWO - Faculty of Health Sciences (LIT program)
Joe Kool's	UWO - Faculty of Social Science
John Howard Society	UWO - IPHER
Lakeview Gardens (Brecks)	Victorian Order of Nurses
Learning for Living	Wings of Prayer
Life Resource Centre	Women's Community House
Limberlost Chaplaincy	WOTCH





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