A 10-year, person-centred plan to make sure that every one in Hamilton has a home.

For more information:
www.hamilton.ca/HousingActionPlan

“Home is a place you choose, not somewhere you are forced to stay out of necessity”
Community roundtable participant
Hamilton's Housing and Homelessness Action Plan Summary

Everyone has a home...Home is the foundation
Hamilton's Housing and Homelessness Action Plan Summary

Everyone has a home...Home is the foundation

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INTRODUCTION

The 10-year Housing & Homelessness Action Plan will help the City of Hamilton make decisions about affordable housing and homelessness issues in Hamilton. The plan has two parts:

- **A strategic plan** with a vision, guiding values, outcomes and targets
- **An implementation plan** with 54 strategies, critical investments, accountabilities, timing, reporting and monitoring.

The plan will guide how we ensure that everyone in Hamilton has a home.

The development of the plan was supported by the Housing and Homelessness Planning Group, made up of members from more than a dozen housing sectors in Hamilton. This group was co-sponsored by the Affordable Housing Flagship, a group of private, public and non-profit stakeholders who came together to promote affordable housing.

City staff talked to people with different perspectives, all of whom have lived, planned or worked within a variety of housing contexts, and analyzed statistical information to ensure the plan is grounded in evidence.

The plan links to and complements other key planning initiatives in Hamilton including the City of Hamilton’s Corporate Strategic Plan, The Urban Hamilton Official Plan, the Neighbourhood Development Strategy and the Hamilton Roundtable for Poverty Reduction.

This report summarizes Hamilton’s 10-year Housing & Homelessness Action Plan. Further details, can be found in the full length plan and supporting documents at www.hamilton.ca/HousingActionPlan.

The plan will guide how we ensure that everyone in Hamilton has a home.
### 2. KEY CONCEPTS FROM THE ACTION PLAN

#### Housing Continuum

This Action Plan responds to homelessness and housing insecurity for all residents with low or moderate incomes. It provides solutions for all types of housing situations, known as the ‘housing continuum’. The housing continuum includes:

- Supports for people who are absolutely homeless
- Emergency Shelter
- Housing with Supports (Supported, Supportive and Transitional Housing)
- Social Housing (Rent Geared to Income)
- Affordable Rental (Market)
- Affordable Homeownership

#### Equity

An equity perspective recognizes that people do not have the same access to services. Some people may need different services or more supports to find and stay in their homes. Peoples’ experiences of housing insecurity and homelessness are complex and the issues of gender, Aboriginal status, sexual orientation, age, race and ability have a significant impact on these experiences. The issue of equity is an important part of Hamilton’s housing solutions.

#### Homelessness

Homelessness is the experience of people sleeping outside, in a public place or a shelter (absolute homelessness), people staying with family and friends (hidden homelessness) and people who are at-risk of becoming homeless because of unaffordable, inadequate, unsafe housing conditions.
Affordable housing

Affordable housing is housing that costs 30% or less of gross household income for households with low to moderate income.

Housing First

According to the Homeless Hub, Housing First is an approach to ending homelessness that means quickly providing homeless people with housing and then providing additional services as needed. While the housing technically comes first, supports and services must be put in place at the same time or very quickly. The concept of ‘housing’ in Housing First must be flexible to meet the unique needs of some groups of people (for example, women and youth).
3. HOUSING AND HOMELESSNESS IN HAMILTON

Housing is a fundamental human need. It is the foundation for the economic, social and physical well-being of Hamilton residents. It is the central place from which we build our lives, nurture our families and ourselves and engage our communities.

While much has been done to address issues of housing insecurity and homelessness in Hamilton, more work lies ahead. Local housing need indicators show that:

- 5,400 households are on the waitlist for social housing
- In one year 5,653 individual men, women and children sleep in an emergency shelter
- 21% of renter households pay more than 50% of their income on rent
- 15% of people do not live in housing that is safe, is in reasonable repair, suits their needs and/or is affordable

Hamilton has relatively affordable housing compared to municipalities in the Greater Toronto Area (GTA). The following chart shows that people who earn a low income (less than $25,000) struggle to find good quality housing that meets their needs and that they can afford.
Affordability & Housing Costs in Hamilton

This chart shows the income quintile levels for households in Hamilton and what rental and ownership housing rates households can afford at those income quintile thresholds. The chart also shows the actual cost of certain types of rental and ownership housing in the market place. The actual costs can be compared to what people can afford.

### Gross Household Income

<table>
<thead>
<tr>
<th>Rent Affordability</th>
<th>Ownership Affordability</th>
</tr>
</thead>
<tbody>
<tr>
<td>$24,972 Quintile 1</td>
<td>$118,000</td>
</tr>
<tr>
<td>$44,228 Quintile 2</td>
<td>$209,000</td>
</tr>
<tr>
<td>$67,989 Quintile 3</td>
<td>$320,000</td>
</tr>
<tr>
<td>$101,979 Quintile 4</td>
<td>$480,000</td>
</tr>
<tr>
<td>$101,980+ Quintile 5</td>
<td>$480,000+</td>
</tr>
</tbody>
</table>

### Rental Affordability Assumptions
- Based on 30% of gross household income

### Ownership Affordability Assumptions
- 10% downpayment
- Monthly payment frequency
- Interest rate 5yrs closed at 5.14% (posted rates for major banks)
- 25 year amortization period

### Income Quintile:
Income quintiles represent the range of household income divided into five equal portions (or quintiles). For example, in Hamilton, the lowest income quintile is less than $24,972, and 20% of households earn income below this threshold. The second income quintile is between $24,972 and $44,228, and 20% of households earn income in this range, etc. For affordable housing, the focus is on households in the first three income quintiles, i.e. earning below $67,989.

### Sources: City of Hamilton, 2006 Census, CMHC, Realtors Association of Hamilton-Burlington
4. THE CASE FOR HOUSING

Affordable housing is important to Hamilton because it has broad economic impacts and improves the health and well-being of our citizens.

Solving the problem of affordable housing and homelessness makes economic sense. It reduces long term public costs. The public cost for incarceration, hospital stays and emergency shelters is greater than the cost of providing people in homelessness with housing.

**According to a 2005 study by Steve Pomeroy, the following are the annual costs for one person in a variety of settings:**

![Graph showing annual costs for different housing types]

In addition to public cost savings, an adequate supply of quality affordable housing drives economic development. It helps attract skilled, educated and highly mobile professionals.

Housing is also important when it comes to health. A person’s wellness, health and quality of life is directly linked to their housing situation. Research shows that people experiencing homelessness or insecure housing situations tend to have worse physical and mental health outcomes. Housing is necessary for a healthy life and is the foundation for being an active and engaged citizen.

Adequate, safe, affordable housing is a key aspect of building better neighbourhoods. Strong neighbourhoods with a sense of community are important to peoples’ health and social well-being, and are key to economic growth.
5. THE ACTION PLAN—ASPIRATION AND CORE VALUES

The Action Plan begins with a strong aspiration and set of core values. These are foundational to the research, community engagement and strategies that form the Action Plan.

Aspiration: Everyone has a home…Home is the foundation.

Core Values:

1. Rights-Based and Anti-Discrimination: Housing is a fundamental human need. Some groups of people face more barriers to housing as a result of racism, oppression and discrimination. Efforts must intentionally work to eliminate these barriers.

2. Person-Centred Supports: People and their experiences are central to all planning and development considerations. People are supported in ways that make sense for their unique circumstances and their economic, cultural, and gender realities.

3. Risk and Protective Factors: Evidence shows that people who have more protective factors in their lives are able to better mediate risks. Successful community responses around homelessness and housing insecurity work to increase the protective factors and decrease the risk factors in peoples’ lives.

4. Evidence-Based, Measurable and Impact-Driven: People in our community deserve housing and homelessness solutions that are based on intentional planning and good evidence and that have measurable positive impacts and outcomes.

5. Efficient and Effective Use of Community Resources: Human and financial resources spent to address housing and homelessness are investments in our community that reduce public costs in other areas.

6. Integrated and Comprehensive Community Planning: The private, public and voluntary sectors, along with engaged citizens, are all important and interconnected parts of the community that plans together, as is the voice of people who have experienced homelessness and housing insecurity.

7. Place and Neighbourhoods: Place matters. A full range of quality housing options contributes to neighbourhoods that are healthier and more dynamic. Healthy neighbourhoods are also a place where community and less formal supports can flourish and support people to feel connected and included in all elements of civic life.
<table>
<thead>
<tr>
<th>Aspiration</th>
<th>Everyone has a home...Home is the foundation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Values</td>
<td>• Person-Centred Supports • Rights-Based and Anti-Discrimination • Risk and Protective Factors • Efficient and Effective Use of Community Resources • Place and Neighbourhoods</td>
</tr>
<tr>
<td>Outcomes</td>
<td><strong>OUTCOME 1</strong> “Supply” <strong>OUTCOME 2</strong> “Affordability” <strong>OUTCOME 3</strong> “Supports”</td>
</tr>
<tr>
<td></td>
<td>There is more affordable housing in Hamilton to meet the need and demand People’s housing affordability, stability and choice is increased People have the individualized supports they need to help them obtain and maintain housing</td>
</tr>
<tr>
<td>Targets</td>
<td><strong>300</strong> New Affordable Rental Housing Units Per Year Of which: • At least <strong>25%</strong> in areas not adequately served by affordable housing • At least <strong>10%</strong> for persons with disabilities • At least <strong>10%</strong> for large families • At least <strong>50%</strong> that meet deep affordability (affordable to households up to 40th income percentile) • At least <strong>10%</strong> attached to housing supports <strong>50%</strong> Reduction in social housing waitlist by 2023 • <strong>ALL</strong> Density and housing type targets designed in approved secondary plans achieved <strong>15%</strong> Reduction in rental households paying more than 50% of income on rent by 2023 • <strong>ALL</strong> Emergency shelter sector (men’s, women’s, youth and family) identifies and achieves annual targets for shorter shelter stays <strong>2,100</strong> New housing allowances by 2023 • <strong>NO ONE</strong> Is discharged into a shelter or onto the street from an institutional setting • <strong>ALL</strong> Social housing providers in Hamilton adopt eviction prevention practices by 2014</td>
</tr>
<tr>
<td>Strategies</td>
<td>Critical Investment Strategies 1.1/1.2/1.6/ 1.11 Critical Investment Strategies 2.1a/2.4/2.9 Critical Investment Strategies 3.1/3.2/3.3/3.4/3.6/3.7/3.8</td>
</tr>
<tr>
<td>Progress Indicators</td>
<td>Developed in conjunction with strategy work plans for each outcome</td>
</tr>
<tr>
<td>Work Plans</td>
<td>Elements to be considered when developing individual work plans for each outcome • Starting Points • Timing • Costing • Key Stakeholders • Equity Considerations</td>
</tr>
<tr>
<td>OUTCOME 4</td>
<td>OUTCOME 5</td>
</tr>
<tr>
<td>---</td>
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</tr>
<tr>
<td><strong>“Quality”</strong></td>
<td><strong>“Equity”</strong></td>
</tr>
<tr>
<td>People living in housing that is good quality, safe and suitable to their needs</td>
<td>People receive respectful, quality services within a &quot;user-friendly&quot; system and experience equality in housing</td>
</tr>
</tbody>
</table>

**OUTCOMES**

- **ALL** Social housing providers implement community development plans by 2018
- **25%** Reduction in incidents of bed bugs complaints by 2018
- **50%** Reduction in incidents of bed bugs re-infestation in social housing by 2023
- **3,500** Residential units are rehabilitated by the year 2023

  Of which:
  - 2,000 are rental
  - 1,500 are ownership*
  *300 modified for Persons with Disabilities

<table>
<thead>
<tr>
<th>Critical Investment Strategies</th>
<th>Critical Investment Strategies</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.1/4.5/4.10/4.11/4.12</td>
<td>5.7/5.9</td>
</tr>
</tbody>
</table>

**Strategies**

1.1/1.2/1.6/1.11

2.1a/2.4/2.9

3.1/3.2/3.3/3.4/3.6/3.7/3.8


5.7/5.9

**Progress**

Indicators developed in conjunction with strategy work plans for each outcome

**Work Plans**

Elements to be considered when developing individual work plans for each outcome

- Starting Points
- **Timing**
- Costing
- **Key Stakeholders**
- **Equity Considerations**
- Person-Centred Supports
- Rights-Based and Anti-Discrimination
- Risk and Protective Factors
- Evidence-Based, Measurable and Impact-Driven
- Efficient and Effective Use of Community Resources
- Place and Neighbourhoods
- Integrated and Comprehensive Community Planning

Everyone has a home...

Home is the foundation
The Action Plan outlines 54 strategies and the actions that need to be undertaken to help us achieve our outcomes and targets:

- **19** of the strategies are considered critical investment strategies key to achieving the targets identified for each outcome area. They are a way to prioritize investments.
- The remaining strategies are also important, but not as critical to achieving our targets.

Actions that support the strategies have also been identified in the Action Plan. The chart below outlines the critical investment strategies identified in the plan and gives an example of one action that will be undertaken to help implement that strategy.

*Please refer to the full Action Plan for a detailed list of all strategies.

<table>
<thead>
<tr>
<th><strong>Outcome #1 – Supply</strong></th>
<th><strong>Critical Investment Strategy</strong></th>
<th><strong>Action Example</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Advocate for a National Housing Strategy and for provincial and federal funding for new affordable housing</td>
<td>• Link with the current Government Relations work and other community advocacy efforts</td>
</tr>
<tr>
<td></td>
<td>Explore new incentive and funding programs and expand and promote more broadly existing City incentive programs to increase the supply of affordable housing</td>
<td>• Inventory what programs/incentives exist now in Hamilton and identify for whom this information will be useful</td>
</tr>
<tr>
<td></td>
<td>As part of the City’s new Comprehensive Zoning By-law, explore the potential for pre-zoning</td>
<td>• Identify areas where pre-zoning for appropriate zoning designations is possible and would support affordable housing development</td>
</tr>
<tr>
<td></td>
<td>Explore opportunities for social housing providers to leverage their existing capital assets in order to develop additional affordable housing units</td>
<td>• Review Housing Services Act and social housing operating agreements and identify opportunities for potential development using existing social housing assets</td>
</tr>
</tbody>
</table>
## Outcome #2 – Affordability

<table>
<thead>
<tr>
<th>Critical Investment Strategy</th>
<th>Action Example</th>
</tr>
</thead>
</table>
| Encourage mixed housing and mixed income development in all urban neighbourhoods by increasing opportunities for affordable housing in areas where opportunities are limited | • Ensure that all municipal planning decisions with respect to mix and range follow the policy direction of the Urban Hamilton Official Plan  
• Map areas underserved by affordable housing |
| Expand rent subsidy programs | • Secure new funding and/or reallocate funding |
| Advocate for changes to income policies like increased social assistance rates and Living Wage policy | • Link to broader community advocacy efforts |

## Outcome #3 – Supports

<table>
<thead>
<tr>
<th>Critical Investment Strategy</th>
<th>Action Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand housing with support options including mobile, in situ and transitional housing options</td>
<td>• Conduct/review research about housing with supports, on what exists and what is needed</td>
</tr>
<tr>
<td>Develop partnerships with senior levels of government to do a better job of discharge planning</td>
<td>• Organize a municipal/provincial housing forum in Hamilton</td>
</tr>
<tr>
<td>Implement an assessment and support process as part of the ‘wait list’ for social housing to better address the needs of applicants</td>
<td>• Review current access processes and develop a model for enhanced service</td>
</tr>
<tr>
<td>Encourage the development and implementation of enhanced eviction prevention policies in the social housing system</td>
<td>• Support the best practices from the Housing Services Act Working Group for eviction prevention</td>
</tr>
<tr>
<td>Ensure high quality, trauma-informed services and supports for individuals and families in homelessness and/or insecure housing situations</td>
<td>• Build on practices of person-centredness with the system of housing and homelessness services</td>
</tr>
</tbody>
</table>
## Outcome #4 – Quality

### CRITICAL INVESTMENT STRATEGY

**Explore the potential for new funding programs and expand and promote, more broadly, existing programs for rehabilitating the housing stock**

- Evaluate the Ontario Renovates Program and connect with the renovation pilot of the Neighbourhood Development Strategy

**Develop and implement a proactive and coordinated strategy to address bed bugs**

- Consult with the Domiciliary Hostel Working Group and social housing providers to develop an implementation plan

**Adequately fund capital reserves for social housing**

- Ensure social housing building condition assessments are up to date and adequate

**Encourage all social housing providers to support tenant safety through capital improvements**

- Engage Hamilton Police Services safety audits for identified social housing communities

**Plan and implement community building efforts that will develop a sense of community in all social housing**

- Look to Neighbourhood Development Strategy as a model

## Outcome #5 – Equity

### CRITICAL INVESTMENT STRATEGY

**Engage tenants and landlords regarding rights and responsibilities through:**

- Outreach
- Mediation
- Public awareness

- Engage community development workers to work with landlords and tenants about their rights and responsibilities

**Ensure that everyone who accesses housing and homelessness services is meaningfully engaged in planning and decision making that impacts their lives**

- Engage various stakeholders to develop the right model
The Action Plan is not starting from scratch – there is a lot of work already underway that we can build on:

- The Housing and Homelessness Action Plan has already been endorsed by City Council as a Strategic Action within the City of Hamilton’s 2012-2015 Strategic Plan.

- Incentive programs are in place for residential development (e.g. development charge exemptions for affordable housing, Hamilton Downtown Multi Residential Property Investment Program, etc.) that serve various purposes and are targeted to different areas and types of development.

- The advocacy work of the Association of Municipalities of Ontario, Ontario Non-Profit Housing Association and Federation of Canadian Municipalities (and other Provincial and National associations) can be leveraged as we implement the plan.

- Currently funding 1,500 rent supplements and housing allowances to people who live with a low income.

- The Hamilton Roundtable for Poverty Reduction works locally to get issues of income and affordability on the radar.

- Currently provide 3,000 housing with supports units or beds in Hamilton (including mobile, in-situ and Residential Care Facilities). The majority of these options are for persons with mental health issues, physical or cognitive disabilities and people experiencing homelessness.

- The City of Hamilton’s Emergency Shelter Services area employs three social workers to provide brief intervention and long term counseling to people experiencing homelessness from a trauma-centred perspective.

- Hamilton has a long history of administering programs to rehabilitate existing housing stock. The Ontario Renovates program (formerly the Residential Rehabilitation Assistance Program) is expected to help improve 225 units of affordable housing in Hamilton by March 2015.

- CityHousing Hamilton, through its Tenant Engagement Strategy, is embarking on community building efforts.

- Hamilton’s emergency shelters are successfully implementing the Blueprint for Emergency Shelter Services to improve basic shelter services and help people secure and maintain long term housing.

- Since 2003, 731 affordable rental housing units have been constructed in Hamilton through the Canada-Ontario Affordable Housing Program.

- Working with the community and Residential Care Facility operators to implement recommendations from a review of the Domiciliary Hostel Program (Room for Potential Report, 2011).
8. INVESTING IN HAMILTON’S ACTION PLAN

Many of the Action Plan strategies do not require significant financial investment. A number of strategies require policy changes, advocacy, shifts to the way systems operate and education for various stakeholders. However, the plan does identify four critical investment strategies that require significant resources:

<table>
<thead>
<tr>
<th>CRITICAL INVESTMENT STRATEGY</th>
<th>INVESTMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Expand existing incentive programs, and explore potential for new ones, to increase supply of affordable housing (e.g. capital grants, loans and tax deferrals)</td>
<td>$30 million annually over 10 years to meet the target of 3,000 new affordable rental units</td>
</tr>
<tr>
<td>Expand portable and in situ rent subsidy programs (i.e. rent supplements and/or housing allowances that go with the tenant and are not tied to a particular unit)</td>
<td>$2.52 million annually over 10 years to meet the target of 2,100 new housing allowances</td>
</tr>
<tr>
<td>Expand existing funding programs, and explore potential for new ones, to rehabilitate housing stock, including: • Ontario Renovates • Grassroots, neighbourhood or community-based quality-improvement initiatives</td>
<td>$7 million annually to rehabilitate target of 3,500 units of existing housing stock needing repair/modifications</td>
</tr>
<tr>
<td>Adequately fund capital reserves for social housing based on Building Condition Assessments and Reserve Fund studies</td>
<td>$3.24 million annually to fund Building Condition Assessments and the renewal of Provincial Social Housing Renovation and Retrofit Program</td>
</tr>
</tbody>
</table>

**TOTAL** $42.7 MILLION ANNUALLY

Addressing housing and homelessness in Hamilton is a shared responsibility. Implementing the Action Plan will require coordinated advocacy efforts and resource commitments from all three levels of government, the private sector, the non-profit sector and the community.
“Home is a place you choose, not somewhere you are forced to stay out of necessity.”

“Safe, affordable housing makes sense and makes good healthy communities. We won’t need many other services from government … it pays to have good housing.”

“We need to feel safe where we live – we don’t feel safe right now.”

“People are on waiting lists for extended periods of time. Give support to these people while they are on the list.”

“There isn’t enough good quality affordable housing.”

“Encourage the federal government to re-think its role in housing and make a commitment to a National Housing Strategy.”

“Responsible landlords should be rewarded for well-maintained properties.”

“If you don’t know the questions to ask, it’s hard to find the service.”

“Workers should take a ‘no wrong door’ problem-solving approach to clients, informing them of all allowances and programs they are entitled to apply for and spending the necessary time with clients to help them understand the system. This customer service approach should be standardized across agencies.”

- Excerpts from What We Heard…Talking to people About Housing & Homelessness in Hamilton
9. THE COST OF NOT IMPLEMENTING THE PLAN

If in 10 years we don’t achieve Outcome #1 – “Supply”, we will:

- Have a net loss of rental housing stock with no new rental housing, and we won’t be able to replace any losses due to demolitions and conversions to condominiums
- Have a ‘tighter’ rental market with lower vacancy rates resulting in less choice for renters and higher rents
- Lose our ability to offer affordable housing choices to employers and skilled professionals who are thinking about re-locating to Hamilton

If in 10 years we don’t achieve Outcome #2 – “Affordability”, we will:

- Double the households on the social housing waiting list
- Have a decline in the overall health of Hamilton residents and neighbourhoods as a result of increasingly instable housing situations and lack of choice

If in 10 years we don’t achieve Outcome #3 – “Supports”, we will:

- See the hundreds of people who have been successfully housed, homeless again, thereby elevating emergency shelter occupancy to a crisis level
- Have more emergency department visits as people have nowhere else to turn for their health needs
- Have more evictions from private market and social housing buildings. Landlords will have increased costs as a result of high tenant turnover
If in 10 years we don’t achieve Outcome #4 – “Quality”, we will:

• Have people living in poor quality and/or unsuitable housing with poorer health outcomes

• Have less choice for people with special housing needs

• Have a deteriorating housing stock that will be more expensive to repair later

If in 10 years we don’t achieve Outcome #5 – “Equity”, we will:

• Have further segregation of people who are traditionally discriminated against in housing that is poor quality and unsuitable

• See more people who find it harder and take longer to find stable housing and satisfaction

• Have to spend more resources on each system area (housing, healthcare, corrections, food security, etc.)
There are three elements that take the Action Plan from a strategic document to a plan that positively impacts the lives of people experiencing housing insecurity and homelessness in Hamilton:

1. **Commitment to ongoing implementation.** Implementing the Action Plan will require concerted energy, attention and resources. There must be dedicated staff resources to coordinate implementation of the Action Plan. There needs to be a commitment to shifting policies and practices in service delivery for the benefit of Hamilton residents. Finally, there will need to be some financial investment to implement the strategies that will impact peoples’ lives.

2. **Strong partnerships and shared responsibility.** The solutions for housing insecurity and homelessness must be a holistic community effort. The City of Hamilton cannot do this alone. The private and non-profit sectors, other levels of government and people who access the system must commit to being part of the solution.

3. **Monitoring and reporting.** The Action Plan needs a strong commitment to evaluation in order to understand if the strategies and actions are working, to reallocate limited resources and, most importantly, to understand if the housing experiences of people are improved.

The process of developing the Action Plan has re-ignited a conversation about housing in Hamilton. The 10-year implementation phase of this plan must continue and push that conversation to inspire change and innovation.
If in 10 Years we DO implement the Housing and Homelessness Action Plan:

- There will be more affordable rental and ownership housing to meet need and demand…creating the opportunity for employers to move their business to Hamilton because employees will be able to find and afford housing

- People’s housing affordability, stability and choice will be increased…people will be able to live in their chosen communities through their lifespan

- People will have the individualized supports they need to help them obtain and maintain housing…reducing public cost burden in other sectors (like health and corrections)

- People will live in housing that is good quality, safe and suitable to their needs…increasing the health of all of Hamilton’s residents, no matter where they live

- People will receive respectful, quality service within a “user friendly” system and experience equity in housing…people’s housing experiences will always include dignity and fairness

Everyone in Hamilton will have a home.
13. CONTACT US

Questions regarding this report should be directed to:

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Community and Emergency Services Department
City of Hamilton
Telephone: 905-546-2424 ext.6159
Email: david.brodati@hamilton.ca

The full Housing and Homelessness Action Plan Report is available online at
www.hamilton.ca/HousingActionPlan

Related reports:
Examining the Housing & Homelessness Environment in Hamilton – Oct 2011
What We Heard… Talking to People About Housing & Homelessness in Hamilton – Oct 2012
A 10-year, person-centred plan to make sure that every one in Hamilton has a home.

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October 2013

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