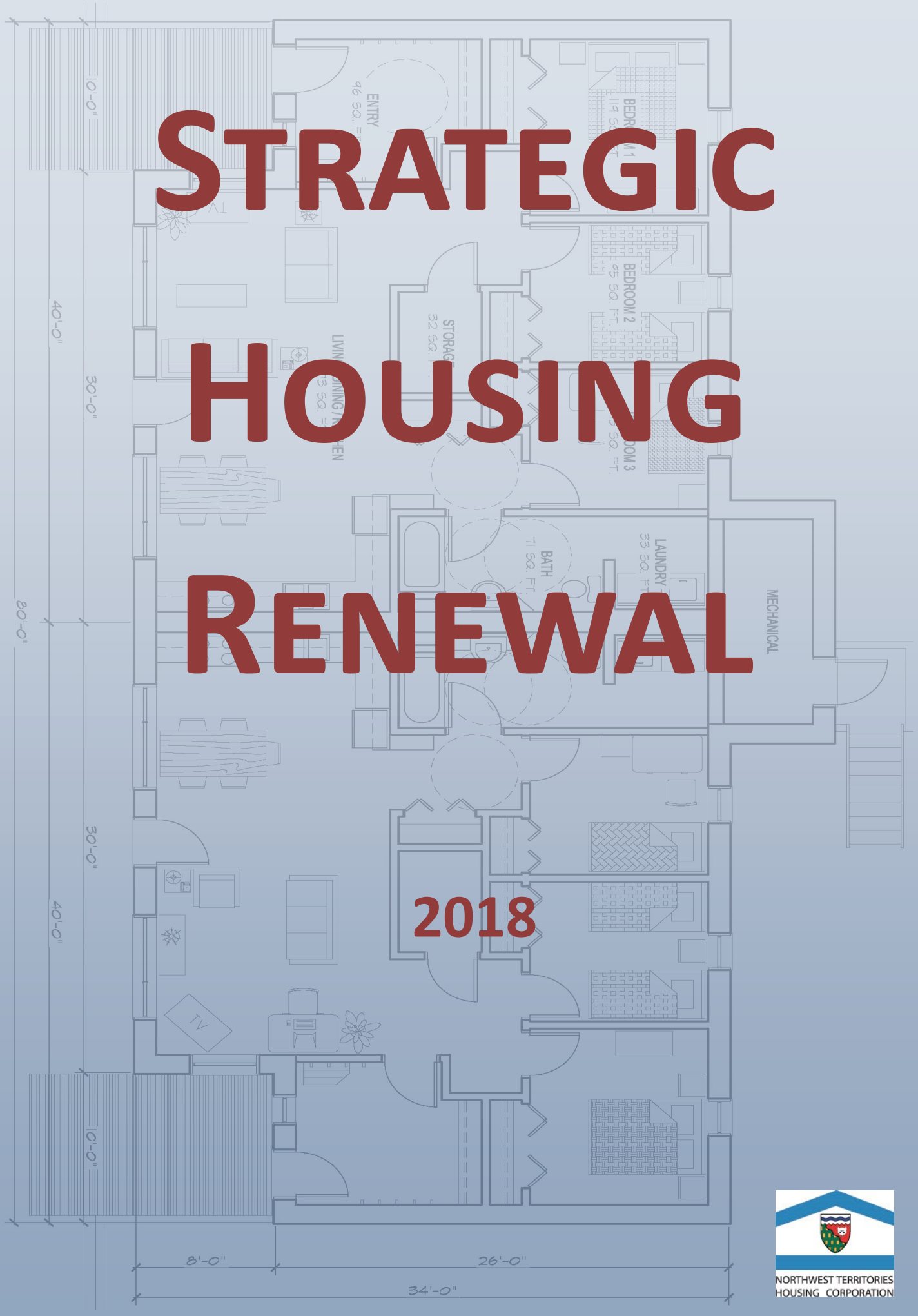
Strategic Housing Renewal

2018



NORTHWEST TERRITORIES HOUSING CORPORATION

ENTRY
96 SQ. FT.
BEDROOM 1
114 SQ. FT.
BEDROOM 2
95 SQ. FT.
BEDROOM 3
95 SQ. FT.
STORAGE
32 SQ. FT.
LIVING / DINING / KITCHEN
373 SQ. FT.
BATH
71 SQ. FT.
LAUNDRY
33 SQ. FT.
MECHANICAL
TV
TV
10'-0"
40'-0"
30'-0"
80'-0"
30'-0"
40'-0"
10'-0"
8'-0"
26'-0"
34'-0"

Minister's Message

This past year, we have taken major steps together in redefining housing in the Northwest Territories. You have done your part by providing important feedback through the 2017 Housing Engagement Survey. We have taken that advice and have embarked on a road to Strategic Renewal that has already seen many changes that be outlined in this publication. There are many more changes to come over the next few years.

Change is a long and challenging process, but it can be very exciting too. There are many areas to address, from providing housing solutions for homeless people to supporting the aspirations of residents in Public Housing to developing more opportunities for people ready for homeownership.

Strategic Renewal will leave no stone unturned as we seek for better ways to serve those in need of housing. Residents of the NWT deserve the best housing system that we can design.

Caroline Cochrane

Minister Responsible for the Northwest Territories Housing Corporation
Minister Responsible for Addressing Homelessness

NORTHWEST TERRITORIES HOUSING CORPORATION

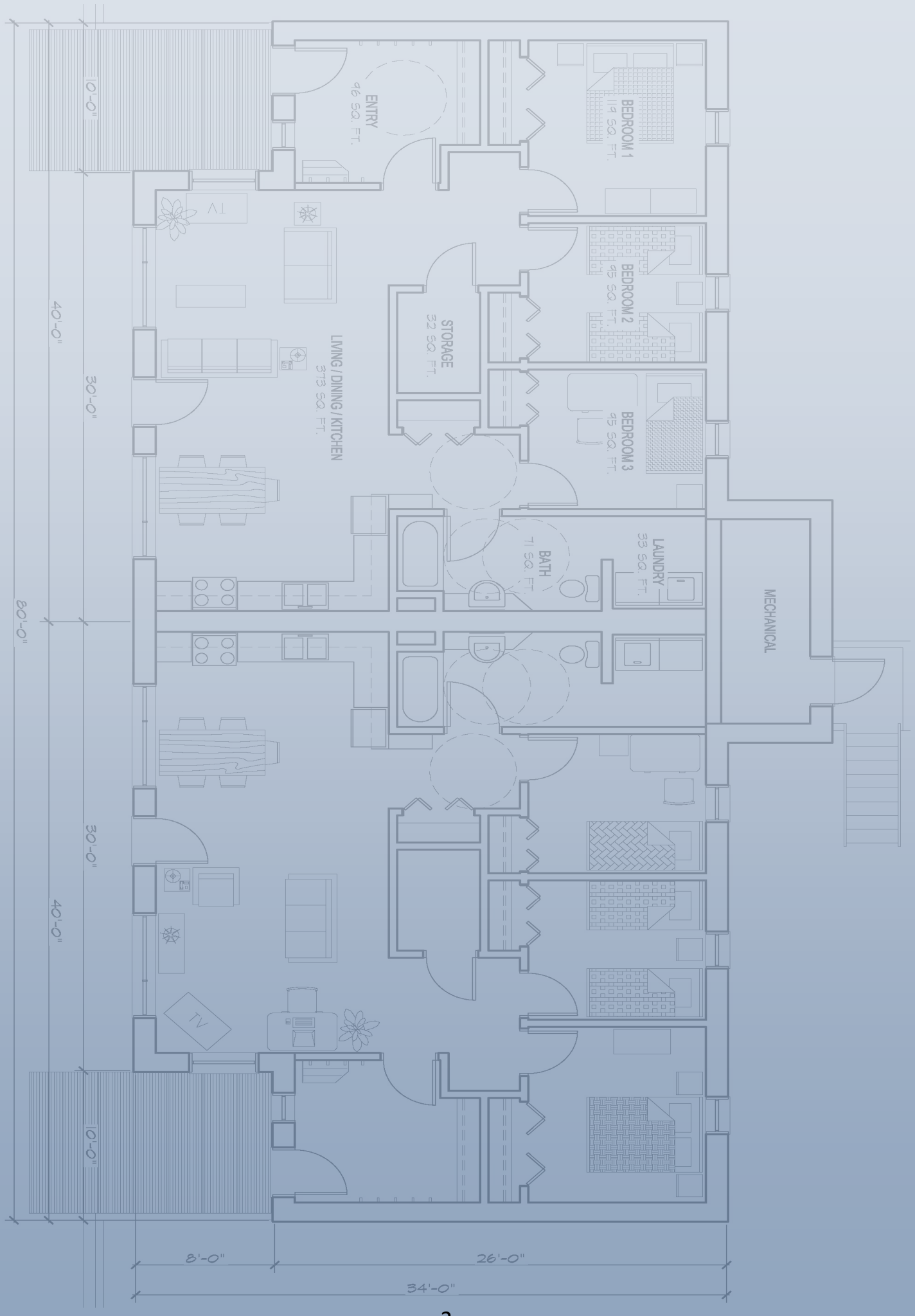
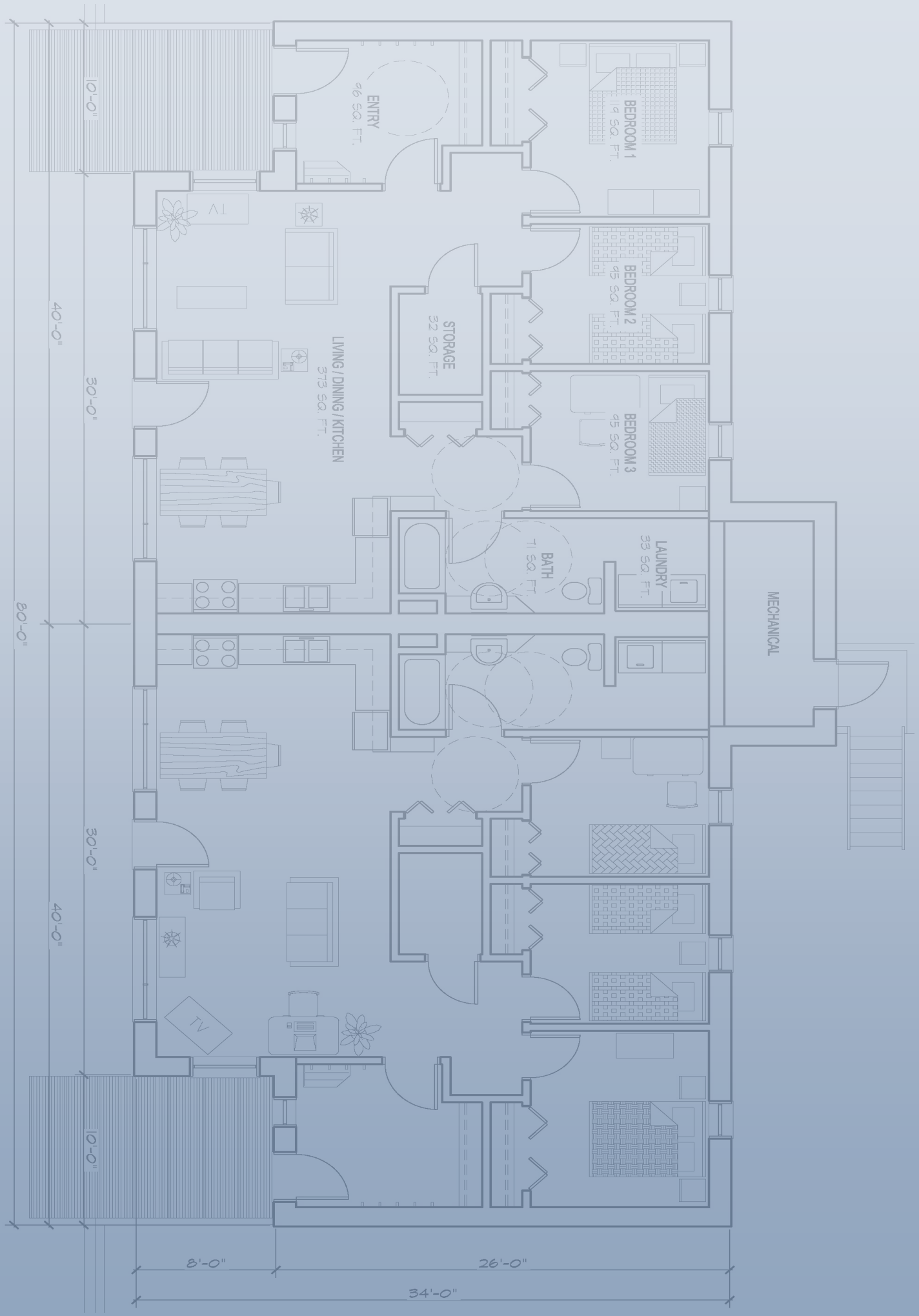

ENTRY
96 SQ. FT.
BEDROOM 1
114 SQ. FT.
BEDROOM 2
95 SQ. FT.
BEDROOM 3
95 SQ. FT.
STORAGE
32 SQ. FT.
LIVING / DINING / KITCHEN
373 SQ. FT.
BATH
71 SQ. FT.
LAUNDRY
33 SQ. FT.
MECHANICAL
TV
TV
10'-0"
40'-0"
30'-0"
80'-0"
30'-0"
40'-0"
10'-0"
8'-0"
26'-0"
34'-0"

Table of Contents

Minister's Message	1
Community Housing Plans	5
Community Housing Support Initiative	6
Co-Pay Removal in Repair Programs	7
Customer Service Training	8
Family Home Transfer	9
Fuel Tank Replacement Initiative	10
Housing Support Worker	11
New Home Program	12
NGO Rental Partnership	13
Rental Supplement Program	14
Seniors Aging in Place Retrofits	15
Students in Public Housing	16
Local Housing Organization Contacts	17

NORTHWEST TERRITORIES HOUSING CORPORATION


ENTRY
96 SQ. FT.
BEDROOM 1
114 SQ. FT.
BEDROOM 2
95 SQ. FT.
BEDROOM 3
95 SQ. FT.
STORAGE
32 SQ. FT.
LIVING / DINING / KITCHEN
373 SQ. FT.
BATH
71 SQ. FT.
LAUNDRY
33 SQ. FT.
MECHANICAL
TV
TV
10'-0"
40'-0"
30'-0"
80'-0"
30'-0"
40'-0"
10'-0"
8'-0"
26'-0"
34'-0"

Community Housing Plans

The development of community housing plans will provide communities, Indigenous governments, local stakeholders and residents with the tools to plan and direct resources towards the goal of achieving their community's housing aspirations.

Rationale:

Combining the views and knowledge of community residents in conjunction with housing information such as core housing need, program demand, waiting lists, available land, population growth and other factors is required for informed and strategic investment in housing resources.

Features:

Coordination of a community housing forum to gather feedback of residents, leadership and stakeholders.

Facilitation, planning, coordination and drafting support for communities for the development of community housing plans.

Ongoing support for the updating of plans.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Community Housing Support Initiative

Under the priority of Cost of Living of the 18th Legislative Assembly, the GNWT is committed to continuing to implement northern solutions for northern housing by developing options to support Indigenous and local governments in their housing aspirations and initiatives to address homelessness.

The NWTHC has established a 3-year pilot program to support to Indigenous and Local Governments to implement innovative and community-driven housing projects of their own design.

Rationale:

Local and Indigenous governments and organizations are often best placed to recognize housing issues particular to their own communities as well as identifying potential solutions to address those problems.

Indigenous governments are becoming increasingly more interested in housing governance.

Some innovative projects might be easier for communities take on as opposed to a government entity.

Features:

One-time flexible financial support is available through either a grant, grant-in-kind or contribution to implement affordable housing projects.

This initiative is intended to leverage other community supports in partnership to address community housing needs.

Other NWTHC support may come in the form of program and policy design, technical expertise and knowledge, land management activities, and surplus units where appropriate.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332
WWW.NWTHC.GOV.NT.CA
Toll Free: 1-844-698-4663
NORTHWEST TERRITORIES HOUSING CORPORATION

Co-Pay Removal in Repair Programs (Low to Moderate Income)

To address declining program intake in repair programs especially for low-to-modest income households, the NWTHC is removing the requirement for co-pay for its repair programs.

Rationale:

Program intake has declined in previous years. There are a number of factors that might be involved. One of these may be related to the requirement for a co-pay contribution in repair programs.

Features:

No co-pay for household income below $60,000

Impacts SAFE (Securing Assistance for Emergencies), CARE (Contributing Assistance for Repairs), Seniors Aging in Place Retrofits, and the Fuel Tank Replacement Initiative.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Customer Service Training

To provide more responsive, timely and effective service to the residents of the NWT, the NWTHC has implemented customer service training for persons in every area of its operations including Local Housing Organizations.

Rationale:

Feedback from the 2017 Housing Engagement Survey indicated that customer service and face-to-face communications was one of the major areas of improvement needed for the NWTHC.

Features:

All Senior Management staff received customer service training in 2017. This training expanded to every aspect of operations including program and technical delivery and financial services.

Training has also been provided to staff of Local Housing Organizations. This training will be ongoing and will be a feature of the employee orientation process.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332
WWW.NWTHC.GOV.NT.CA
Toll Free: 1-844-698-4663
NORTHWEST TERRITORIES HOUSING CORPORATION

Family Home Transfer

To address the problem of units becoming vacant due to circumstances such as the need to move for chronic illness or the passing away of the owner and the difficulty of family members assuming ownership of the home, the NWTHC has created a program to facilitate those transfers.

Rationale:

A family home where the NWTHC has an interest may become vacant for a number of reasons including the occupant passing away or having to move due to medical or economic circumstances. Traditionally, the continuity of that house as a community asset becomes problematic due to transfer issues.

Features:

This program applies to:

- all current and past program clients with forgivable loan agreements residing in rural and remote communities
- all existing clients with repayable mortgages.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Fuel Tank Replacement Initiative

To proactively manage the risk of failing fuel tanks and costly environmental remediation, the NWTHC has introduced a program that will allow qualifying homeowners to upgrade their above ground fuel tanks.

Rationale:

Replacing fuel tanks, while not a major repair, can still be prohibitively expensive for many homeowners.

Implementing this mitigation measure lessens the risk of fuel tank failure and very expensive environmental cleanup.

Replacement with new fibreglass fuel tanks ensures eligibility with guidelines required by many insurance companies.

This subsidy supports the priority of addressing the cost of living, especially in rural and remote communities.

Features:

The assistance provides for a forgivable loan of up to $10,000 to replace above ground fuel tanks.

No-copay for incomes below $60,000. Households making over $60,000 are required to pay 10% of removal and installation costs.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Housing Support Worker

The Housing Support Worker pilot aims to provide client-centred, trauma-informed support for individuals and families experiencing unstable housing situations. The Housing Support Worker will provide individualized interventions aimed at supporting Public Housing households and other NWTHC tenants encountering unstable housing circumstances to maintain tenancies and to achieve a range of independent living capabilities.

Rationale:

Tenants who have an unstable housing situation and who may be facing eviction typically require support to address a broad range of social issues. By providing support for financial and good tenancy counselling along with connections and referrals to local social programming, it is intended that families' housing situations will stabilize and allow further momentum for households to address other challenges.

Features:

The Housing Support Worker will provide support services to tenants including referrals, advocacy, planning, and security.

Additionally instruction will be provided in housing maintenance services to tenants, which includes budgeting and other good tenancy practices.

Assisting tenants in understanding maintenance responsibilities including inspections and preventative maintenance will also be responsibility of the Housing Support Worker.

This initiative will promote and foster an integrated service approach alongside other front-line service providers in the community.

Monitoring and evaluation will occur to determine the efficacy of tenancy support approaches.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

New Home Program

Starting in 2018, new homes will be constructed over a three-year period to provide opportunities for homeownership for income earning families. Eligible families will need to be able to afford the ongoing costs to operate and maintain a house.

Rationale:

Previous NWTHC homeownership programs achieved success by increasing private homeownership. A majority of these homes are still in use by families.

Increasing the level of homeownership, specifically in rural and remote communities, has been extremely difficult for several years due to significant construction costs and difficulty for residents to obtain bank financing.

The program will alleviate public housing waiting lists as families choose to live together and support the operations and maintenance of the household.

Features:

A new home design concept will be tested which includes several positive features: main floor suite and bathroom for senior or disabled; energy efficient; work area for traditional activities.

Program and home design supports generational family homes by enabling children and parents to remain living together longer as well as the transferring of the home onto future generations.

The program is limited to rural and remote communities where there is a high level of public housing units and income earning families that can afford the cost of operating and maintaining a home.

There will be a five-year training period plus a five-year forgivable loan feature to monitor success. Households pay a modest monthly rent similar to NWTHC current programming.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332
WWW.NWTHC.GOV.NT.CA
Toll Free: 1-844-698-4663
NORTHWEST TERRITORIES HOUSING CORPORATION

NGO Rental Partnership

To leverage the integrated services that many NGOs provide to their target groups, the NWTHC is introducing a rental partnership program, which involves partnering with NGOs to provide housing stability for persons that they assist.

Rationale:

NGOs such as the YWCA, Salvation Army, Yellowknife Women's Society, NWT Disabilities Council and others provide a wide variety of support and counseling services for their targeted group.

The provision of housing assistance combined with these NGOs' services may lead to significantly improved health and wellness outcomes.

NGOs have indicated that a flexible rental assistance tool is much needed for the people that they assist.

Target groups include: persons experiencing transitional or episodic homelessness, persons exiting institutional care, persons that have the capacity to live independently, but may require limited financial assistance or support services

Features:

Two-year contribution agreement of up to $75,000 per agency to be used for rental and housing expenditures.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Rent Supplement Program

To address the high degree of affordability problems in some communities, the NWTHC is reintroducing its Rent Supplement Program to make it more accessible and effective.

Rationale:

The incidence of affordability problems has increased from 2009 to 2014 (NWT Community Survey)

Feedback on the previous program included:

- Subsidy rates did not reflect the rent levels
- 2-year transitional period is unrealistic for some households
- No difference in treatment between a single and a family with children

Features:

Indeterminate eligibility for the program (2-year renewable terms)

Participants will be assisted to develop a housing stability plan

Subsidy rates will vary depending on income and household make-up

Program is available in market communities

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Seniors Aging in Place Retrofits

To support seniors to remain in their home communities, the NWTHC is implementing a retrofit and repair program designed to make their homes less expensive to operate or extend the useful lives of their homes.

Rationale:

The GNWT, to support the mandate of the 18th Legislative Assembly is committed to decreasing the cost of living and ensuring that seniors have the opportunity to age-in-place in their home communities.

Features:

Assistance of up to $10,000 per year in the form of a one-year forgivable loan

Can be bundled with other eligible programming

For households with low-to-modest income (less than $60,000), no pay is required.

Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Students in Public Housing

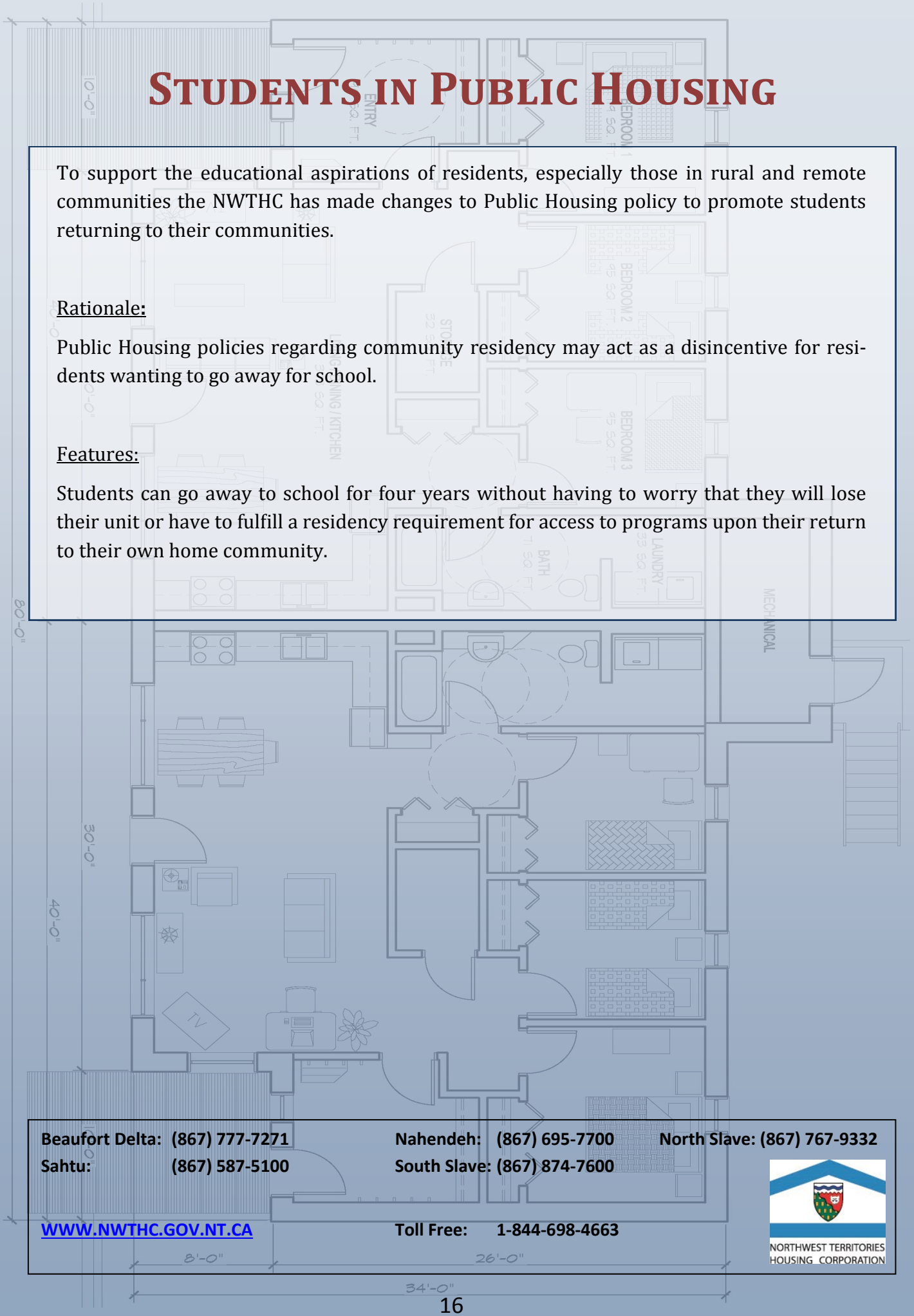
To support the educational aspirations of residents, especially those in rural and remote communities the NWTHC has made changes to Public Housing policy to promote students returning to their communities.

Rationale:

Public Housing policies regarding community residency may act as a disincentive for residents wanting to go away for school.

Features:

Students can go away to school for four years without having to worry that they will lose their unit or have to fulfill a residency requirement for access to programs upon their return to their own home community.



Beaufort Delta: (867) 777-7271
Sahtu: (867) 587-5100
Nahendeh: (867) 695-7700
South Slave: (867) 874-7600
North Slave: (867) 767-9332

WWW.NWTHC.GOV.NT.CA

Toll Free: 1-844-698-4663

NORTHWEST TERRITORIES HOUSING CORPORATION

Local Housing Organization Contacts

<u>Beaufort Delta</u>	
Aklavik Housing Association	(867) 978-2303
Fort McPherson Housing Association	(867) 952-2125
Inuvik Housing Authority	(867) 777-2924
Paulatuk Housing Association	(867) 580-3386
Sachs Harbour Housing Association	(867) 690-4703
Tsiigehtchic Housing Association	(867) 953-3110
Tuktoyaktuk Housing Association	(867) 977-2137
Ulukhaktok Housing Association	(867) 396-3562
<u>Nahendeh</u>	
Fort Liard Housing Association	(867) 770-4104
Fort Simpson Housing Authority	(867) 695-2725
<u>North Slave</u>	
Behchokö Kö Gha K'àodée	(867) 392-6431
Gameti Housing Association	(867) 997-3162
Lutselk'e Housing Authority	(867) 370-3207
Whati Housing Association	(867) 573-3900
Yellowknives Dene Band Housing Division	(867) 920-4403
Yellowknife Housing Authority	(867) 873-5694
<u>Sahtu</u>	
Deline Housing Association	(867) 589-3131
Radilih Housing Association	(867) 598-2290
Norman Wells Authority	(867) 587-2302
Tulita Housing Association	(867) 588-4111
<u>South Slave</u>	
Fort Providence Housing Association	(867) 699-4551
Fort Resolution Housing Authority	(867) 394-3171
Fort Smith Housing Authority	(867) 872-2646
Hay River Housing Authority	(867) 874-6477
K'atł'odeeche First Nation	(867) 874-6701

NORTHWEST TERRITORIES HOUSING CORPORATION