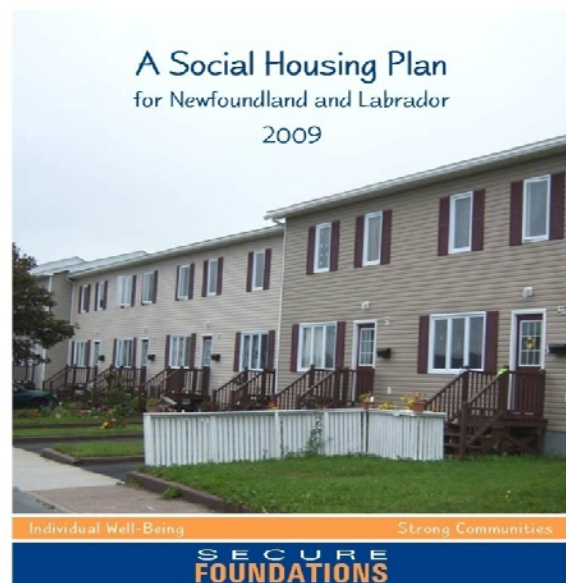

Stakeholder Input Session

November 4, 2010

“What We Heard”



Stakeholder Input Session
November 4, 2010
“What We Heard”

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Introduction

In August 2009, the province released its first long-term Social Housing Plan – *Secure Foundations*. In the development of this plan, extensive input was provided by a broad range of stakeholders including community-based housing providers, government departments, municipalities, tenant associations, community centres, housing developers, private-sector landlords, community-based service delivery organizations and social advocacy groups.

On November 4, 2010, a Stakeholder Input Session was held at the Capital Hotel in St. John's. It was attended by 47 Individuals representing a cross-section of community and government organizations. Many of these organizations also participated in the previous Stakeholder Input Session held in October 2009. Appendix A lists the organizations that participated on November 4th or provided comments on housing issues and priorities by submitting written comments.

Len Simms, Chairman and Chief Executive Officer of Newfoundland Labrador Housing opened the session with a presentation on the significant housing issues identified by stakeholders in the development phase of the Social Housing Plan and the actions that government has taken to address these issues (See Appendix D).

The objective in bringing stakeholders together was to stimulate discussion and generate ideas and to obtain feedback on the current direction of the Social Housing Plan. Bruce Gilbert, Assistant Deputy Minister, Rural Secretariat facilitated discussions. Housing staff provided facilitation and recording support for stakeholder discussion groups. Rural Secretariat staff identified themes and using Turning Point Voting Technology, recorded participant views on new ideas and current priorities.

Stakeholder Input

Facilitator Bruce Gilbert opened the session with a “Thinking Outside the Box” group discussion segment. There were six discussion tables of approximately eight participants each. The goal was to stimulate discussion/dialogue and uncover possibilities for future consideration. Stakeholders shared their ideas and generated a long list of actions/initiatives that could be considered by relevant stakeholders/government. Each table selected a spokesperson who reported on idea(s) that most captured the imagination of their group. All of the ideas generated were reviewed and organized into themes.

The “Outside the Box” themes that emerged are listed in the following table. The ranking for each reflects the percentage of participants who indicated their level of support as strong or very strong.

“Outside the Box” Themes	Ranking¹
Develop portable housing allowances and increase amount of per person rent supplement ²	97.87%
Increase the number of affordable housing units (preference – 1 & 2 bedroom)	97.72%
More shared and supported living arrangements for individuals with complex needs (ie. Youth, justice system involvement, etc.)	91.31%
Increase the number of accessible housing units	82.98%
Strengthen partnerships by consulting with Community Advisory Boards to fill vacant housing units	80.44%
Increase the number of rent supplements and support energy efficiency financing for landlords ³	78.57%
More apprentices and trades people to develop and inspect both private and public sector housing stock	77.27%
More tenant involvement in planning/development of social housing	75.56%
Additional resources for maintenance to reduce wait times for new applicants	71.11%
Provide financing to community agencies to “fix-up” housing	69.57%
Implement home sharing	64.28%
Increase number of affordable housing options for mid-income earners	63.83%
Listserv that would connect all stakeholders and clients – include government departments and landlords	54.35%
Adopt a universal design for all housing units	45.65%
Develop a rent-to-own program for everyone	42.22%

Appendix B - Stakeholder Input provides full polling results for participant voting on these themes. (See Appendix B, questions 6 to 21).

¹ Ranking is total for participants indicating “strong” and “very strong” support for the theme.

² See also Supplementary Polling, Page 25.

³ See note at Question 14, Page 12 and Supplementary Polling, Page 25.

A second group of themes which are “Beyond NLHC’s Mandate”⁴ include the following:

“Beyond NLHC’s Mandate” Themes	Ranking
One government department for housing, homelessness and landlord tenant issues – a “one-stop-shop”	23.33%
Creation of a rental cap	12.93%
Engage municipalities to provide land/incentives to encourage the construction of more affordable housing	18.44%
Urban planners to include affordable/social housing in new developments	17.27%
Incentives such as tax relief for private sector (contractors) to build units and renovate existing units	12.93%
Incentives for homeowners to incorporate rental units into their properties (ie. basement apartments)	15.10%

The results for priority ranking of themes is as follows:

Question 21 - Priority Ranking of “Outside the Box” Themes

Theme	Ranking
Housing Allowances and Rent Supplements (Combination of two themes)	21.9%
Increase number of affordable housing units (1 & 2 bedrooms)	21.43%
Supported living arrangements for individuals with complex service needs	21.34%

⁴ Participants identified a further housing issue that is beyond NLHC’s Mandate. It relates to the shortage of affordable rentals in the Goose Bay area and unoccupied housing belonging to the Department of National Defense.

Question 22 - Priority Ranking of Themes “Beyond NLHC Mandate”

Theme	Ranking
One government department for housing related issues	23.33%
Engage municipalities re: land/incentives for affordable housing	18.44%
Urban planners to include affordable/social housing in new developments	17.27%

Appendix B - Stakeholder Input also provides:

- Stakeholder demographics for participants at the November 4th session (Questions 1-5).
- Ratings and Priority Ranking for current priorities of the Social Housing Plan (Questions 23-41). These priorities are as follows:

Priorities of the Social Housing Plan	Ranking
Pressing the Federal Government to extend the AHI Program	97.77%
Support for persons with complex needs	97.68%
Pressing the Federal Government for long term commitment to Social Housing	95.65%
More investment in social housing unit renovations	95.45%
More investment in the Rent Supplement Program	92.5%
More investment in provincial homelessness funding	91.11%
More investment in maintenance funding for social housing	90.70%
Pressing the Federal Government for an extension to PHRP	89.13%
More accessible housing	86.96%
Greater focus on energy efficiency	84.44%
Partnering with Aboriginal Groups to provide housing direction/expertise	81.40%
Greater co-ordination of supportive housing services	80%
More Private Sector involvement	77.78%

The ranking for these Social Housing Plan priorities is the total for participants indicating either that they agree or strongly agree with continued emphasis in these action areas.

Supplementary Polling

As a follow up to stakeholder comments regarding the combination under a single theme of two different housing program options, participants were re-pollled by e-mail on November 17th. Thirty participants responded on the following four ideas:

Idea	Ranked Strong or Very Strong
More shared living arrangements for individuals with complex needs	80%
Develop portable housing allowances.	100%
Increase the number of rent supplements.	97%
Support energy efficiency financing for landlords.	66%

Conclusion

To provide responsive housing solutions, our social housing system requires input and action from many partners. The November 4th Session is part of an ongoing process of relationship building that will help us achieve better housing outcomes. We thank the many individuals and organizations that participated either at the session or by providing written comments.

Thanks also to the Rural Secretariat for facilitating discussions and providing a new approach to sharing and generating ideas.

Appendix A

Participating Organizations

November 2010 Stakeholder Input Session

Association of New Canadians
Bay St. George Status of Women Council
Canadian Mental Health Association
Choices for Youth
City of Corner Brook
City of St. John's
Canadian Mental Health Association
Canada Mortgage and Housing Corporation (CMHC)
Canadian Home Builders' Association - Eastern Newfoundland
Central Health
Community Advisory Boards

- Corner Brook
- Gander
- Marystown

Corner Brook Transition House
Correctional Service of Canada (CSC)
Department of Health and Community Services

- Policy Planning
- Office of Aging and Seniors

Department of Human Resources, Labour and Employment

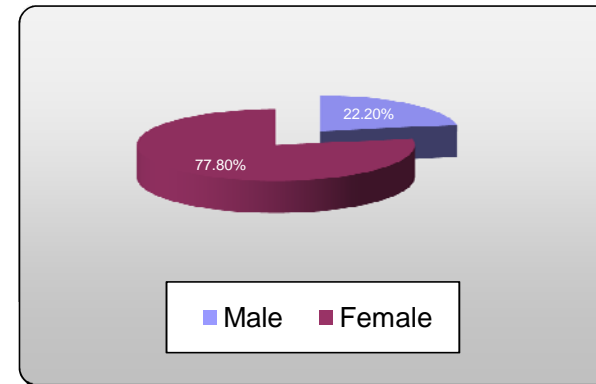
- Avalon Region
- Carbonear
- Clarenville
- Disability Policy Office
- Grand Falls
- Poverty Reduction Strategy
- Supportive Living Community Partnership Program (SLCPP)

Eastern Health - Youth and Family Services
Independent Living Resource Centre
Labrador Friendship Centre
Melville Native Housing
Mariner Resource Opportunities Network Inc.
Newfoundland and Labrador Association of Community Centres
Newfoundland and Labrador Housing and Homelessness Network
Provincial Advisory Council on Status of Women
Seniors Resource Centre
Stella Burry Community Services
Volunteer and Non-Profit Secretariat (VNPS) – Executive Council

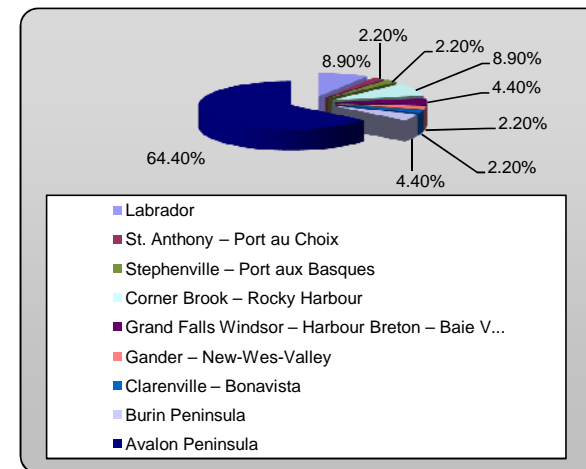
Appendix B
Polling Results
Stakeholder Input Session
November 4, 2010

Demographics

1. Gender	Responses	
Male	10	22.22%
Female	35	77.78%
Totals	45	100%

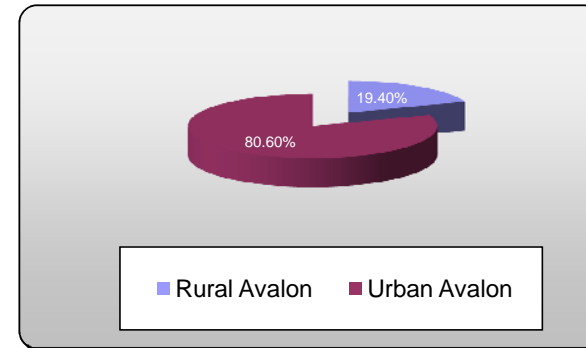


2. Which RS Region do you call home?	Responses	
Labrador	4	8.89%
St. Anthony – Port au Choix	1	2.22%
Stephenville – Port aux Basques	1	2.22%
Corner Brook – Rocky Harbour	4	8.89%
Grand Falls Windsor – Harbour Breton – Baie V...	2	4.44%
Gander – New-Wes-Valley	1	2.22%
Clareville – Bonavista	1	2.22%
Burin Peninsula	2	4.44%
Avalon Peninsula	29	64.44%
Totals	45	100%



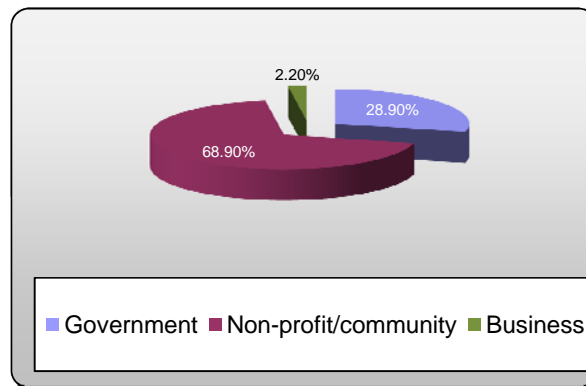
3. Are you from rural Avalon or urban Avalon?

	Responses	
Rural Avalon	6	19.35%
Urban Avalon	25	80.65%
Totals	31	100%



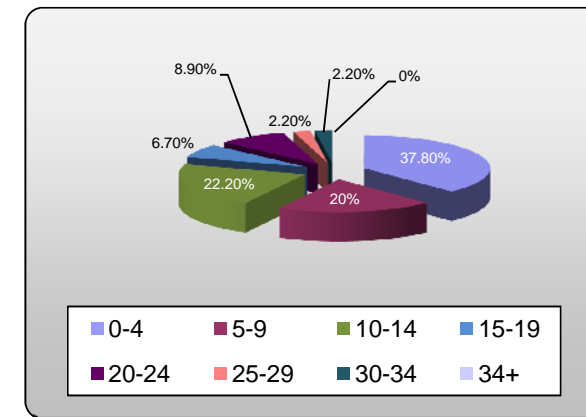
4. Which of the following sectors do you (most) today?

	Responses	
Government	13	28.89%
Non-profit/community	31	68.89%
Business	1	2.22%
Totals	45	100%



5. How many years have you been involved with housing issues?

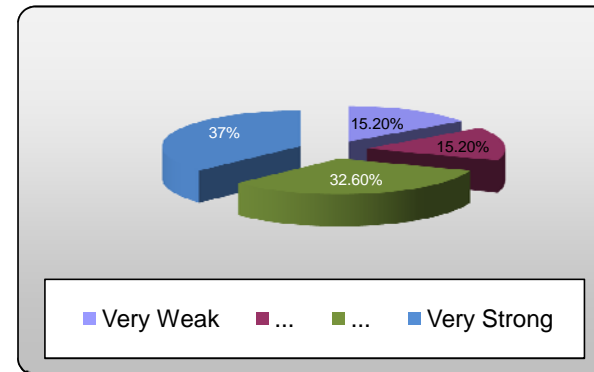
	Responses	
0-4	17	37.78%
5-9	9	20%
10-14	10	22.22%
15-19	3	6.67%
20-24	4	8.89%
25-29	1	2.22%
30-34	1	2.22%
34+	0	0%
Totals	45	100%



Out of the Box Ideas - Level of Support (Multiple Choice Questions 6-20)

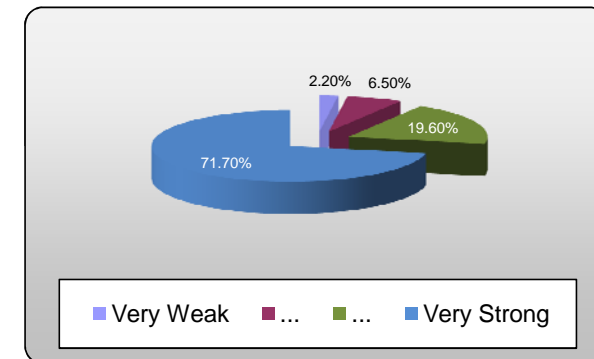
6. Provide financing to community agencies to "fix-up" housing

	Responses	
Very Weak	7	15.22%
...	7	15.22%
...	15	32.61%
Very Strong	17	36.96%
Totals	46	100%



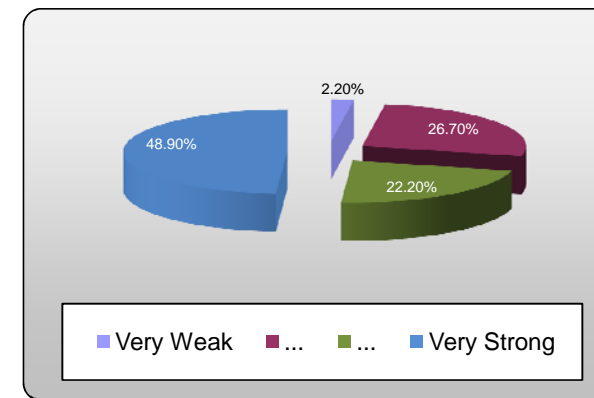
7. More supported living arrangements for individuals with complex needs (ie. Youth, justice system involvement, etc)

	Responses	
Very Weak	1	2.17%
...	3	6.52%
...	9	19.57%
Very Strong	33	71.74%
Totals	46	100%



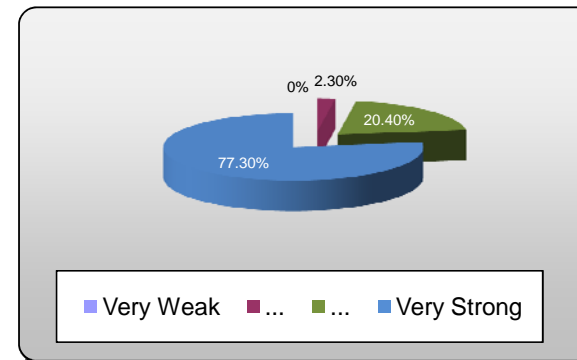
8. Additional resources for maintenance to reduce wait times for new applicants

	Responses	
Very Weak	1	2.22%
...	12	26.67%
...	10	22.22%
Very Strong	22	48.89%
Totals	45	100%



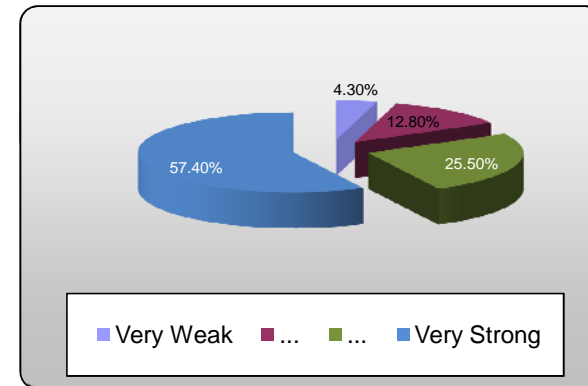
**9. Increase the number of affordable housing units
(preference - 1 & 2 bedroom)**

	Responses	
Very Weak	0	0%
...	1	2.27%
...	9	20.45%
Very Strong	34	77.27%
Totals	44	100%



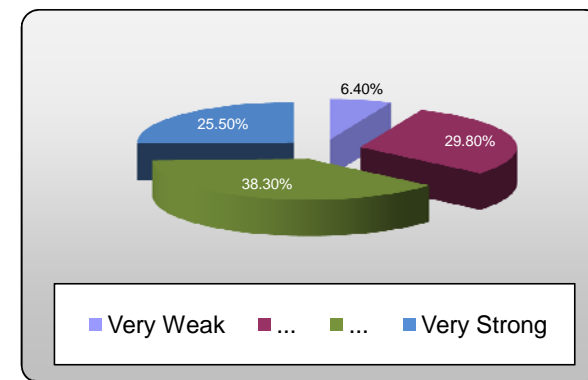
10. Increase the number of accessible housing units

	Responses	
Very Weak	2	4.26%
...	6	12.77%
...	12	25.53%
Very Strong	27	57.45%
Totals	47	100%



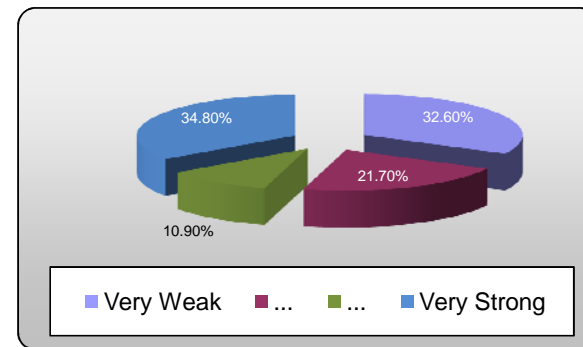
**11. Increase number of affordable housing options
for mid-income earners**

	Responses	
Very Weak	3	6.38%
...	14	29.79%
...	18	38.30%
Very Strong	12	25.53%
Totals	47	100%

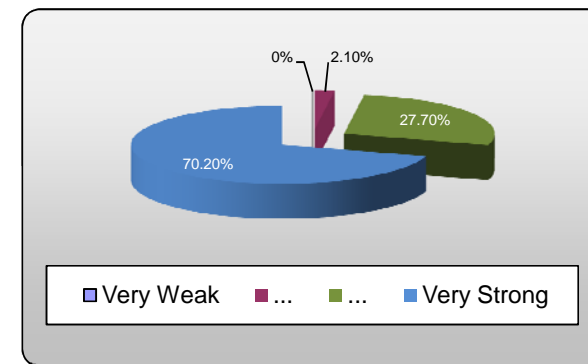


12. Adopt a universal design for all housing units

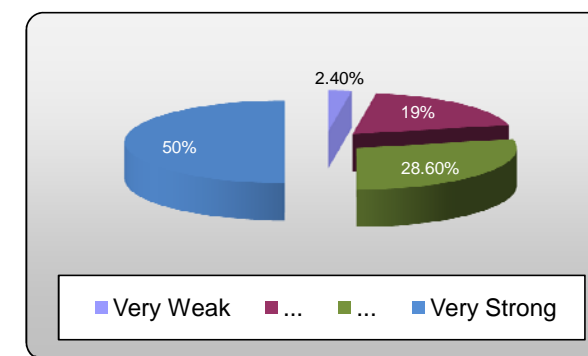
Responses		
Very Weak	15	32.61%
...	10	21.74%
...	5	10.87%
Very Strong	16	34.78%
Totals	46	100%

**13. Develop portable housing allowances and increase amount of per person rent supplement**

Responses		
Very Weak	0	0%
...	1	2.13%
...	13	27.66%
Very Strong	33	70.21%
Totals	47	100%

**14. Increase the number of rent supplements and support energy efficiency financing for landlords***

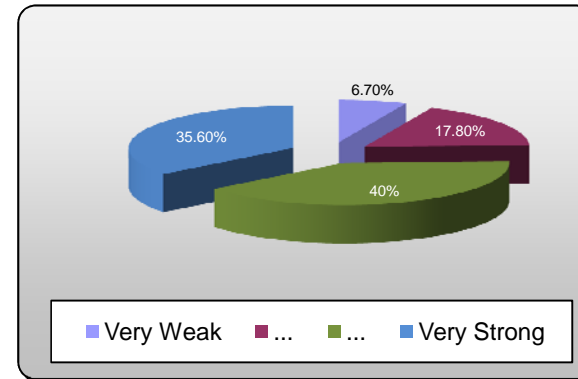
Responses		
Very Weak	1	2.38%
...	8	19.05%
...	12	28.57%
Very Strong	21	50%
Totals	42	100%



* This was considered a problem question due to its two part nature (i.e. a) rent supplement, b) energy efficiency); as such results should be viewed cautiously. See Supplementary Polling results where these ideas are rated separately.

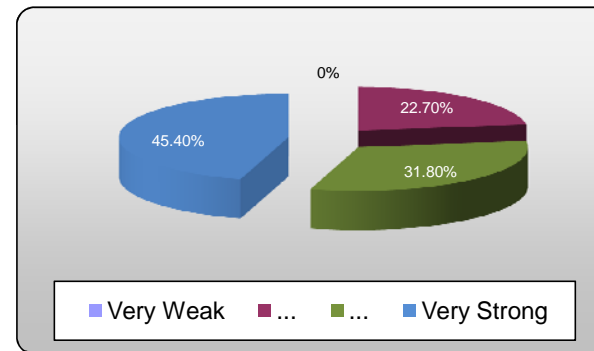
**15. More tenant involvement in planning/
development of social housing**

	Responses	
Very Weak	3	6.67%
...	8	17.78%
...	18	40%
Very Strong	16	35.56%
Totals	45	100%



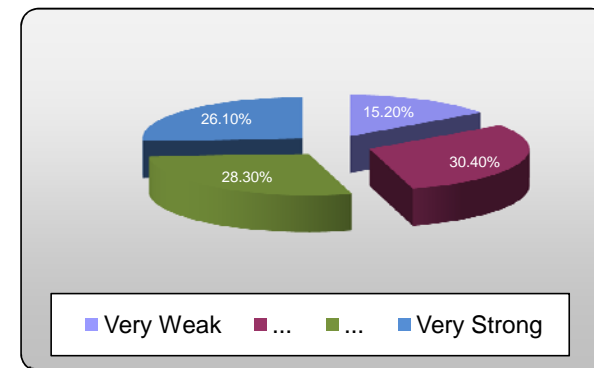
**16. More apprentices and trades people to develop
and inspect both private and public sector housing
stock**

	Responses	
Very Weak	0	0%
...	10	22.73%
...	14	31.82%
Very Strong	20	45.45%
Totals	44	100%



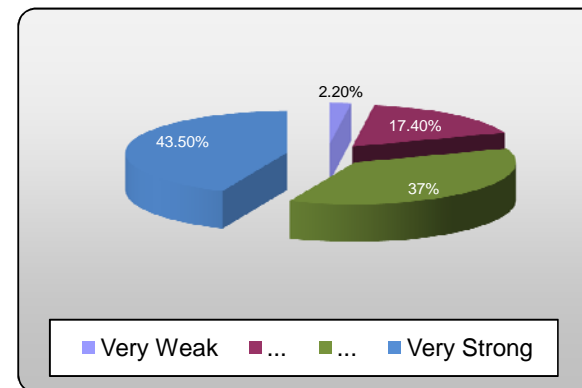
**17. Listserv that would connect all stakeholders and
clients – include gov't departments and landlords**

	Responses	
Very Weak	7	15.22%
...	14	30.43%
...	13	28.26%
Very Strong	12	26.09%
Totals	46	100%



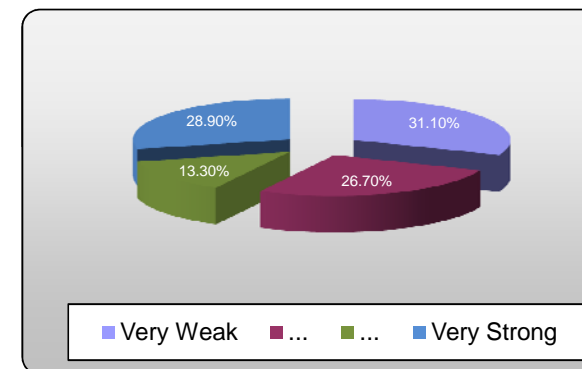
18. Strengthen partnerships by consulting with Community Advisory Boards to fill vacant housing units

	Responses	
Very Weak	1	2.17%
...	8	17.39%
...	17	36.96%
Very Strong	20	43.48%
Totals	46	100%



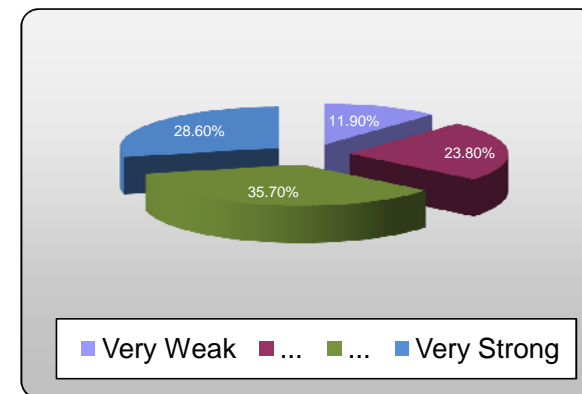
19. Develop a rent-to-own program for everyone

	Responses	
Very Weak	14	31.11%
...	12	26.67%
...	6	13.33%
Very Strong	13	28.89%
Totals	45	100%



20. Implement home sharing

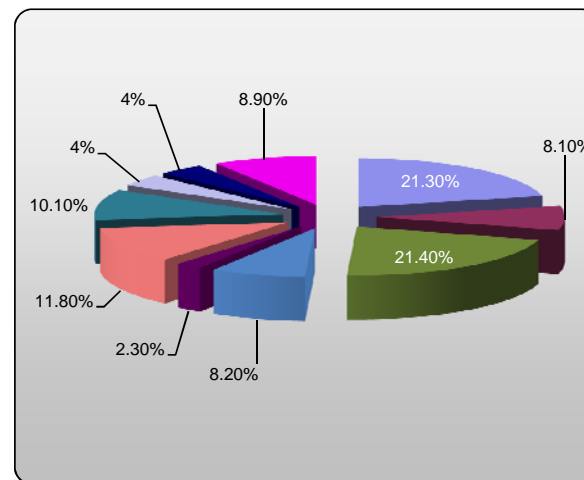
	Responses	
Very Weak	5	11.90%
...	10	23.81%
...	15	35.71%
Very Strong	12	28.57%
Totals	42	100%



Out of the Box Ideas

21. Priority Ranking (Top 10 of 15) *

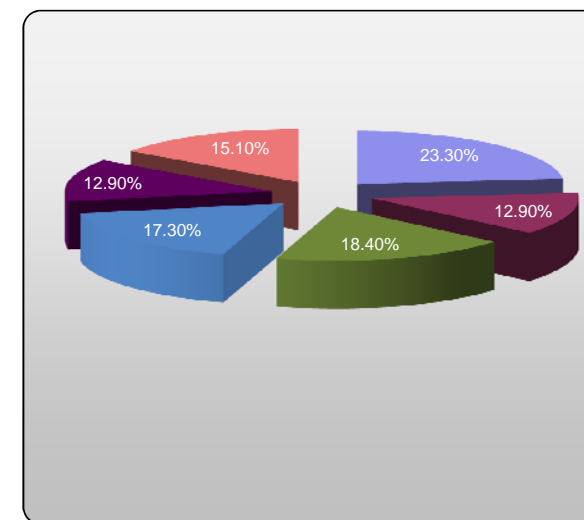
	Responses
More supported living arrangements	21.34%
Additional resources for maintenance	8.07%
Increase housing units (1 & 2 bedroom)	21.43%
Increase the number of accessible housing units	8.15%
Increase of affordable housing options for mid-income earners	2.27%
Develop portable housing allowances and increase amount of per person rent supplement	11.85%
Increase the number of rent supplements	10.08%
More tenant involvement in planning/development of social housing	3.95%
More apprentices and trades people	3.95%
Strengthen partnership with Community Advisory Boards	8.91%
Totals	100%



* It was noted after the polling of this question that "Develop portable housing allowances and increase amount of per person rent supplement" and "Increase the number of rent supplements " should be combined. This combination would have a total score of 21.9%.

22. Priority Ranking (Beyond NLHC's Mandate)

	Responses
One government department for housing, homelessness & landlord tenant issues - a "one-stop-shop"	23.33%
Creation of a rental cap	12.93%
Engage municipalities re: land/incentives to encourage the construction of more affordable housing	18.44%
Urban planners to include affordable/social housing in new developments	17.27%
Incentives such as tax relief for private sector (contractors) to build units and renovate existing units	12.93%
Incentives for homeowners to incorporate rental units into their properties (ie. basement apartments)	15.10%
Totals	100%

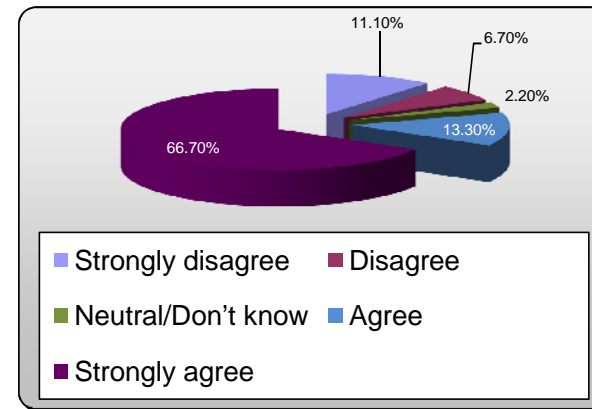


The following should continue to be a top priority of the Social Housing Plan...
(Multiple Choice Questions 23 to 35)

23. Greater co-ordination of supportive housing

Responses

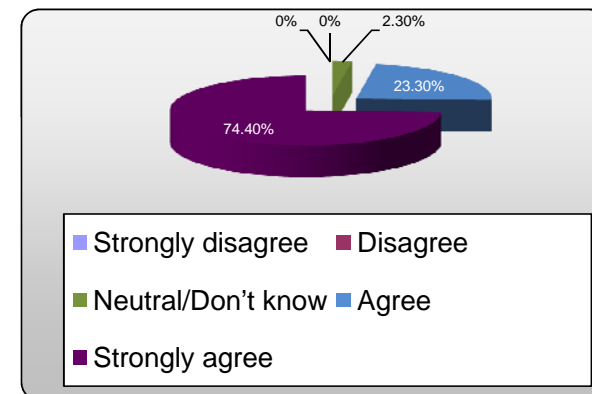
Strongly disagree	5	11.11%
Disagree	3	6.67%
Neutral/Don't know	1	2.22%
Agree	6	13.33%
Strongly agree	30	66.67%
Totals	45	100%



24. Support for persons with complex needs

Responses

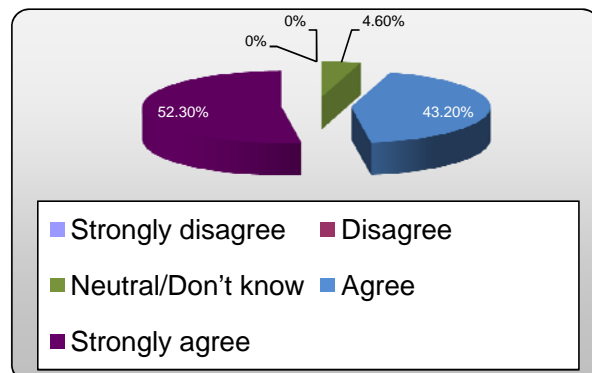
Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	1	2.33%
Agree	10	23.26%
Strongly agree	32	74.42%
Totals	43	100%



25. More investment in social housing unit renovations

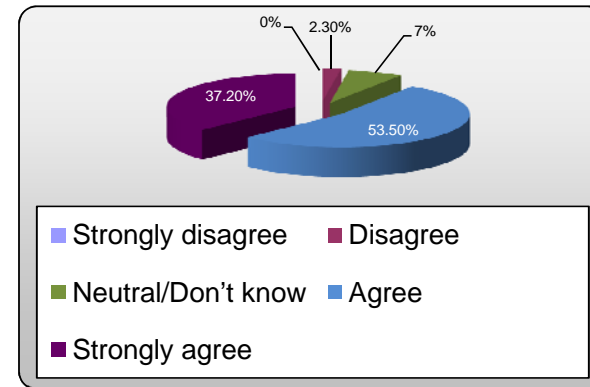
Responses

Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	2	4.55%
Agree	19	43.18%
Strongly agree	23	52.27%
Totals	44	100%



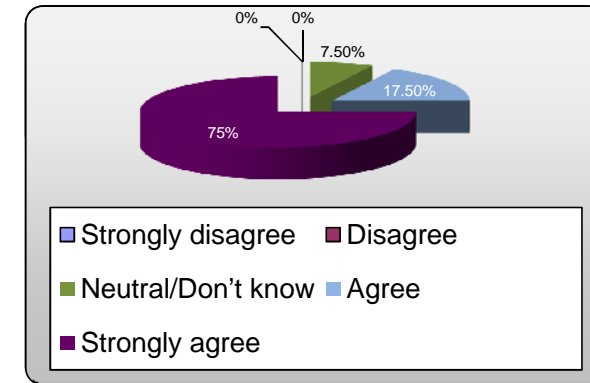
26. More investment in maintenance funding for social housing

	Responses	
Strongly disagree	0	0%
Disagree	1	2.33%
Neutral/Don't know	3	6.98%
Agree	23	53.49%
Strongly agree	16	37.21%
Totals	43	100%



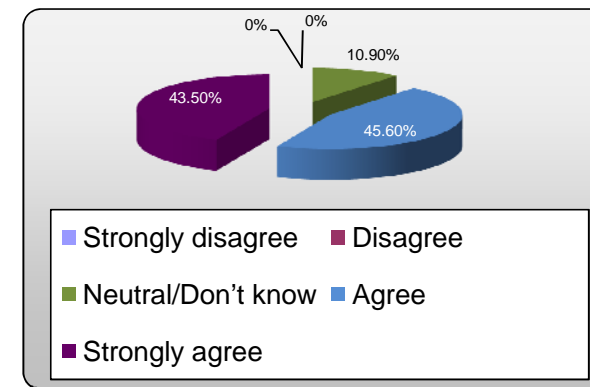
27. More investment in the Rent Supplement Program

	Responses	
Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	3	7.50%
Agree	7	17.50%
Strongly agree	30	75%
Totals	40	100%



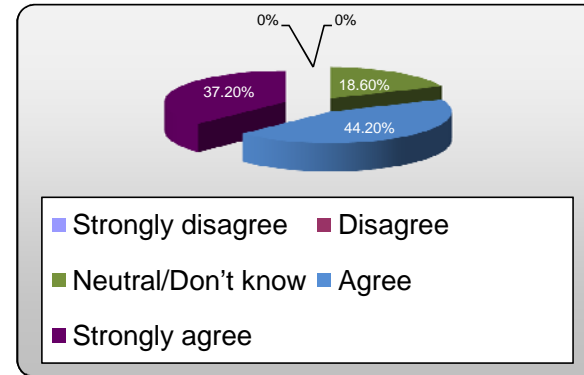
28. Pressing the Federal Government for an extension to PHRP

	Responses	
Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	5	10.87%
Agree	21	45.65%
Strongly agree	20	43.48%
Totals	46	100%



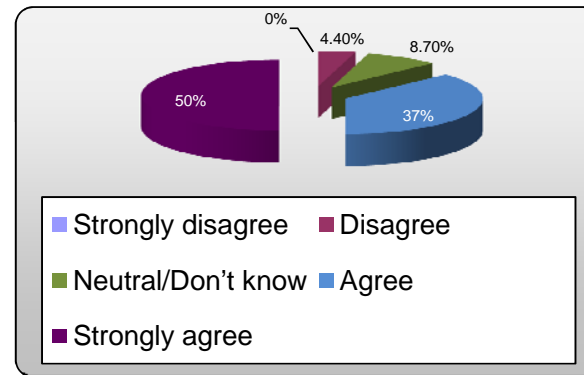
29. Partnering with Aboriginal Groups to provide housing direction/expertise

	Responses	
Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	8	18.60%
Agree	19	44.19%
Strongly agree	16	37.21%
Totals	43	100%



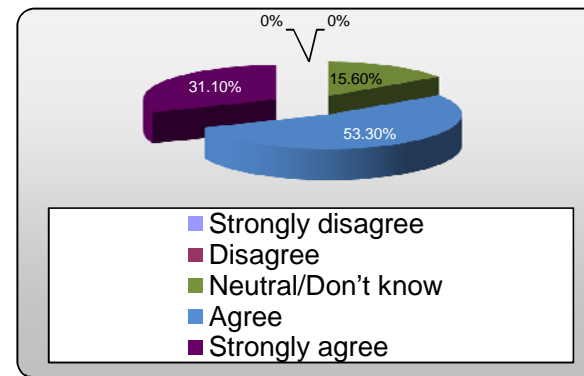
30. More accessible housing

	Responses	
Strongly disagree	0	0%
Disagree	2	4.35%
Neutral/Don't know	4	8.70%
Agree	17	36.96%
Strongly agree	23	50%
Totals	46	100%



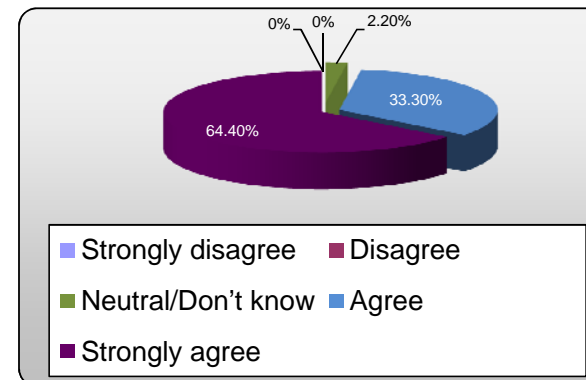
31. Greater focus on energy efficiency

	Responses	
Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	7	15.56%
Agree	24	53.33%
Strongly agree	14	31.11%
Totals	45	100%



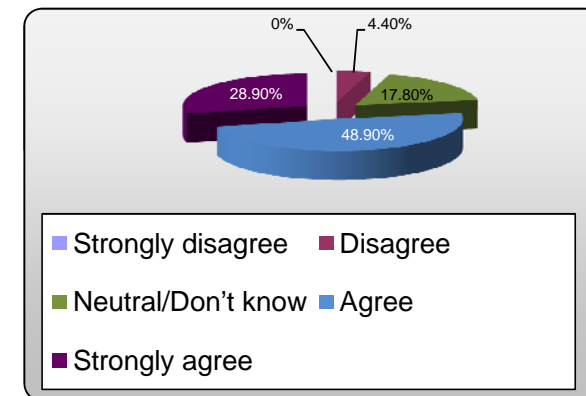
32. Pressing the Federal Government to extend the AHI Program

	Responses	
Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	1	2.22%
Agree	15	33.33%
Strongly agree	29	64.44%
Totals	45	100%



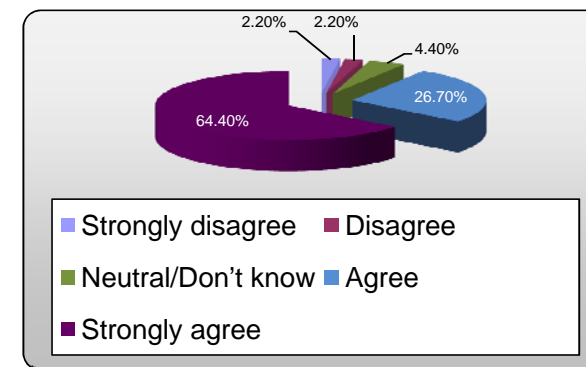
33. More Private Sector involvement

	Responses	
Strongly disagree	0	0%
Disagree	2	4.44%
Neutral/Don't know	8	17.78%
Agree	22	48.89%
Strongly agree	13	28.89%
Totals	45	100%



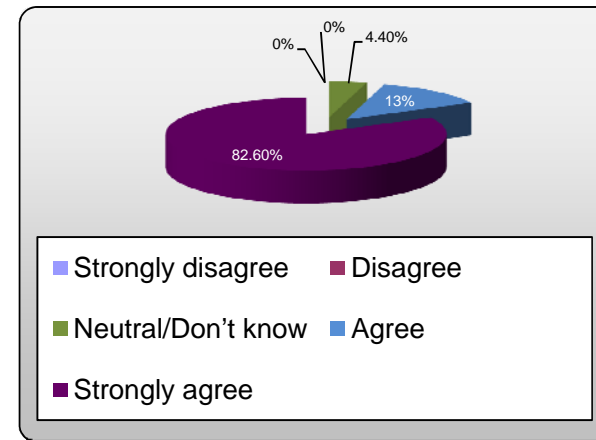
34. More investment in provincial homelessness funding

	Responses	
Strongly disagree	1	2.22%
Disagree	1	2.22%
Neutral/Don't know	2	4.44%
Agree	12	26.67%
Strongly agree	29	64.44%
Totals	45	100%



35. Pressing the Federal Government for long term commitment to Social Housing

	Responses	
Strongly disagree	0	0%
Disagree	0	0%
Neutral/Don't know	2	4.35%
Agree	6	13.04%
Strongly agree	38	82.61%
Totals	46	100%



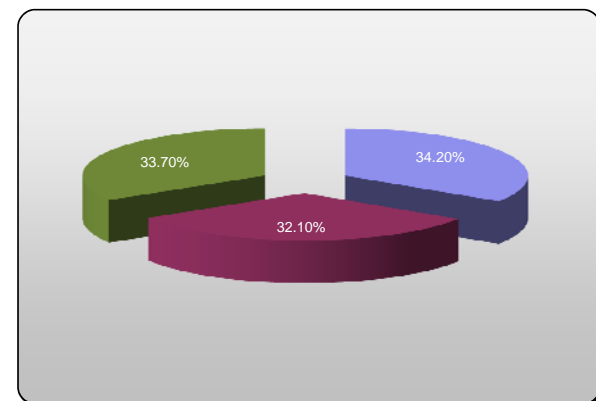
Action/Initiative Clusters

(Rank all three in order of importance)

(Questions 36 to 38 - Wearing Organizational Hat)

36. Cluster 1: Please rank all three in order of

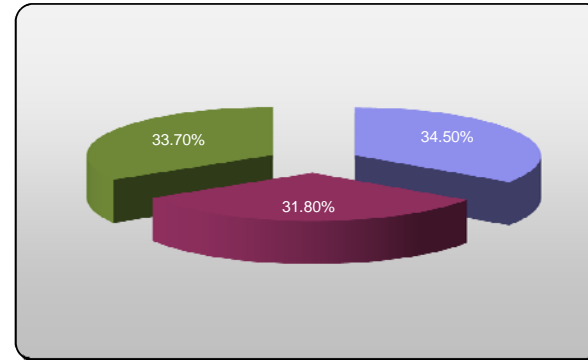
	Responses
More investment in social housing unit renovations	34.16%
More investment in the Rent Supplement Program	32.10%
More investment in maintenance funding for social	33.73%
Totals	100%



37. Cluster 2: Please rank all three in order of importance

Responses

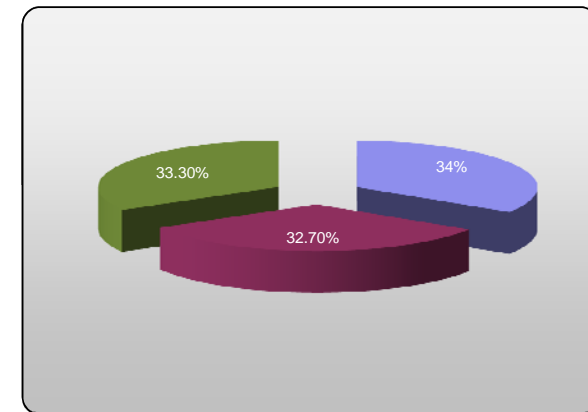
Greater co-ordination of supportive housing services	34.48%
Support for persons with complex needs	31.85%
More investment in provincial homelessness funding	33.67%
Totals	100%



38. Cluster 3: Please rank all three in order of importance

Responses

Pressing the Federal Government for an extension to PHRP	34.03%
Pressing the Federal Government for an extension to AHI	32.67%
Pressing the Federal Government for long term commitment to Social Housing	33.30%
Totals	100%



Action/Initiative Clusters

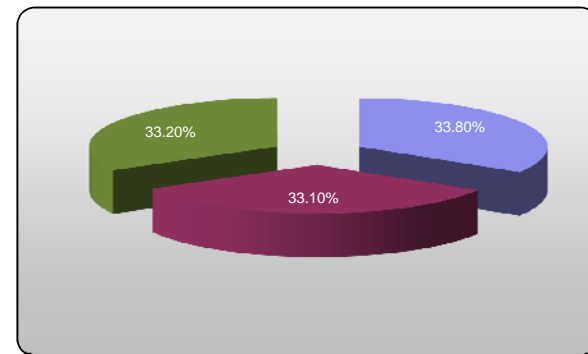
(Rank all three in order of importance)

(Questions 39 to 41 - Not Wearing Organizational Hat)

39. Cluster 1: Please rank all three in order of importance

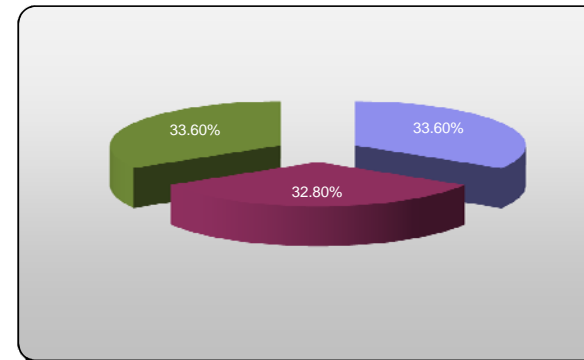
Responses

More investment in social housing unit renovations	33.78%
More investment in the Rent Supplement Program	33.07%
housing	33.15%
Totals	100%



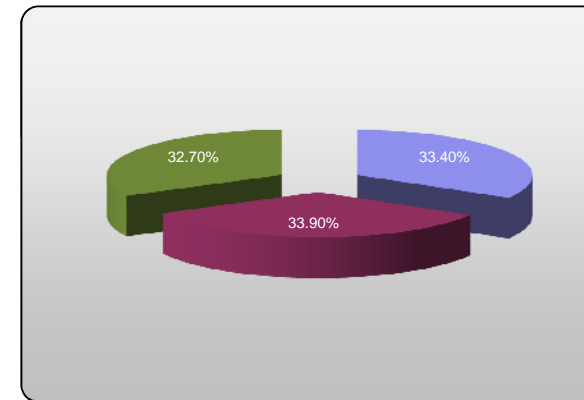
40. Cluster 2: Please rank all three in order of importance

	Responses
Greater co-ordination of supportive housing services	33.64%
Support for persons with complex needs	32.81%
More investment in provincial homelessness funding	33.55%
Totals	100%



41. Cluster 3: Please rank all three in order of importance

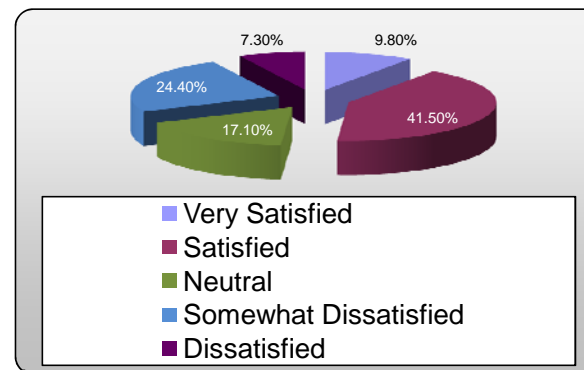
	Responses
Pressing the Federal Government for an extension to PHRP	33.39%
Pressing the Federal Government for an extension to AHI	33.93%
Pressing the Federal Government for long term commitment to Social Housing	32.67%
Totals	100%



Evaluation

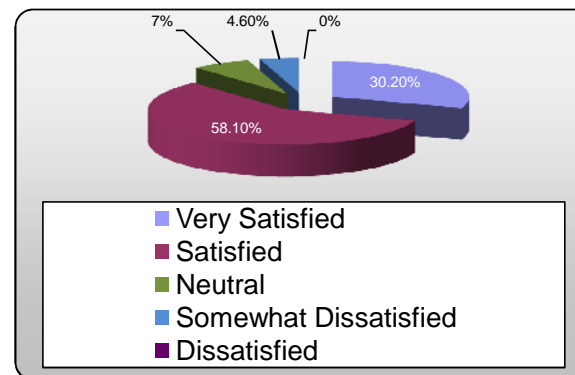
42. Venue

	Responses
Very Satisfied	4 9.76%
Satisfied	17 41.46%
Neutral	7 17.07%
Somewhat Dissatisfied	10 24.39%
Dissatisfied	3 7.32%
Totals	41 100%



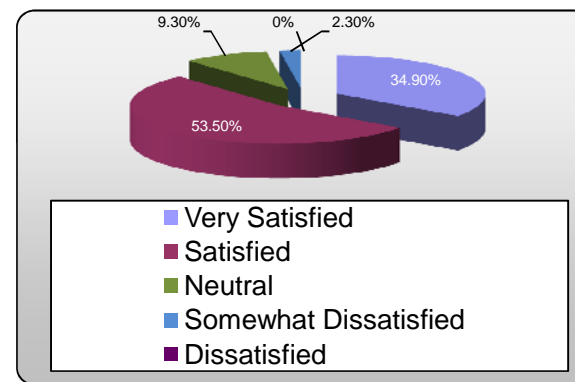
43. Agenda

Responses		
Very Satisfied	13	30.23%
Satisfied	25	58.14%
Neutral	3	6.98%
Somewhat Dissatisfied	2	4.65%
Dissatisfied	0	0%
Totals	43	100%



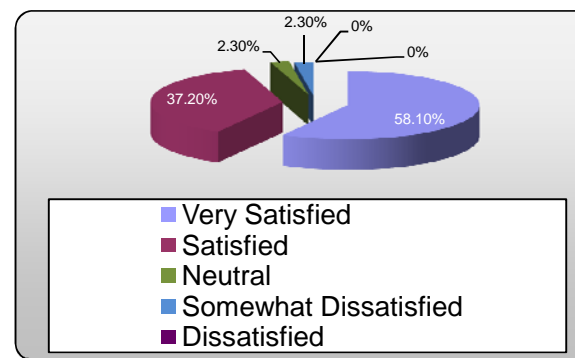
44. Pace/flow

Responses		
Very Satisfied	15	34.88%
Satisfied	23	53.49%
Neutral	4	9.30%
Somewhat Dissatisfied	1	2.33%
Dissatisfied	0	0%
Totals	43	100%



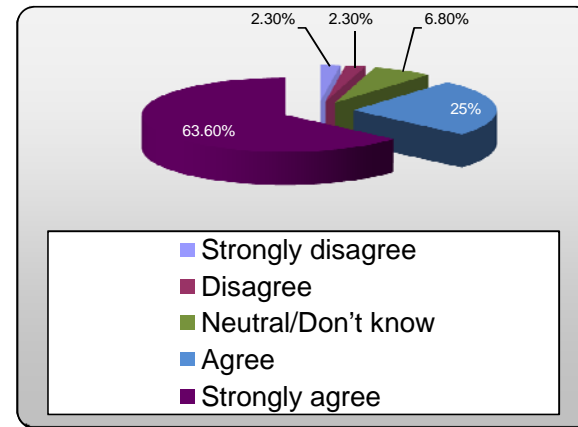
45. Facilitator

Responses		
Very Satisfied	25	58.14%
Satisfied	16	37.21%
Neutral	1	2.33%
Somewhat Dissatisfied	1	2.33%
Dissatisfied	0	0%
Extremely Horrible	0	0%
Totals	43	100%



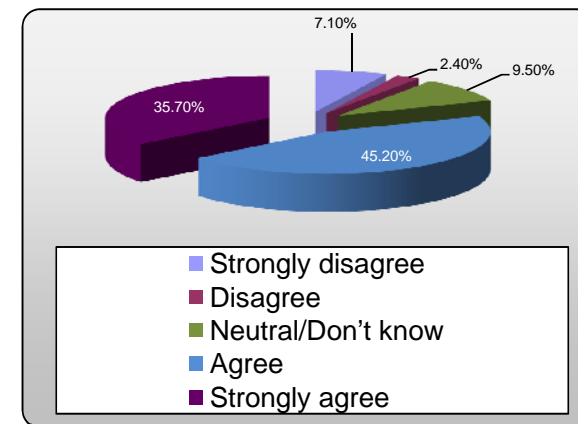
46. I found TurningPoint voting technology to be useful for this type of session

	Responses	
Strongly disagree	1	2.27%
Disagree	1	2.27%
Neutral/Don't know	3	6.82%
Agree	11	25%
Strongly agree	28	63.64%
Totals	44	100%



47. I am satisfied with this session

	Responses	
Strongly disagree	3	7.14%
Disagree	1	2.38%
Neutral/Don't know	4	9.52%
Agree	19	45.24%
Strongly agree	15	35.71%
Totals	42	100%







Appendix C





Supplementary Polling

November 17, 2010




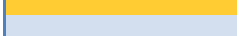
More shared living arrangements for individuals with complex needs

Response	Chart	Percentage	Count
Very Weak		7%	2
...		13%	4
...		40%	12
Very Strong		40%	12
		Total Responses	30





Develop portable housing allowances

Response	Chart	Percentage	Count
Very Weak		0%	0
...		0%	0
...		20%	6
Very Strong		80%	24
		Total Responses	30

Increase the number of rent supplements

Response	Chart	Percentage	Count
Very Weak		0%	0
...		3%	1
...		30%	9
Very Strong		67%	20
		Total Responses	30

Support energy efficiency financing for landlords

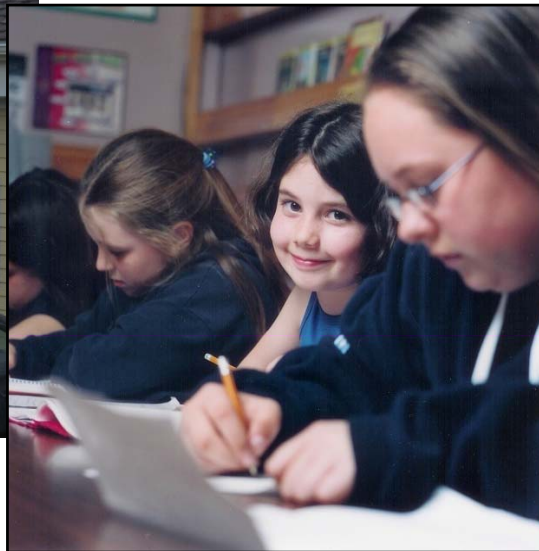
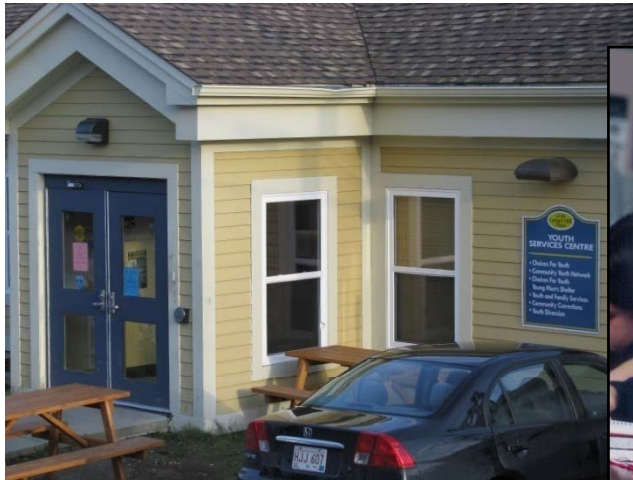
Response	Chart	Percentage	Count
Very Weak		10%	3
...		23%	7
...		43%	13
Very Strong		23%	7
		Total Responses	30

Appendix D
Provincial Social Housing Plan Update
Stakeholder Input Session
November 4, 2010

Provincial Social Housing Plan Update

Stakeholder Input Session

November 4, 2010




**Newfoundland
Labrador**
Housing

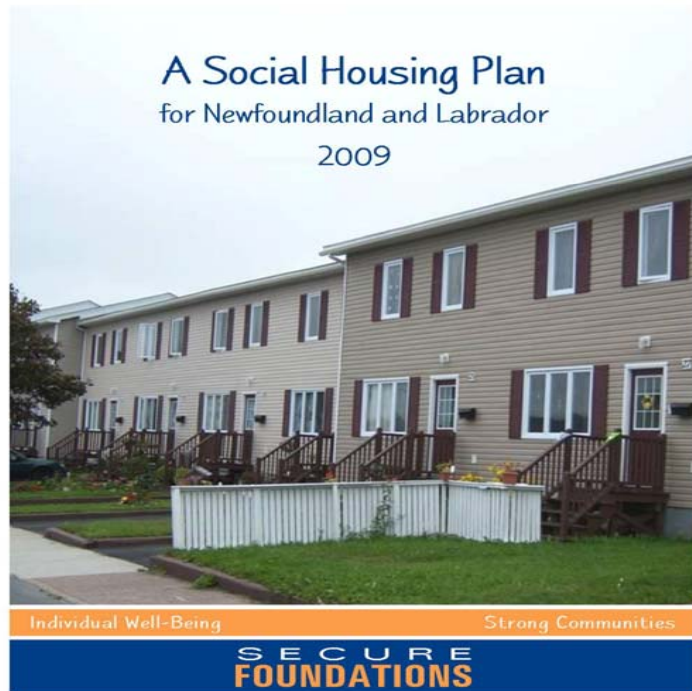
Background on Input and Process Since 2006

- Input sessions with stakeholders held across 5 regions throughout Province in 2006, with Consultant Bruce Peckford and Cabinet Officer Dana Spurrell. This was followed up in 2007 by Elizabeth Bourgeois, Team Leader, NLH Policy and Research.
- More than 118 participants including representatives of:
 - Tenant associations and community centres
 - Community-based organizations/housing providers
 - Government departments, Municipalities
 - Housing developers, Private-sector landlords
 - NL Housing

Process

- In 2007, Cabinet approval to develop overall Provincial Social Housing Plan goals and objectives (Project Team of 3 NL Housing Staff).
- *Secure Foundations* released August 2009.
- Early Social Housing Initiatives (2007 and 2008) were submitted and approved by Cabinet before the launch of the Social Housing Plan.
- Annual Input Session in 2009 (118 stakeholders invited).
- In 2010, input sessions held with Housing Tenant Associations; 64 Community Based Housing Partner Groups; Roundtable with NL Homelessness & Housing Network, and Stakeholders Input Session on November 4, 2010.

Summary



The following are the top ranked issues raised by stakeholders and advocates throughout the development of the Social Housing Plan, as well as the specific responses to these issues.

1. Greater Co-ordination of Supportive Housing Services

ACTION: Supportive Living Community Partnership Program (SLCPP) Committee formed (includes NL Housing, HRLE, HCS & Justice).

2. Support for Persons with Complex Service Needs

ACTION: For the first time ever, Provincial Government provides \$1M annually to NL Housing to administer Provincial Homelessness Fund. Capital funding for large and small non-profit groups that provide wrap-around and outreach services for potential homeless clients.

3. More Investment in Social Housing Infrastructure

ACTION: Provincial funding for social housing unit renovations was tripled in Budget 2008 to \$12M from \$4.2M (which it had been since 1985). Increase included \$2M for interior work for first time.

ACTION: Provincial/Federal Governments cost-shared an additional \$43M under Stimulus Program to further renovate existing NL Housing portfolio across province from 2009 to 2011.

ACTION: Provincial Budget 2010 provided \$1.2M increase to Heat Subsidy for low income NL Housing families (first increase since 1985).

ACTION: Provincial Budget 2010 helped maintain existing housing structures by increasing maintenance funding by \$1.4M (first increase in 25 years).

4. Press Federal Government for an Extension to the Provincial Home Repair Program (PHRP)

ACTION: \$8M agreement reached in 2009 (new one being negotiated for 2011).

ACTION: Provincial Government actually doubled their share from \$4M to \$8M for 6 years.

ACTION: 2,000 families will have their homes upgraded annually (mostly seniors living in older homes).

5. Press the Federal Government to Extend Affordable Housing Program (AHI)

ACTION: By 2011, approx. 890 new units built (for seniors, families, and persons with disabilities or complex service needs).

6. Partner, provide expertise to Aboriginal groups

ACTION: In 2008/09 worked with 4 major off-reserve groups to co-ordinate the allocation of \$8.2M in trust funds for an Aboriginal Home Repair Program - Federation of Newfoundland Indians, Labrador Métis Nation (NunatuKavut), Miawpukek First Nation, Nunatsiavut Government and Torngat Housing.

ACTION: In 2010, Provincial Government announced \$1.2M to build 4 new housing units in Nain, Labrador.

7. Need for More Accessible Housing

ACTION: One in every 10 houses built under the Affordable Housing Program must be accessible.

ACTION: Housing upgrades portfolio to help address accessibility needs when they occur.

ACTION: PHRP - Disabled funding increased from \$1M in 2007 to \$2M in 2010, in response to requests for disability-related home modifications recommended by Occupational Therapists. This grant increased 50% from \$5,000 last 25 years to \$7,500 in 2007-08.

ACTION: In recognition of the financial challenges faced by persons who have a disability, the maximum level to be eligible for PHRP funding for accessibility modifications was revised in 2009 to personal income of \$46,500 (as opposed to household income).

8. Greater Focus on Energy Efficiency

ACTION: \$6.9M allocated for NL Housing to deliver the Department of Natural Resources' 2-year pilot Residential Energy Efficiency Program (REEP).

9. More Private Sector Involvement

ACTION: In 2009, Province increased Rent Supplement Program funding from \$4M (*since 1985*) to \$6M [helps address demand for 1 & 2 bedroom rentals — 75 allocated for clients referred by Stella Burry Community Services and CMHA].

Other Initiatives Contributing to Social Housing Plan Objectives

Doubling of funding for 8 NL Housing Community Centres from \$75,000 to \$150,000.

Change in Rent Geared to Income (RGI) for working tenants; use of net income rather than gross income to calculate rent.

Change in RGI process for social housing tenants; rental rate now based on a flat 25% of income rather than 30% of income.

Education Incentive for adult tenant and tenant children. Originally \$25 per month for grades 9-12; now \$50 per month for grades 7-12. Result: In 2007/08 - 52% of tenant's children in school; by 2009/10 - 68%. In 2010, 52% graduated from high school.

Technical Facilitator provides assistance to non-profit groups in preparing AHI project proposals.

Partnered with City of St. John's and invested \$2M in 12-unit senior's complex.