



# Guide to Applying for Community Housing

Please read this Guide carefully *before* you fill out the Application.

## COMMUNITY HOUSING ACCESS CENTRE

235 King Street East, 6<sup>th</sup> Floor, Kitchener, ON N2G 4N5  
Phone: 519-575-4833 Fax: 519-893-8648 TTY: 519-575-4605  
E-mail: [chac@region.waterloo.on.ca](mailto:chac@region.waterloo.on.ca)  
Website: [www.region.waterloo.on.ca/chac](http://www.region.waterloo.on.ca/chac)



Region of Waterloo

*Last Updated: February 2009*

# Table of Contents

|  |           |
|--|-----------|
| <b>How You Apply for Community Housing in Waterloo Region</b> .....        | <b>1</b>  |
| Introduction .....   | 1         |
| What is Community Housing? .....   | 1         |
| What is ‘the waiting list’? .....  | 2         |
| What is the Community Housing Access Centre (CHAC)? .....                  | 2         |
| Access Sites .....   | 3         |
| Do I qualify for “rent-geared-to-income” Community Housing?.....           | 4         |
| The ability to live independently .....                                    | 4         |
| What is proof of my status in Canada? .....                                | 5         |
| What is proof of my birth date?.....                                       | 5         |
| How do I apply for a wheelchair accessible unit?.....                      | 5         |
| If I don’t have an income .....  | 5         |
| What happens when CHAC or an Access Site receives my application?.....     | 6         |
| How do I keep my application current? (30-day rule).....                   | 6         |
| <b>Answers to some Frequently Asked Questions</b> .....                    | <b>7</b>  |
| How long will I have to wait for Community Housing?.....                   | 7         |
| Can I choose where I want to live?.....                                    | 7         |
| How many bedrooms do I qualify for? .....                                  | 7         |
| How are Community Housing vacancies filled? .....                          | 8         |
| How will I be contacted for an offer? .....                                | 9         |
| How many offers can I refuse?.....   | 9         |
| <b>Important Information for Applicants and Current Tenants</b> .....      | <b>10</b> |
| My right to appeal a decision by an Access Site or a Housing Provider..... | 10        |
| Rules for overhoused tenants.....  | 10        |
| Can I transfer to another unit?.....                                       | 10        |
| My right to privacy.....   | 11        |
| <b>Other Co-operative and Non-Profit Housing in Waterloo Region</b> .....  | <b>12</b> |
| <b>Agencies That Offer Supported Housing Programs</b> .....                | <b>14</b> |
| <b>Emergency Accommodation in Waterloo Region</b> .....                    | <b>15</b> |
| <b>Transitional/Time-Limited Housing in Waterloo Region</b> .....          | <b>16</b> |



---

# How You Apply for Community Housing in Waterloo Region

Please read this Guide carefully **BEFORE** you fill out your application.

## Introduction

This Guide explains the process of applying for Community Housing in Waterloo Region.

## What is Community Housing?

**Community Housing** is affordable rental housing for people who have low to moderate income.

Community Housing includes apartment buildings, townhouses, semi-detached, and single family homes. Units vary in size from bachelor apartments to five-bedroom homes. Most buildings have a mix of **rent-geared-to-income** and **market rent units**. Tenants who live there have different levels of income. Some buildings are for seniors only, and others may be for families, singles or all **household** types. Some units are accessible for people with disabilities. And, some of our Community Housing offers assistance to people who need support to live on their own.

There are six different types of Community Housing:

### Community Housing

Was known in the past as social housing, subsidized housing, public housing or Ontario housing.

### Rent-Geared-to-Income

Your rent is subsidized and based on approximately 30% of your income.

### Market Rent

You pay full rent. Your rent is not subsidized.

### Household

The people who live together in a single home are a household.

## Waterloo Region Housing

Waterloo Region Housing looks after 2,723 Community Housing units that are owned by the Region of Waterloo. Starting April 1, 2010, a new Smoke-Free Policy will be in effect for these units. This means new tenants will not be allowed to smoke inside the building and must be at least five metres away from any windows, entrances or exits to the building or unit when smoking outside.

## Non-profit Housing

Different groups own and look after non-profit housing. These can be service clubs, faith groups, ethnic organizations, community agencies, or municipal governments. Funding comes from various government programs, community groups, or charitable organizations.

## Co-operative Housing (co-op)

As a tenant in co-operative housing, you become a 'member' of the co-op. You help to run and take care of the co-op housing complex. As a member, you are also expected to be on a committee, or the Board of Directors. You must complete an application for each co-op you are interested in. You may also have to attend an information meeting at each co-op you apply for.

## Rent Supplement

In rent supplement units, the Region gives the landlord the difference between the rent-geared-to-income amount the tenant pays, and the market rent for the unit. For example, say as a rent-geared-to-income tenant, you can afford to pay \$500 a month (based on 30% of your gross monthly household income). But, the landlord charges \$750 a month. So, the landlord receives the \$250 difference from the Region of Waterloo.

## Below Average Market Rent

Some private landlords have apartments that they rent at a rate *below* the Average Market Rent for Waterloo Region. To qualify for a Below Average Market Rent unit, your income must be below a certain amount. For example, say the maximum income limit for a two-bedroom Below

---

Average Market Rent unit is \$29,000. This means that the total of your household's gross annual income cannot be more than \$29,000 **at the time that you move into the unit.**

Your household income will NOT be checked again while you live in the unit. This type of rent is NOT geared-to-income. That means that your rent will not go up if your income goes up, or down if your income goes down. But, Below Average Market Rent **can** have annual increases, according to the rent control guidelines. You may also have to pay other charges, like utilities and parking.

### **Housing Allowance**

In the Housing Allowance Program, landlords receive a fixed partial rent payment from the Region of Waterloo, up to \$300. The tenant pays the balance of the rent. Just like the Below Average Market Rent units, to qualify for the Housing Allowance Program, your income must be below a certain amount. But, in the Housing Allowance Program, we **will** test your household income once a year. This is to make sure that you still qualify. If your income goes up, and is higher than the amount allowed, you will have to pay the full market rent for the unit. Or you must give the landlord 60 days notice and move out. The Housing Allowance Program will end on March 31, 2013.

The type of Community Housing your household qualifies for, and the rent you will pay depends on several things:

- ✓ your household's total **gross monthly income**
- ✓ how many people live in your household
- ✓ the building selections you make

#### **Gross Monthly Income**

The total amount of money you make before taxes and other deductions.

### **What is 'the waiting list'?**

There are many people in Waterloo Region who need affordable rental housing. And, there are more applications for Community Housing than there are units available. Therefore, there is a waiting list.

We have **one** waiting list for Community Housing. More than 50 Community Housing providers (landlords) go to the waiting list for applicants when they fill a vacant unit. You need to complete only **one** Application to get on the list. Then the providers who use the list can consider you for any of the six different types of Community Housing.

Some other housing providers in Waterloo Region do not use the waiting list. See page 12 of this Guide for a list of these other providers. You have to contact them on your own if you want to apply for their units.

### **What is the Community Housing Access Centre (CHAC)?**

The Community Housing Access Centre (CHAC) looks after the waiting list for Community Housing in Waterloo Region.

The main CHAC office is at 235 King Street East, 6<sup>th</sup> Floor, Kitchener. It is open from 8:30 a.m. to 4:30 p.m., Monday to Friday.

Staff at CHAC can:

- ▶ help you with your Application,
- ▶ give you forms that you need, and
- ▶ answer your questions about the application process.

---

## Access Sites

CHAC partners with several housing providers and agencies in Waterloo Region. You can apply for Community Housing at any of these sites.

You can drop off, mail, or fax your completed Application and supporting documentation to any of the Access Sites listed below.

## ACCESS SITES

### KITCHENER

#### **Community Housing Access Centre (main CHAC office)**

Region of Waterloo  
235 King Street East, 6<sup>th</sup> Floor  
Kitchener, ON N2G 4N5  
P: 519-575-4833  
F: 519-893-8648  
TTY: 519-575-4605  
Office Hours: Mon-Fri, 8:30 a.m.  
to 4:30 p.m.

#### **Eby Village / House of Friendship**

50 Eby St. S.  
Kitchener, ON N2G 3L1  
P: 519-578-5203  
F: 519-570-2475  
Call for office hours.

#### **Waterloo Regional Homes for Mental Health Inc.**

618 King St. W.  
Kitchener, ON N2G 1C8  
P: 519-742-3191  
F: 519-742-5232  
Call for office hours.

### WATERLOO

#### **Shamrock Co-operative Homes Inc.**

446 Kingscourt Dr.  
Waterloo, ON N2K 3R9  
P: 519-746-7921  
F: 519-746-2789  
Call for office hours.

#### **YWCA Lincoln Road Apartments**

155 Lincoln Rd.  
Waterloo, ON N2J 4S7  
P: 519-747-2200  
F: 519-747-4475  
Call for office hours.

### CAMBRIDGE

#### **Community Housing Access Centre (CHAC)**

Region of Waterloo  
150 Main St.  
Cambridge, ON N1R 8H6  
P: 519-575-4833  
F: 519-740-5957  
TTY: 519-575-4605  
Office Hours: Tue, Wed, Thu  
only, 8:30 a.m. to 4:30 p.m.

#### **Cambridge Kiwanis Village Non-Profit Housing**

1195 King St. E.  
Cambridge, ON N3H 5N5  
P: 519-650-4403  
F: 519-650-9848  
Call for office hours.

**All Access Sites are wheelchair accessible.**

---

## Do I qualify for “rent-geared-to-income” Community Housing?

To qualify, you **must** have:

- At least one household member who is 16 years of age, or older, and able to live on their own. Being able to live on their own means that they can do normal activities like cook a meal, dress and bath themselves. They can also take medication, shop for basic needs, and use public or private transportation without help.
- Canadian citizenship, **or** have made a claim for permanent resident or refugee claimant status, under the *Immigration and Refugee Protection Act (Canada)*. This applies to ALL members of your household.
- No removal order under the *Immigration and Refugee Protection Act (Canada)* against any household member.
- No money owed for rent or damages to any federally, provincially, or municipally funded housing provider. If any member of your household **does** owe money for this, you must have an approved repayment agreement in place with the housing provider.
- No convictions on any members of your household for 1) offences involved with rent-geared-to-income assistance, **or** 2) misrepresenting their income to get rent-geared-to-income assistance. These would be convictions proved by the *Landlord and Tenant Board* or a court of law.
- No home suitable for year-round living, which you own. If you do own one, you must agree to sell it within six months of moving into Community Housing.

### The ability to live independently

When you sign the Declaration and Consent on page 10 of the Application, you are saying that:

- a) you are 18 years of age or older, and
- b) you can live on your own, with or without supports.

We consider a person with special needs as being able to live on their own, if they can do so with the help of support services.

Say you currently receive support services. You must provide proof from your current support service provider that:

- a) you are able to live on your own with the help of the supportive services that they provide, and
- b) that these services will continue once you are housed.

If you need support to live on your own, but do not currently have any, you must arrange for those supports. Look at page 14 of this Guide. You will find a list of agencies that provide Supportive Community Housing programs. Through one of these programs, the landlord will provide support services. Or, an agency which has a signed service agreement with the landlord will.

---

## What is proof of my status in Canada?

You must provide proof of legal status in Canada, for yourself, and everyone in your household.

- As a Canadian Citizen, you must provide: a Canadian Birth Certificate, Native Status Card, or Citizenship document.
- As a Permanent Resident, you must provide: a Permanent Resident Card or Record of Landing.
- As a Permanent Resident applicant, you must provide: proof that you have applied to Immigration for permanent residency status
- As a Refugee, you must provide: an Immigration document proving you have been granted refugee status.
- As a Refugee Claimant, you must provide: an Immigration document proving that you have requested status, and that a hearing will be granted.

## What is proof of my birth date?

Your birth date is probably on your residency status information. If not, you must provide other documentation which does show your birth date.

## How do I apply for a wheelchair accessible unit?

To apply for a wheelchair accessible unit, you must:

- ▶ use the standard Community Housing Application,
- ▶ include as much information as possible in Section 6 of the Application, and
- ▶ fill out a medical form, showing your need for an accessible unit.

You must do this if you are able to pay full market rent, **or** if you need rent-geared-to-income.

## If I don't have an income

If you don't have an income, you must try to get income from one or more of the following sources **before we can offer you housing**:

- Ontario Works (OW)
- Ontario Disability Support Program (ODSP)
- Support payments, child support
- Employment insurance
- Pension
- Support payments required under a sponsorship agreement
- Other

---

## What happens when CHAC or an Access Site receives my application?

- ▶ We check your application to make sure that you have included all the information and documents we need. If you have not, we will tell you what is missing. You will then have to get this missing information to us to make your application complete.
- ▶ Once we confirm that you qualify for Community Housing, we put your name on the waiting list in the order of application date. We also send you a letter about the status of your application.
- ▶ If you do not qualify, you will get a letter that explains why we cannot put your name on the waiting list.

## How do I keep my application current? (30-day rule)

You **must** keep your application current to continue to qualify for Community Housing.

1. You must inform one of our Access Sites within 30 days if you have changed your:
  - ✓ Address
  - ✓ Phone number
  - ✓ Immigration or refugee status
  - ✓ Income
  - ✓ Number of members in your family
2. Contact us right away if you want to make changes to the building selections you made in your application.
3. You must give us yearly updates to confirm that you are still interested in being on the waiting list and that you still qualify. We send you an update letter that you must fill out and return to us. If we do not hear from you, and we cannot contact you, **your application may be cancelled.**

---

## Answers to some Frequently Asked Questions

### How long will I have to wait for Community Housing?

The demand for Community Housing in Waterloo Region is high. The length of time you will spend on the waiting list will depend on:

- ◆ **Your number of building selections:** If you choose only a few buildings, you may have to wait longer than someone who has chosen many different buildings. So, choose as many buildings as possible in your application. Look at 'Can I choose where I want to live?' below.
- ◆ **Building popularity, turnover rates and location:** Some buildings are more popular than others. Some have higher turnover rates (that means more frequent vacancies) than others. The location of the buildings you have chosen can also make a difference.
- ◆ **Your status:** Applicants who have Special Priority\* status (this means they are victims of domestic violence) will be housed sooner than those without this status.

Unfortunately, there is no way for us to know exactly how long you will be on the waiting list. It can take several years before you are offered housing.



\* To learn more about the Region's Priority and Status classifications, see page 8 of this Guide.

### Can I choose where I want to live?

Yes, you can. In the Application, we ask you to select buildings. We ask that you choose as many buildings as possible. Selecting many buildings may increase your chances of being housed faster. But, you should **only select buildings that meet your needs** (e.g. location, transportation, work, family, etc.). You will only receive three offers of housing. (Look at 'How many offers can I refuse' on page 9). Housing providers only offer you housing in buildings that you have chosen on the Building Selection Form. So, if you change your mind about a building selection, please contact CHAC or an Access Site right away to change it. **If you select new buildings after your application is completed, the new buildings will be given the date they were selected by you.**

### How many bedrooms do I qualify for?

The number of bedrooms you qualify for depends on the number of people in your household.

The largest unit a household will qualify for is:

- One bedroom for a couple, or same-sex partners, plus a bedroom for each additional household member (e.g. the largest unit for a one parent with one child household would be a two-bedroom unit).

The smallest unit a household will qualify for is:

- One bedroom for every two people in the household (e.g. the smallest unit for a household with two parents and three children would be a three-bedroom unit).

---

## How are Community Housing vacancies filled?

When you qualify for Community Housing, we add your name to the waiting list in order of the date of your application. Some applicants will be ranked higher on the waiting list because of their priority or status classification. For example, applicants who have Special Priority status (victims of domestic violence) will be ranked highest on the list.

According to the law in the *Social Housing Reform Act, (2000)* and to local policies, housing providers must fill vacancies in the following order:

1. Special Priority applicants
2. Terminally Ill Priority applicants
3. Sunnyside Priority applicants (*for vacancies at 233 and 239 Franklin St., Kitchener only*)
4. Urgent Status applicants
5. Applicants with no Priority or Urgent Status, by date of application

## How do I qualify for Priority or Status on the Waiting List?

### Special Priority

Special Priority is for people who are victims of domestic violence. You may qualify for Special Priority if you (or someone in your household):

- ◆ are being abused, or are at risk of being abused, by someone you currently live with, **OR**
- ◆ you were being abused, or were at risk of being abused by someone you have separated from within the last three months.
  - ➔ To apply, complete the 'Request for Special Priority Status' and 'Verification Declaration for Special Priority Status' forms, and attach them to your Application.

### Terminally Ill Priority

You qualify for the Terminally Ill Priority, if you, or someone in your household:

- ◆ have a medically diagnosed terminal illness, with a life expectancy of two years or less; and,
- ◆ your household qualifies for rent-geared-to-income assistance. Households with a market rent level income will **not** be considered for this priority.
  - ➔ To apply, complete 'Request for Terminally Ill Priority' and 'Medical' forms and attach them to your Application.

### Sunnyside Priority (for 60 years of age and older)

The Sunnyside Priority is for applicants 60 years of age and older who have a direct family member living at Sunnyside Home. It is only for 233 and 239 Franklin St., Kitchener.

To qualify, you must:

- ◆ apply through the Community Housing Access Centre,
- ◆ qualify for rent-geared-to-income assistance, and

- 
- ◆ show that a 'direct family member' is a resident of Sunnyside Home. That means that your spouse, partner, parent, brother, sister or child lives there. And, that you have an active role in the life of this person.
    - To apply, attach proof that a direct family member resides at Sunnyside Home.

### Urgent Status

You qualify for Urgent Status if:

- ◆ It would take 50% or more of your total gross monthly income for a unit size you need, at the current average market rent

### **AND**

If one or more of these apply. You:

- ◆ are living on the street (no shelter), **OR** are using the emergency shelter system as your primary residence;
- ◆ have a home that has recently been destroyed by fire or natural disaster;
- ◆ are waiting to get out of hospital, or another treatment facility. You cannot return to your previous residence, and **will not be released** until you find suitable housing ;
- ◆ are a family, where the **only** reason a child protection agency will not return your children is because you do not have suitable housing;
- ◆ live in a place where the physical condition is a serious and immediate threat to your safety. And, it cannot be repaired in a reasonable amount of time;
- ◆ or you must move, because you have been physically harmed or threatened with physical harm.
  - To apply, complete 'Request for Urgent Status' and 'Verification Declaration for Urgent Status' forms, and attach them to your Application.

### **How will I be contacted for an offer?**

The housing provider that is offering you a unit will phone you when your name is at the top of their waiting list. So make sure that you give us a phone number where we can call you **during the day**. If you do not have access to a telephone during the day, give us the number of a contact person who can pass a message on to you. You need to call the housing provider back right away, or they may offer the unit to the next person on the waiting list.

### **How many offers can I refuse?**

When you are offered housing, you can refuse **two** offers without losing your spot on the waiting list. But, if you turn down a **third** offer, your application will be cancelled. You will then have to apply again, which means that you will be assigned a new application date and returned to the waiting list.



\* If you have Urgent Status and refuse the first offer of housing, **you will lose your Urgent Status!** You will still have two more offers, without Urgent status, before your application will be cancelled.

---

## Important Information for Applicants and Current Tenants

### My right to appeal a decision by an Access Site or a Housing Provider

As a Community Housing applicant, you can request an 'internal review' of some decisions. That means you can ask for a review of decisions:

- ◆ That your household does not qualify for rent-geared-to-income assistance;
- ◆ That your household does not qualify for special needs housing;
- ◆ About the type or size of housing you qualify for;
- ◆ About the category in which your household has been placed on the waiting list; or
- ◆ Any other decision subject to an internal review under regional housing policies.

You will receive a standard letter from CHAC or an Access Site with their decision. You may have the right to ask for a review. A Request for Review form will be included with the letter. If you want to formally request a review, you must complete the form and return it **within 10 business days** of receiving the letter. You can take the form in person, or send it by mail or fax.

### Rules for overhoused tenants

The number of bedrooms you qualify for depends on the number of people in your household. If the number of people living with you changes, you **must** report that change to your housing provider. **You must do so within 30 days of the change, or you may lose your rent subsidy.**

If a person in your household moves out, you may have to move to a smaller unit. If you want to stay in the same building, and this building has the unit size you qualify for, you can be placed on a waiting list for a transfer. If there is not a unit the right size in your building, you must work with CHAC and your housing provider to find another location. You will be placed on the Community Housing waiting list for locations where they have the size of unit that you qualify for.

### Can I transfer to another unit?

Yes, you may transfer to:

- a) Another unit that your current Housing Provider looks after. Talk to your Provider about their transfer rules.
- b) A unit that is looked after by another Provider. You need to apply again through an Access Site. Your name will be put on the waiting list for the new site you select, based on the date of this new application for housing.

### Can I cancel my application?

Yes, you can cancel your application at any time unless you are an overhoused tenant. Once your application is cancelled, if you want to go back on the waiting list, you will need to complete a new application and will get a new application date.

---

## My right to privacy

If you have any questions about the collection and use of personal information, please contact:

**Community Housing Access Centre**

235 King Street East, 6<sup>th</sup> Floor

Kitchener, ON N2G 4N5

P: 519-575-4833 F: 519-893-8648 TTY: 519-575-4605

E-mail: [chac@region.waterloo.on.ca](mailto:chac@region.waterloo.on.ca)

Website : [www.region.waterloo.on.ca/chac](http://www.region.waterloo.on.ca/chac)

The Region of Waterloo collects personal information in the Community Housing Application and supporting documents under the *Social Housing Reform Act, 2000*. The Region uses this information to determine a person's eligibility for housing, continuation of housing, and the appropriate rent-g geared-to-income charge. With consent, the Region may exchange personal information in this application with Access Sites and housing providers to arrange a placement or housing assistance. Personal information may also be exchanged between the Region and other institutions where required or allowed by law.

If you have access to the internet, go to the Region's web page at [www.region.waterloo.on.ca/chac](http://www.region.waterloo.on.ca/chac). Forms that you may need to fill out with your application can be printed from that web page.

We also have a Community Housing Online Catalogue where you can see pictures and get information about the different Community Housing buildings. Go to [www.region.waterloo.on.ca/communityhousing](http://www.region.waterloo.on.ca/communityhousing) to see the Catalogue.

## Other Co-operative and Non-Profit Housing in Waterloo Region

The Community Housing Providers listed below have rental apartments and townhouses that are **not** filled with applicants from our waiting list. You must contact each of these offices **on your own** to get application forms for their subsidized or market rent housing units.

The Providers noted with a \* also have some units that are part of our waiting list.

**Definitions:** AP - Apartments TH - Townhouses

| Name  | Address               | Bedroom Size(s) in Building/ Complex | Type    | Phone                 |
|---|-----------------------|--------------------------------------|---------|-----------------------|
| <b>WATERLOO</b>                                     |                       |                                      |         |                       |
| Alfred Haenchen Co-op                               | 667 Pinerow Cres.     | 2, 3, 4                              | AP & TH | 519-747-3496          |
| Beaver Creek Housing Co-op +                        | 590 Bearinger Rd.     | 1, 2, 3, 4                           | AP & TH | 519-886-1081          |
| Brighton Yards Co-op +                              | 64 Pepler St.         | 2, 3, 4                              | TH      | 519-886-9242          |
| Civitan Non-Profit                                  | 144 Erb St. E.        | Bachelor, 1                          | 60+ AP  | 519-886-2220          |
| Waterloo Mennonite Homes                            | 27 George St.         | 1, 2                                 | 60+ AP  | 519-743-5073          |
| Woodland Terrace N.P. +                             | 302 Erb St. W.        | 1, 2                                 | 60+ AP  | 519-886-1341          |
| <b>KITCHENER</b>                                    |                       |                                      |         |                       |
| Asgard Green Co-op +                                | 155 Cherry St.        | 2, 3, 4                              | TH      | 519-742-8273          |
| Aventine Housing Co-op +                            | 225 Country Hills Dr. | 2, 3, 4                              | TH      | 519-570-2125          |
| Bread & Roses Co-op +                               | 307 Queen St. S.      | 1, 2, 3, 4                           | AP      | 519-742-4886          |
| Cedar Court Non-Profit *                            | 59 Cedar St. N.       | 1                                    | AP      | 519-742-3200          |
| Century Estates Non-Profit *+                       | 160 Century Hill Dr.  | 1, 2, 3                              | AP & TH | 519-208-4442          |
| Country Hills Housing Co-op +                       | 715 Doon Village Rd.  | 2, 3, 4                              | TH      | 519-748-2743          |
| Emanuel Housing Co-op *+                            | 35 Howe Dr.           | 2, 3, 4                              | TH      | 519-743-8373          |
| Hislacan Homes Non-Profit +                         | 260 Overlea Dr.       | 2, 3                                 | TH      | 519-579-6401          |
| Hislacan Homes Non-Profit +                         | 85 Breckenridge Dr.   | 2, 3                                 | TH      | 519-894-2990          |
| K-W Urban Native Wigwam *<br>(for Aboriginals only) | 30 Duke St. W.        | 2, 3, 4                              | AP & TH | 519-743-5868          |
| La Capanna Homes N.P.                               | 199 Elmridge Dr.      | 1, 2, 3                              | AP & TH | 1-877-336-4283 x. 231 |
| Mount Carmel Homes N.P.                             | 15 Millwood Cres.     | 2, 3                                 | TH      | 519-742-3200          |
| Senioren Haus Concordia I *+                        | 483 Ottawa St. S.     | 1, 2                                 | 60+ AP  | 519-745-1200          |
| Shalom Community Co-op +                            | 200 Elmridge Dr.      | 2, 3                                 | TH      | 519-742-3201          |

| Name                                  | Address                       | Bedroom Size(s) in Building/ Complex | Type    | Phone                |
|---------------------------------------|-------------------------------|--------------------------------------|---------|----------------------|
| <b>KITCHENER (continued)</b>          |                               |                                      |         |                      |
| Shehrazad # 1 Non-Profit +            | 45 Howe Dr.                   | 2, 3                                 | TH      | 1-519-681-5774       |
| Simon Bolivar Co-op                   | 10 The Country Way.           | 3                                    | TH      | 519-745-0300         |
| Sprucewoods Housing Co-op +           | 5 Benesfort Dr.               | 2, 3, 4                              | AP & TH | 519-570-0667         |
| St. Josephs Non-Profit *              | 181 Courtland Ave. E.         | 1, 2                                 | 60+ AP  | 519-745-4860         |
| Thaler Manor Non-Profit * +           | 163 Thaler Ave.               | 1, 2                                 | 60+ AP  | 519-748-6027         |
| Valleyview Villas N.P.*               | 55 Valleyview Rd.             | 2, 3                                 | TH      | 519-742-3200         |
| <b>CAMBRIDGE</b>                      |                               |                                      |         |                      |
| New Hope Housing Co-op +              | 111 Woodside Ave.             | 2, 3                                 | TH      | 519-623-0281         |
| Fairview Mennonite Home * +           | 515 Langs Dr. & 601 Duke St.  | Bachelor, 1, 2                       | 60+ AP  | 519-653-5719         |
| Grandview Co-op Homes +               | 58 Stirling MacGregor Dr.     | 2, 3                                 | AP & TH | 519-622-4485         |
| Millflow Charitable Foundation +      | 20 Osborne St.                | 2, 3, 4                              | TH      | 519-740-1643         |
| Preston Heights Housing Cooperative + | 633 Parkview Cres.            | 2, 3                                 | AP & TH | 519-653-2172         |
| Slovak Villa Seniors *                | 284 Clyde Rd.                 | Bachelor, 1, 2                       | 60+ AP  | 1-877-336-4283 x.231 |
| St. Luke's Place * +                  | 1624 Franklin Blvd.           | Bachelor, 1, 2                       | 60+ AP  | 519-658-5183         |
| St. Peter's Place                     | 824 King St. E.               | 1, 2                                 | 60+ AP  | 519-653-2805         |
| <b>TOWNSHIPS</b>                      |                               |                                      |         |                      |
| Kirkwood Apartments +                 | 191 Stanley St., Ayr          | 1, 2                                 | 60+ AP  | 519-632-8036         |
| Nith Terrace Non-Profit +             | 156 Waterloo St., New Hamburg | 1, 2                                 | 60+ AP  | 519-662-2890         |
| Sprucelawn Non-Profit +               | 33 Front St., St. Jacobs      | 1, 2                                 | 60+ AP  | 519-664-1311         |
| St. James Manor Non-Profit+           | 8 Dunke St. N., Elmira        | 1, 2                                 | 60+ AP  | 519-669-5852         |
| Vesper Springs Manor                  | 134 Snyders Rd. E., Baden     | 1, 2                                 | 60+ AP  | 519-634-8218         |

**Please Note:**

- i) The information in this table is intended as a general aid. The information has been generated from the "Affordable Rental Housing Catalogue" published by the Waterloo Region Housing Coalition in February 2001. The Region of Waterloo has released this list, but accepts no responsibility for any inaccuracies, errors or omissions. Nor does the Region guarantee the availability of housing.
- ii) \* These sites also have some units participating in the waiting list.
- iii)+ These projects have some wheelchair accessible units. Please contact the providers for more information.

---

## Agencies That Offer Supported Housing Programs

Supported housing gives you some supports to help you to live on your own. The following list gives the supported housing programs available through the Region of Waterloo's Community Housing Program. If you want more information about the supports available through these programs, contact them directly.

**You must contact the agency directly to find out how to apply for their programs.** They will see if you qualify for their program. Then they will help you complete an application and identify their available housing sites.

### **CANADIAN MENTAL HEALTH ASSOCIATION (CMHA)**

67 King St E, Kitchener

519-744-2049

Supportive housing for those with mental health issues.

### **ELMIRA AND DISTRICT ASSOCIATION FOR COMMUNITY LIVING**

Supportive housing for individuals with developmental challenges.

519-669-3205

### **HOUSE OF FRIENDSHIP**

Supportive housing for individuals who are homeless or hard to house.

519-570-2400

### **INDEPENDENT LIVING CENTRE OF WATERLOO REGION (ILC)**

3400 King Street East, Kitchener

519-894-8350

Supportive housing in completely accessible units for those with physical disabilities needing assistance with daily living.

### **PARTICIPATION HOUSE WATERLOO-WELLINGTON**

151 Frederick St., Ste. 501, Kitchener

519-741-5845

Supportive housing for adults with a physical disability or brain injury.

### **WATERLOO REGIONAL HOMES FOR MENTAL HEALTH**

618 King Street West, Kitchener

519-742-3191

Supportive housing for those with mental health issues.

### **WILMOT FAMILY RESOURCE CENTRE**

175 Waterloo Street, New Hamburg

519-662-2731

Supportive housing for victims of domestic violence.

### **WOMEN'S CRISIS SERVICES OF WATERLOO REGION**

Supportive housing for victims of domestic violence.

Kitchener: 519-742-5894

Cambridge: 519-653-2422

### **WOOLWICH COMMUNITY SERVICES**

73 Arthur Street South, Elmira

519-669-5139

Supportive housing for victims of domestic violence.

### **YWCA OF KITCHENER-WATERLOO**

Supportive housing for women and women led families who are homeless or hard to house.

519-747-2200

---

## Emergency Accommodation in Waterloo Region

### WOMEN ABUSE

#### **Women's Crisis Services of Waterloo Region**

Emergency shelter for women fleeing abuse ages 16 years and older and their children (male children ages 18 years or younger)

#### **Anselma House**

Kitchener 519-742-5894

#### **Haven House**

Cambridge 519-653-2422

### FAMILIES

#### **YWCA OF Kitchener-Waterloo YWCA Mary's Place**

Emergency shelter for families.  
84 Frederick St., Kitchener 519-744-0120

#### **Cambridge Shelter Corporation**

Emergency shelter for families.  
26 Simcoe St., Cambridge 519-624-9305

### MIXED GENDER

#### **Cambridge Shelter Corporation**

Emergency shelter for men and women ages 16 years and older.  
26 Simcoe St., Cambridge 519-624-9305

### WOMEN

#### **YWCA OF Kitchener-Waterloo YWCA Mary's Place**

Emergency shelter for women ages 16 years and older.  
84 Frederick St., Kitchener 519-744-0120

### MEN

#### **House of Friendship Charles Street Men's Hostel**

Emergency shelter for men ages 16 years and older.  
63 Charles St. E., Kitchener 519-742-8327

### YOUTH SPECIFIC

#### **Safe Haven Shelter (Betty Thompson Youth Centre)**

Emergency shelter for youth ages 12-15 without dependents  
41 Weber St. W., Kitchener 519-749-1450  
Ext. 240

#### **Argus Residence for Young People**

Emergency shelter for youth ages 16-24 years without dependents.  
Cambridge 519-623-7991

---

## Transitional/Time-Limited Housing in Waterloo Region

### POST-INCARCERATION

#### Salvation Army (New Directions)

Program to assist males with community reintegration following release from a federal corrections facility.

Kitchener 519-744-4666

### YOUTH LIFE SKILLS

#### Cambridge Kiwanis Village Non-Profit Housing and Argus Residence for Young People (Supportive Housing for Youth)

Program to assist youth 16 to 24 years of age with transitioning to independent living.  
Cambridge 519-650-5437

#### House of Friendship (Kiwanis House)

Program to assist males 16 to 19 years of age with transitioning to independent living.  
Kitchener 519-578-0171

### FAMILIES

#### Lutherwood (Families in Transition)

Housing with support for families.  
Kitchener 519-743-2246 ext. 264

### GENERAL

#### The Working Centre (Integrated Supportive Housing)

Program for individuals 16 years of age and older who are in transition.

Kitchener 519-743-1151 ext. 228

### MENTAL HEALTH

#### Waterloo Regional Homes for Mental Health (Crisis/Respite Residential Services)

Housing with support for families.  
Kitchener 519-576-7431

### PREGNANT AND PARENTING YOUTH

#### Society of St. Vincent de Paul (Marillac Place)

For pregnant and parenting females 16-25 years of age.

Kitchener 519-571-3772

#### Saint Monica House Inc. (Monica Ainslie)

For females 16 to 22 years of age with up to two children

Cambridge 519-624-0481

#### Saint Monica House Inc. (Saint Monica House)

For females 12 to 22 years of age.

Waterloo 519-743-0291

### YOUTH SPECIFIC

#### Safe Haven Shelter (Betty Thompson Youth Centre)

Emergency shelter for youth ages 12-15 without dependents

41 Weber St. W., Kitchener 519-749-1450  
Ext. 240

#### Argus Residence for Young People

Emergency shelter for youth ages 16-24 years without dependents.

Cambridge 519-623-7991

### SETTLEMENT HOMES

#### K-W House Church Assembly Inc. (Reception House)

Housing for government sponsored refugees.

Kitchener 519-743-2113

#### International Teams Canada and Ray of Hope (Welcome Home)

Program for Refugees

Kitchener 226-220-4730