



*“Examining Innovative Approaches to
Housing Stability and Eviction Prevention”*

City of Ottawa Housing First
**Landlord Damage Fund
For Housing First Programs**

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Paul Lavigne, Etienne Westlake, Housing Services, City of Ottawa

Presentation Brief Overview:

- Damage Fund Processes
- Homelessness prevention & strategies for working with Housing First landlords
- Examples of the kinds of damage claims
- Successes, challenges and feedback
- Ottawa Damage Fund stats and case scenarios
- Next steps and moving forward

Housing First Outcomes

Housing Options

Private Market	543
Social Housing	239
Supportive Housing	319
TOTAL	1,101

Population Groups

Single Adults	655
Indigenous	298
Youth	123
Provincial Institutions	25

City of Ottawa-Landlord Damage Fund

Brief background

- ❖ LDF Launched-Nov 2018
- ❖ LDF Coverage
- ❖ Eligibility criteria
- ❖ Types of damage



Damage Examples and Scenarios



Scenarios involving damage claims

Drug den, home takeover



Abandoned possessions outside



Process of Development of LDF Procedures

- **LDF development process for policies and procedures**
- **Consultations**
- **Innovative strategies to engage private sector landlords.**



LDF Goals:

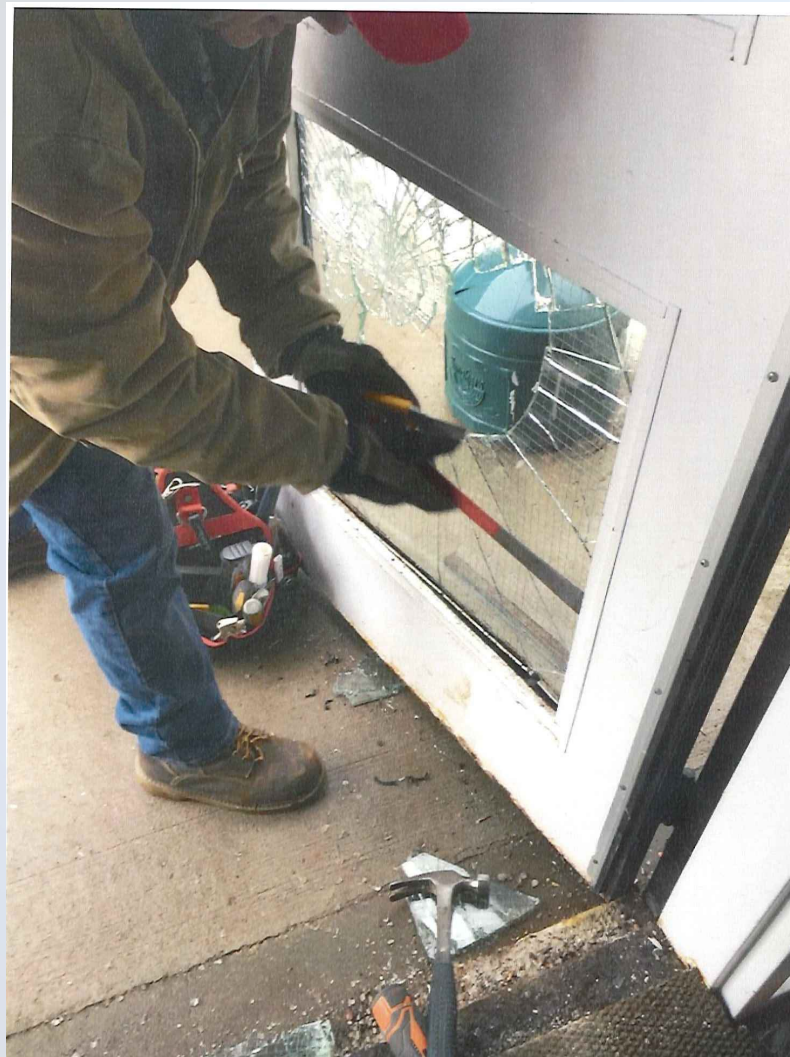
- ❖ Landlord Partnerships Building
- ❖ Eviction Prevention Related Strategies
- ❖ Landlord Reimbursement
- ❖ Engage Private Sector Landlords
- ❖ Collaboration and Build Team Approach
- ❖ Build best practices through HBCM Guide



Damage Claim Process

- ✓ Claim Process-HBCM's
- ✓ Landlord's Claim Process
- ✓ Quotes-Invoices
- ✓ City Evaluates Claim
- ✓ Issues Letter
- ✓ Payment Processes





Damage Fund Stats - September 2018-October 2019

- ❑ Damage Claims Paid = **13** Total Cost Paid **\$22,904**
- ❑ Active Damage Claims = **5** Costs Claimed **\$12,451**
- ❑ Range of Cost Claims = **\$344 - \$8,734**
- ❑ Average Cost of Claim **\$1,761**
- ❑ Percentage of units damaged **1.7%** (18 claims of 1,101 HF units)
- ❑ Projection by Nov 2022: **\$100K - 54 claims - 3.3% Units**

"The Landlord Damage Fund has changed the game for our team."

The damage fund has allowed us to maintain relationships with landlords and continue to house individuals

"the damage fund gives me confidence we might stave off eviction while she stabilizes."

... 'the damage fund prevented my client from gaining any arrears'

'It also should not be ignored that the existence of the program reduces stress on housing worker'

'it allows us maintain lasting relationships with landlords'—even if a tenancy results in disaster'

"We were able to use the fund to negotiate with a landlord to keep a unit for our clients after the place is repaired"

'the LDF is an integral part of Ottawa's Housing First initiative and is essential to the long-term health of the approach.'

Successes and Challenges –Landlord responses

Challenges:

- Pests - Lost Rent - Refusal to Submit Claim
- Proof of Payment - Sufficient Quotes
- Recurring Damages

Successes:

- ❖ Eviction Prevention and Positive Responses
- ❖ Retention of HF Landlords after Damage Claims
- ❖ Homelessness Prevention - Returned Clients after Repairs
- ❖ Damage Fund used as 'Selling Feature' by HBCMs-acquisition

Final Thoughts and Steps Moving Forward

- HF program 2020 Reaching Home Strategy
- Housing Loss Prevention
- ‘Rentsmart’ Training for Clients
- Housing Specialists in More Teams
- Increased Supports-Addictions & Mental Health

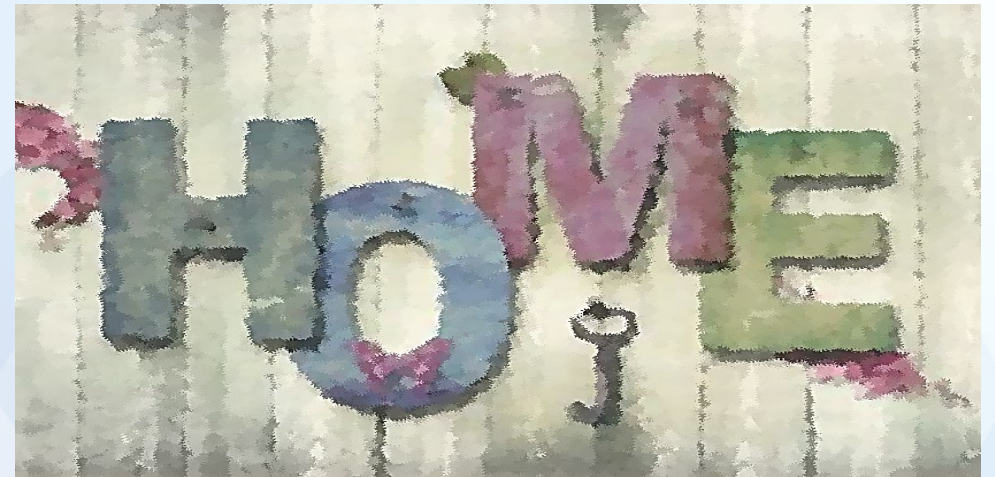


Edmonton Damage Fund:

- **E4C- Edmonton Homeward Trust -
Housing First Damage Fund**
- **Exceptional costs for Housing First**
Drewe Rowbotham & Andrew Kennedy

Panel and Question and Answer period





Our City of Ottawa Contact Information

- **Paul Lavigne,**
Program Manager, Homelessness Programs
Paul.Lavigne@Ottawa.ca Tel: 613 580-2424 X43206
- **Etienne Westlake,**
Program Coordinator, Homelessness Programs
(Manages Damage Fund)
Etienne.Westlake@Ottawa.ca Tel: 613 580-2424 X 24857