

**Everyone has the right to safe, secure and affordable housing**

Housing Help Centre—Hamilton & Area provides support services to people who need housing. Our services are:

**ACCESSIBLE** Inquires may be made by phone, mail, email, or in person. Our centre is wheelchair accessible.

**RESPONSIVE** We respond to your individual needs and flexible problem-solving is emphasized.

**CLIENT DIRECTED** Services are self-directed and we respect your right to make your own decisions.

**SENSITIVE** We provide services which are sensitive to issues of race, culture, gender, sexual orientation and identity, ability, age and income level.

**FREE** There are no costs for our services (except for LINKS voice mail).

**CONFIDENTIAL** Your personal information is strictly confidential and is only shared with your permission.

**Housing  
Help Centre**  

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**Hamilton & Area**

**Mailing Address**

**119 Main Street East  
Hamilton ON L8N 3Z3**

**Hours of Operation**

**Monday Tuesday Thursday Friday  
10:00 am – 4:30 pm  
Wednesday 12:00 pm – 4:30 pm**

**Access**

**P-905-526-8100  
F-905-528-1448  
www.housinghelpcentre.ca  
info@housinghelpcentre.ca**

*Housing Help Centre — Hamilton & Area  
is funded by the City of Hamilton*

**Housing Help Centre  
Hamilton & Area**

**Your One-Stop  
Housing Information  
Centre**

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***Helping you  
maintain and access  
safe and affordable  
housing***

**Housing  
Help Centre**  

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**Hamilton & Area**

**905-526-8100**

# Housing Help Centre Hamilton & Area

## Our Services

Housing Help Centre—Hamilton & Area is a non profit social service agency providing free information, assistance, advocacy and support to people who need housing, especially people with low incomes and people who are homeless or in danger of becoming homeless.

### We can help you to:

- Find housing
- Complete subsidized housing applications
- Understand tenant rights
- Prevent eviction
- Get maintenance and repairs done
- Access financial supports to keep your housing
- Navigate important resources & provide referrals to community services

### ONE-STOP HOUSING INFORMATION CENTRE

#### Everything you need:

- Rental listings
- Housing search work area
- Free phones
- Applications for subsidized housing

#### Information about:

- Seniors apartments
- Accessible/supportive housing
- Second level lodging homes
- Rooming houses

#### Tenant Information and Advocacy

#### Support with:

- Eviction
- Repairs and maintenance
- Discrimination and harassment
- Rent increases

### LINKS VOICE MAIL

An affordable personal voice mail service where individuals can pick up their messages from any phone 24/7.

### COMMUNITY DEVELOPMENT

The Housing Help Centre supports community-based research on housing issues including:

- Addressing local housing problems
- Promoting public awareness
- Providing public education
- Advocating for improvements in housing solutions
- Working with community groups to address tenant and housing issues

### FREE LISTING SERVICES

A free online listing service of rental properties in the City of Hamilton that links landlords and tenants.

[www.housingconnect.net](http://www.housingconnect.net)

### HOUSING EMERGENCY FUND

**HEF** is a benefit that can assist ODSP and low income individuals and families maintain their current housing.

**Low income participants not receiving ODSP are only eligible to apply for rental arrears and utility arrears.**

- **RENTAL ARREARS:** a fund that helps make restitution with rental arrears if served with an N4 eviction notice.
- **UTILITY ARREARS:** a fund available to those that are facing utility disconnection due to arrears.

### TENANT SUPPORT PROGRAM

The Tenant Support Program helps tenants stay housed, prevents possible eviction and supports the tenant at the Landlord Tribunal Board.

### INTERACTIVE WEBSITE

An interactive website that provides a wide variety of housing resources including housing search support, rental listings, access to tenant support programs, links to other housing support services, landlord resources, bedbug help, and much more.

[www.housinghelpcentre.ca](http://www.housinghelpcentre.ca)