

# Housing Professionals

## What can Housing Professionals do for you?

- **Access basic needs:** Including food, clothing, furniture and transportation assistance.
- **Assist with income supports:** Assist clients in accessing assistance programs including Ontario Works and Ontario Disability Support Program, utility funds, trusteeship programs, and specialty funds such as the Rent Bank.
- **Secure housing and sustain tenancies:** Assist clients in searching for, finding and securing affordable housing. Provide follow-up support to help maintain tenancies.
- **Offer 3rd party mediation:** Promote problem solving by facilitating a discussion that focuses on clear communication and achievable solutions between clients and landlords.
- **Provide application assistance:** For rental applications as well as other required documentation such as applying for personal identification documents, healthcare requests, training, jobs, etc.
- **Make links and referrals:** Assist clients with connections to all other housing stability resources, including healthcare, family support, immigration, training and employment, etc.
- **Educate tenants and landlords:** Include information about legislation, rights and responsibilities as well as resources that contribute to the common goal of sustaining successful tenancies for the long term.

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## Can a Housing Professional?

### **Pay Rent or Act as a Guarantor?**

Housing professionals can support clients with budgeting, advocate for direct payment, refer clients for Rent Bank and trusteeship programs. They do not have direct access to funds for rental payments, nor do they have the authority to act as a guarantor.

### **Evict a Problem Tenant?**

Housing professionals can mediate problems and work with tenants to resolve any issue that threatens the landlord/tenant relationship; they cannot evict.

### **Guarantee Direct Payment of Rent?**

With the approval of the client, a housing professional can advocate with a social assistance office for direct payment of rent, social assistance staff has the authority to refuse to make this arrangement.

### **Provide Confidential Information Without Consent?**

Housing professionals can act as a third party between landlords and tenants; however a housing professional cannot disclose information about the prospective tenant to the landlord without the client's signed consent.

### **Guarantee Problem-Free Tenancies?**

Housing professionals conduct thorough assessments in order to create the best match of tenant and housing unit that they can. If problems arise, housing professionals can use their knowledge and skills to support the best possible outcome for the tenant and landlord.