

Housing Help Follow Up

Follow Up for Tenancy Support

Housing Help Follow-up Work is a key tool in helping people stay housed. There are various factors housing professionals need to keep in mind after the tenant moves in, that help ensure people stay in their homes.

Why is “Follow-up” important?

Homelessness is reduced, housing is stabilized, and evictions are prevented when solid professional working relationships are established between housing professionals, clients and landlords. For housing professionals, building good working relationships with clients and landlords is vital to preventing homelessness. Follow-up support can make all the difference in helping someone keep their home.

What is “Follow-up”?

For housing professionals, Housing Help Follow-up work includes:

- **Client Driven Support** where clients are given choices and their skills and experiences are recognized and valued. Follow-up plans are individualized and flexible.
- **Clear Communication** with all parties about the support that is available for the client to keep their housing.
- **Ensuring client privacy** by making sure the client understands and signs an ‘Information Release’ form. This will be needed if the housing worker needs to speak to the landlord or Income Support Case Worker.

Eviction Prevention Tips

For rental arrears, various Income Support programs may be available to the tenant. See our resource on ‘Income Supports.’ Make sure the tenant you are working with knows about these programs.

Make sure both the landlord and tenant you are working with receive legal advice if the client is at risk of eviction.

Housing Help Follow Up

Follow Up for Tenancy Support

Tips for Housing Professionals on Comprehensive Follow-up Work

- **Keep records of** client information including their new address, landlord name and contact information. Also, if the client is in receipt of social assistance (OW/ODSP), take note of the Income Support Worker's information for ongoing contact (if applicable).
- **Be aware of** housing help centres and other community services from which the client can get further support to maintain their housing. Referrals may be needed when clients need additional ongoing support. Here is a list of follow up tasks that may ensure housing is stabilized and maintained for your client:
 - Accompanying the client to view potential units;
 - Visiting and providing new community orientation;
 - Meeting with landlords in person to view units and build relationships;
 - Linking clients to community supports such as local food banks;
 - Recommending activities that create links to improved quality of life for a person in their new community;
 - Helping with budgets and counselling;
 - Contacting the landlord to inform them of changes to Pay Direct plans;
 - Negotiating with landlords to be flexible about payment arrangements.