

Nunavut's Public Housing System in Your Community: The Local Housing Organization (LHO)

FREQUENTLY ASKED QUESTIONS (FAQ)

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Nunavut's Public Housing System in Your Community: The Local Housing Organization (LHO) Frequently Asked Questions (FAQ)

What is a Local Housing Organization?

In your community, the Local Housing Organization (LHO), provides most the day-to-day services associated with housing program delivery.

Each LHO is an independent, non-governmental organization with its own bylaws and Board of Directors made up of local community members.

What does an LHO do?

In your community, an LHO is responsible for:

- Maintaining and allocating Nunavut's public housing;
- Maintaining their community's public housing needs list;
- Ensuring that housing allocations are made fairly;
- Following established policy;
- Collecting rent from tenants; and
- Maintaining Government of Nunavut Staff Housing units.

LHOs have a contractual relationship with the NHC in the form of a Management Agreement that outlines the specific roles and responsibilities for the LHO and NHC in the delivery of housing services in the community.

What is the role of the LHO Board of Directors?

The LHO Board of Directors is the decision-making body of the LHO.

Board functions include: the hiring of LHO Managers, allocation of public housing units, and to support progress on local housing issues.

Generally, Boards have 5-10 members who have been elected by the people of their community to make public housing decisions on their behalf.

Who is responsible for the LHO's day-to-day operations?

The LHO's day-to-day operations are run by an LHO Manager. This person is responsible for the overall functioning of the LHO, and managing a team of maintenance, finance, and administration staff.

I live in a public housing unit. Who should I contact with questions I have about my rent?

The Tenant Relations Officer (TRO) is the first person to call with any question you have about your home. The TRO coordinates the day-to-day tasks for LHO tenancy programs in your community, including collecting rent, supporting tenants to develop payment schedules for arrears, maintaining waiting lists, processing tenant applications, and addressing tenant complaints and concerns.

My LHO doesn't have a tenant relations officer. Who should I call about my concerns?

If there isn't a Tenant Relations Officer at your LHO you can call the LHO Manager.

I need repairs done in my public housing unit. What should I do?

The Tenant Relations Officer (TRO) is the first person to call with any question you have about your home. If there isn't a Tenant Relations Officer at your LHO you can call the LHO Manager.

I don't feel like my concerns about my unit are being listened to. What can I do?

Try to explore all escalation options with your LHO.

- A first step is to call the LHO's Tenant Relations Officer.
- If there isn't a Tenant Relations Officer at your LHO, or if the response is unsatisfactory, you can call the LHO Manager.
- There is also the option of following up with the LHO Board.
- If following through on all of these steps does not resolve your issue, you can contact your District Office.

I own my home and I need help with some repairs. What help is available from NHC?

NHC's Homeownership Programs are managed out of NHC's Programs office in cooperation with District offices, and provide a range of supports to homeowners, including repairs and some upgrades.

The process to apply for these programs may take a bit of time, to make sure it is fair and done properly.

You can call the NHC Programs office to ask for an estimate for when you will receive a response to your application.

How does NHC decide where to build new public housing units?

NHC uses a Public Housing Construction Allocation Methodology to determine where to build new social housing units and how many. The methodology is applied annually as part of the planning for the following fiscal year with the goal of addressing Nunavut's housing crisis in a way that is fair, consistent and transparent to all communities and prioritizing the communities with the most significant housing need.

The Allocation formula uses waitlist numbers, which is tracked by the Local Housing Organizations (LHOs), and current social housing stock numbers to determine a needs list as a percentage of existing stock. Communities are ranked by this percentage and allocated new social housing construction accordingly.

The formula used to determine allocations is:

Waitlist Number/Existing Stock = Needs List as a Percentage of Stock

The formula makes it possible to compare social housing need between large and small communities. Rather than basing the allocation of new units on social housing needs lists only, it divides the needs list number by the amount of social housing stock in the community, to produce a percentage that measures relative need. Communities are then ranked by this percentage.

All community members that are in need of public housing are strongly encouraged to make sure they are on the waitlist.

