

**Department of Families**  
**Questions about the Rent Supplement expression of interest**  
**Released June 30, 2023**

Q1. What is Housing First?

A. Housing First is a person centred approach that sees housing as a basic human right. The five key principles of Housing First are:

- immediate access to permanent housing with no housing readiness requirements
- participant choice and self-determination
- recovery orientation, individualized and participant driven support
- harm reduction
- social and community integration

Housing First incorporates the elements of trauma informed care. It promotes open mindedness, compassion, and strength based support by understanding the impact of trauma. This emphasizes physical, psychological and emotional safety for participants and staff. Internal support systems like a community of practice enhances organization capacity, and commitment to trauma informed care. Ultimately improving the outcomes for people impacted.

Q2. We are a housing provider, but do we have to be a “Housing First” provider?

A. No but you need to support the principles of Housing First and be willing to work with the tenants and their service teams on tenancy issues.

Q3. How will conflicts between tenants be mediated?

A. The service team will work with the landlord and tenants to resolve conflicts.

Q4. Will you allow shared accommodations, for example common kitchens, bathrooms?

A. We prefer self-contained units but we will consider congregate living facilities on a case by case basis.

Q5. The October 31 deadline is too tight. What if they are not ready by then?

A. This EOI will remain open until all funding has been allocated. You may submit an application for rental units that will be available before March 31, 2024.

Q6. Can the building have a mix of general public tenants along with the EOI tenants?

A. Yes.

Q7. Will you have “ACT-level” supports?

A. Yes, we will have 3 levels of service teams including assertive community treatment teams.

Q8. How does the rent geared to income process work?

A. On annual basis, Manitoba Housing collects income information for the tenants, calculates the tenants' portion of the rent and advises the tenants and landlords. If tenants are receiving Employment & Income Assistance (EIA), EIA pays the tenants' portion of the rent. If tenants have other sources of income, they pay their portion of the rent. Manitoba Housing pays the landlords the subsidized portion of the rent.

Q9. How long will the application process take?

A. We will start reviewing applications the week of July 24 and signing agreements in August. For any applications received after August 24, we will need to wait until after the election to sign agreements.

Q10. We have a project being built, but it won't be ready for another 2.5 years. Does this mean we can't apply?

A. No, you cannot apply for this EOI. The units must be ready for occupancy by March 31, 2024. We expect additional program intakes in the future.

Q11. What will happen after the 5 year period is over?

A. Rent supplement agreements are renewable.

Q12. Is there a specific area of the city that you are targeting?

A. No, we are looking for rental units across the city and province.

Q13. Who provides the furnishing?

A. Tenants are responsible to provide their own furnishing with the assistance of their service team.

Q14. How will you handle damage costs?

A. The service teams will help minimize the risk but they also have funds available to cover the cost of repairs for damages caused by the tenants.

Q15. Will there be mental health services provided?

A. Yes, service teams will be responsible for connecting tenants with the supports they need.

Q16. If a tenant leaves for any reason, will there be another tenant provided?

A. Yes, Manitoba Housing will provide another tenant.

Q17. We have an eligible unit, but we don't have a property manager. Can you provide or recommend a property management service?

A. You can contact the Manitoba Non-Profit Housing Association or the Professional Property Managers Association for recommended property management service providers.

Q18. Are annual rent increases governed by the Residential Tenancies Branch?

A. Yes, annual increases are governed by RTB's rent increase guideline.

Q19. Does the landlord have any say in the selection of tenants?

A. Yes, but we ask landlords to be open to accepting tenants and working with their service team to promote successful tenancies.

Q20. How are situations handled where a tenant violates building rules? For example, smoking in the building, inviting extra people to stay in the unit, excessive noise/parties, harassment of other tenants, etc.

A. The landlord will advise the tenant and the service team of the rule violation. The team will address the issue with the tenant. If violations continue to occur, the service team will help the tenant find another housing option.

Q21. Are rent payments maintained during vacancies?

A. The program will pay up to two month's rent if a unit is vacant because there is no eligible applicants.

Q22. How do you determine what the market rental rate for a unit should be?

A. The market rent is the rate that private sector landlords charge for their units. The rate registered with the Residential Tenancies Branch.