

HRC services prevent housing loss through tenant education, empowerment, connection to support, and financial assistance. HRC provides Housing Support and Counselling to households experiencing, or at risk of eviction resulting from a variety of factors such as:

- Low income (precarious employment, inadequate income support)
- Eviction Proceedings (legal or illegal)
- Landlord and tenant issues or disputes
- Inappropriate or unsuitable housing
- Discrimination
- Rent or utility arrears
- Credit, debt, or financial management concerns
- Relationship breakdown

HRC provides person-centred, solution-focused services to prevent eviction, and to increase housing stability. Housing Counsellors work with individuals and households to identify, address, and resolve the issues that affect their ability to maintain their current housing or secure new housing.

The specific services provided depend on the circumstances and goals of individuals or households and may include, but are not limited to:

- Screening, assessment and service prioritization
- Support, guidance, case planning and goal setting
- Advocacy and mediation with landlords and utility providers
- System navigation support
- Assistance to apply for income support such as OW, ODSP, EI, CPP, OAS, GIS
- Assistance to apply for Community Housing, Rent Supplements and Portable Housing Benefits
- Emergency Financial Assistance
- Budgeting for housing
- Referral to legal support
- Shelter diversion and referral

HRC employs a team-based model of service delivery that may include collaboration with CCRC's Credit Counselling, Professional Counselling, and Community Service Orders programs to provide wrap-around services where it is beneficial to the client.

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