

# Community Resources

## for Tenants

<p><b>Waterloo Region Community Legal Services</b>          Website: <a href="http://www.wrcls.ca">www.wrcls.ca</a>          Telephone: 519-743-0254</p>	<p>Provides free legal assistance in specific areas of law to low-income individuals and families in the Waterloo region. Services range from summary advice and providing legal information to full representation.</p>
<p><b>Region of Waterloo – Find Affordable Housing</b>          Website: <a href="http://www.regionofwaterloo.ca/en/living-here/find-affordable-housing.aspx">www.regionofwaterloo.ca/en/living-here/find-affordable-housing.aspx</a>          Telephone: 519-575-4400; Hearing Impaired: 519-575-4608</p>	<p>The Region of Waterloo oversees a large number of affordable housing units. Learn about the different types of housing units and apply.</p>
<p><b>Eviction Prevention: Social Development Centre</b>          Website: <a href="http://www.waterlooregion.org/eviction-prevention-waterloo-region">www.waterlooregion.org/eviction-prevention-waterloo-region</a>          Telephone: 519-579-3800</p>	<p>Provides direct peer support to tenants in the Waterloo region who are at risk of facing eviction. Supports include information, referrals, assistance with LTB hearings, and alternative planning for eviction and loss of housing.</p>
<p><b>Lutherwood: Housing Services</b>          Website: <a href="http://www.lutherwood.ca/housing">www.lutherwood.ca/housing</a>          Telephone: 519-749-2450</p>	<p>Assists individuals and families find and maintain housing. Services include assistance with housing search, individualized support, loans for rental deposits and arrears, referrals to family and youth shelters.</p>
<p><b>ACTO (Advocacy for Tenants Ontario)</b>          Website: <a href="http://www.acto.ca/for-tenants">www.acto.ca/for-tenants</a></p>	<p>Provides legal supports to low-income tenants across Ontario. Services include free legal advice on the day of scheduled hearing at LTB. The website provides downloadable tenant rights tip sheets.</p>
<p><b>Steps to Justice (CLEO)</b>          Website: <a href="http://www.stepsjustice.ca">www.stepsjustice.ca</a></p>	<p>Provides reliable and practical information about common legal problems. Includes step-by-step information about how to work through a legal problem, practical tools, referral information, and live chat and email support.</p>
<p><b>Law Society of Ontario Referral Service</b>          Website: <a href="http://www.lso.ca">www.lso.ca</a></p>	<p>Connects people looking for legal assistance with a lawyer or paralegal. For anything from dealing with a traffic ticket to buying your first home, you can find a legal representative with LSRS.</p>
<p><b>The Working Centre</b>          Website: <a href="http://www.theworkingcentre.org">www.theworkingcentre.org</a>          Telephone: 519-743-1151</p>	<p>Provides a range of supports and services related to food distribution, housing support, income support, job searching, and other community building resources.</p>
<p><b>RHEU (Rental Enforcement Unit)</b>          Website: <a href="http://www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant">www.ontario.ca/page/solve-disagreement-your-landlord-or-tenant</a>          Telephone: 416-585-7214 or Toll-free: 1-888-772-9277</p>	<p>The RHEU can assist if a landlord or tenant breaks a rule under the Residential Tenancies Act. This web page provides information on how to make a complaint related to a disagreement between landlord and tenant.</p>
<p><b>Pro Bono Ontario: Housing</b>          Website: <a href="http://www.probonoontario.org/housing">www.probonoontario.org/housing</a>          Telephone: 1-855-255-7256</p>	<p>Free legal advice hotline that provides assistance to tenants and small landlords experiencing housing issues. When appropriate, Pro Bono Ontario will connect lawyers with Ontarians who can't afford a lawyer.</p>

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<p><b>Kitchener Downtown Community Health Centre</b>          Website: <a href="http://www.kdchc.org">www.kdchc.org</a>          Telephone: (519-745-4404)</p>	<p>Their allied health team provides a range of programs to help patients manage their health. Services include diagnosis, treatment, education, referrals, complete health check-ups, well-baby checks, and immunizations.</p>
<p><b>Sanctuary Refugee Health Centre</b>          Website: <a href="http://www.sanctuaryrefugee.ca">www.sanctuaryrefugee.ca</a>          Telephone: 226-336-1321</p>	<p>Provides healthcare to refugee newcomers in the region, psychological and mental health assessments, trauma counselling, dietary advice, assistance with settlement issues help with completing applications for income security and disability benefits, health education, and special programs.</p>
<p><b>Carizon: Financial Wellness (Credit Counselling)</b>          Website: <a href="http://www.carizon.ca/counselling/credit-counselling/">www.carizon.ca/counselling/credit-counselling/</a>          Contact Krista: Telephone: 519-743-6333 ext. 1233          Email: <a href="mailto:kdobson@carizon.ca">kdobson@carizon.ca</a></p>	<p>Provides support, counselling, and education on issues related to debt, finance, bankruptcy, and money management.</p>
<p><b>YMCA of the Three Rivers (Settlement Services)</b>          Website: <a href="http://www.ymcacambridgekw.ca">www.ymcacambridgekw.ca</a>          Email: <a href="mailto:newcomers@ytr.ymca.ca">newcomers@ytr.ymca.ca</a></p>	<p>Provides multilingual support to newcomers. Settlement services include support from settlement workers who can assist in translating limited documents, filling out forms, and communicating with landlords, employers, services, etc.</p>
<p><b>Lutherwood Rent Fund</b>          Website: <a href="http://www.lutherwood.ca/housing/eviction-support/eviction-prevention-and-last-months-rent-rent-fund">www.lutherwood.ca/housing/eviction-support/eviction-prevention-and-last-months-rent-rent-fund</a></p>	<p>Rent Fund for emergency assistance with last month's rent or rental arrears.</p>
<p><b>Legal Aid Ontario</b>          Website: <a href="http://www.legalaid.on.ca">www.legalaid.on.ca</a>          Telephone: 1-800-668-8258</p>	<p>LAO provides legal help and advice in over 300 languages. If you financially qualify, they may also pay for a lawyer to represent you. They can provide services in the areas of Family Law and Criminal Law.</p>
<p><b>Canadian Centre for Housing Rights</b>          Website: <a href="http://www.housingrightscanada.com">www.housingrightscanada.com</a>          Telephone: 1-800-263-1139 or 416-944-0087          Email: <a href="mailto:cchr@housingrightscanada.com">cchr@housingrightscanada.com</a></p>	<p>Provides individualized services to individuals and families facing eviction, human rights violations in housing, and/or discrimination in housing.</p>
<p><b>KWMC (Kitchener-Waterloo Multicultural Centre)</b>          Website: <a href="http://www.kwmulticultural.ca">www.kwmulticultural.ca</a>          Telephone: 519-745-2531</p>	<p>Supports and assists newcomers to the Kitchener-Waterloo community. Services include job/career search, translation/interpretation services, ESL services, and newcomer youth, settlement, and refugee services.</p>
<p><b>211 Ontario: Community and Social Services Help Line</b>          Website: <a href="http://www.211ontario.ca">www.211ontario.ca</a>          Telephone: 2-1-1; Toll-free: 1-877-330-3213</p>	<p>211 is a helpline and online database of Ontario's community and social services. 211 is answered and updated by highly-trained specialists.</p>
<p><b>YWKW: Homelessness &amp; Housing Services</b>          Website: <a href="http://www.ywkw.ca/homelessness-housing">www.ywkw.ca/homelessness-housing</a>          Telephone: 519-576-8856          YW Emergency Shelter: (519) 744-0120</p>	<p>YWKW helps women and their children experiencing homelessness to secure housing. They provide referrals to longer-term community supports. They also offer emergency shelter, providing relief and basic needs for single women, transgender women, and women with children.</p>

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<p><b>Region of Waterloo: The Renter's Toolkit</b>          Website: <a href="http://regionofwaterloo.ca/en/living-here/the-renter_s-toolkit.aspx">regionofwaterloo.ca/en/living-here/the-renter_s-toolkit.aspx</a></p>	<p>A guide that can help you search for and secure housing, deal with issues that come up as a tenant, or help you plan your next move. The guide also provides answers to common questions about finding and keeping a home.</p>
<p><b>Report Hate</b>          Website: <a href="http://www.reportinghate.ca">www.reportinghate.ca</a>          Telephone: 519-722-2449          E-mail: <a href="mailto:report@cmw.kw.org">report@cmw.kw.org</a></p>	<p>Report hate incidents and/or discrimination motivated by racism, Islamophobia, and Xenophobia. Coalition of Muslim Women staff can provide one-on-one support for survivors and help assist to resolve the issue.</p>
<p><b>Sulah &amp; Community Justice Initiatives</b>          Website: <a href="http://www.cjiwr.com/sulah">www.cjiwr.com/sulah</a> ; <a href="http://www.cjiwr.com">www.cjiwr.com</a>          Telephone: 519-744-6549</p>	<p>Provides restorative justice approaches and mediation to individuals and groups who have experienced harm stemming from Islamophobia, racism, and/or xenophobia.</p>
<p><b>City of Kitchener Municipal Code: Property Maintenance</b>          Website: <a href="http://www.kitchener.ca/en/bylaws-and-enforcement/municipal-code.aspx#10-Property-Maintenance">www.kitchener.ca/en/bylaws-and-enforcement/municipal-code.aspx#10-Property-Maintenance</a>          Telephone: 519-741-2345</p>	<p>The Municipal Code compiles the most active bylaws of the Corporation of the City of Kitchener, consolidated with all amendments. There are 12 sections within this Code. Multi-language interpretation support is available by phone.</p>
<p><b>Cambridge Property Standards</b>          Website: <a href="http://www.cambridge.ca/en/build-invest-grow/resources/Website-Property-Standards-By-law-181-04.pdf">www.cambridge.ca/en/build-invest-grow/resources/Website-Property-Standards-By-law-181-04.pdf</a>          Telephone: 519-623-1340 ext. 7907</p>	<p>The Property Standards By-law regulates property maintenance and occupancy standards. These regulations ensure public safety in or around existing buildings or on vacant land.</p>
<p><b>City of Waterloo Bylaw: Building &amp; Property Standards</b>          Website: <a href="http://www.waterloo.ca/en/living/bylaws-and-enforcement.aspx#">www.waterloo.ca/en/living/bylaws-and-enforcement.aspx#</a>          Telephone: 519-747-8785 or TTY (for deaf) 1-866-786-3941</p>	<p>A list of bylaws and enforcement in Waterloo, particularly regarding standards for maintaining a property in the City of Waterloo</p>
<p><b>Kitchener Housing</b>          Website: <a href="http://www.kitchenerhousinginc.ca">www.kitchenerhousinginc.ca</a>          Telephone: 519-744-6655</p>	<p>A non-profit organization, funded in part by the Region of Waterloo, that is dedicated to providing safe, decent, and affordable housing to members of the community.</p>
<p><b>Cambridge Housing</b>          Website: <a href="http://www.housingcambridge.com">www.housingcambridge.com</a>          Telephone: 519-650-5599</p>	<p>Housing Cambridge provides and manages quality, safe and affordable rental housing for low and moderate-income households.</p>
<p><b>Spectrum: Waterloo Region's Rainbow Community Space</b>          Website: <a href="http://www.ourspectrum.com">www.ourspectrum.com</a>          Telephone: 226-779-9695</p>	<p>SPECTRUM serves, affirms, and supports the well-being of 2SLGBTQ+ people in Waterloo Region. They also welcome newcomers and immigrants.</p>
<p><b>Wilmot Family Resource Centre</b>          Website: <a href="http://www.wilmotfamilyresourcecentre.wordpress.com">www.wilmotfamilyresourcecentre.wordpress.com</a>          Telephone: 519-662-2731</p>	<p>Provides social support services to low-income and food-insecure families and individuals in Wilmot and Wellesley Townships.</p>
<p><b>Woolwich Community Services</b>          Website: <a href="http://www.woolwichcommunityservices.org">www.woolwichcommunityservices.org</a>          Telephone: 519-669-5139</p>	<p>Provides many programs such as the Food Hamper program and the Family Violence Prevention program to residents residing in the Woolwich Township.</p>

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### INDIGENOUS HOUSING RESOURCES

<p><b>Ahwenehaode Indigenous Justice Program</b>            Website: <a href="http://www.wrcls.ca/ahwenehaode-indigenous-justice-program/">www.wrcls.ca/ahwenehaode-indigenous-justice-program/</a>            Telephone: 519-743-0254</p>	<p>Provides support and advocacy for Indigenous people (status and non-status) living in the Waterloo region who are in need of legal assistance.</p>
<p><b>KW Urban Native Wigwam Project</b>            Website: <a href="http://www.kwunwp.weebly.com">www.kwunwp.weebly.com</a>            Telephone: (519) 743-5868            Email: <a href="mailto:kwunwphousing@gmail.com">kwunwphousing@gmail.com</a></p>	<p>Provides subsidized housing for Indigenous people in Waterloo Region</p>
<p><b>The Healing of the Seven Generations (&amp; Dehsahsodre Legal Services)</b>            Website: <a href="http://www.healingofthesevengenerations.ca">www.healingofthesevengenerations.ca</a>            Telephone: 519-570-9118</p>	<p>Provides services include family, drug, youth and criminal court support, assistance with documents and forms, Gladue services, counselling, information, system navigation, and referrals from a restorative justice approach.</p>
<p><b>Qualia Counselling</b>            Website: <a href="http://www.qualiacounselling.com">www.qualiacounselling.com</a>            Telephone: 519-804-4450 or Toll Free: 1-844-380-3228</p>	<p>Offers Cognitive Behavioural Therapy, coaching and training and support in mental health services. Services include: psychotherapy, couple mental health services, child and adolescents mental health services.</p>
<p><b>Métis Nation of Ontario (MNO)</b>            (Métis Housing Stabilization Program)            Email: <a href="mailto:housingstabilization@metisnation.org">housingstabilization@metisnation.org</a>            Phone: 1-800-263-4889 Ext. 350.</p>	<p>Services include intervention and prevention support; tenant advocacy to resolve landlord-tenant issues; emergency assistance to help avert eviction as well as referral to legal services as required.</p>
<p><b>Ontario Aboriginal Housing</b>            Website: <a href="http://www.ontarioaboriginalhousing.ca/programs">www.ontarioaboriginalhousing.ca/programs</a>            Telephone: (Toll Free) 1-866-391-1061            Email: <a href="mailto:info@oahssc.ca">info@oahssc.ca</a></p>	<p>Assist indigenous community members who are off-reserve in homeownership, renovations and repairs.</p>

### MENTAL HEALTH RESOURCES

<p><b>K-W Counselling</b>            Website: <a href="http://www.kwcounselling.com">www.kwcounselling.com</a> &amp; <a href="http://www.ok2bme.ca">www.ok2bme.ca</a>            Phone: 519-884-0000</p>	<p>Provides a wide range of individual and group counselling, outreach and education to the community. OK2BME provides support for folks who identify as 2SLGBTQ+. Quick Access Counselling is also offered by video or phone.</p>
<p><b>Here 24/7</b>            Website: <a href="http://www.here247.ca">www.here247.ca</a>            Telephone: 519-821-3582 or 1-844-437-3247</p>	<p>Provides hotline, mobile crisis services, and support for mental health, addictions and crisis services across Waterloo-Wellington. The staff can assist you to navigate the service system based on what you need.</p>
<p><b>Carizon</b>            Website: <a href="http://www.carizon.ca">www.carizon.ca</a>            Telephone: 519-743-6333</p>	<p>Provides a wide range of services in children's mental health, family violence, individual and family counselling, settlement supports and collective wellness. Their counselling services are offered to all ages, and offer phone or video chat Quick Access Counselling Sessions.</p>
<p><b>Family Counselling Centre of Cambridge and North Dumfries</b>            Website: <a href="http://www.fcccnd.com">www.fcccnd.com</a>            Phone: 519-621-5090</p>	<p>Provides mental health support and addiction support for anyone experiencing trauma, abuse, anxiety, depression, grief, relationship conflict.</p>