



128 Norfolk Neighbours Meeting

County of Wellington - Housing Services Division

November 2025

128 Norfolk Neighbours Meeting

Agenda

Welcome, Introductions and Remarks
Guiding Principles
Expected Outcomes
Neighbours' Stories and Experiences
Mandate, Goals and Responsibilities of
Housing Services
Services at 128 Norfolk
Strategies to Enhance Safety
Questions From Neighbours
Wrap-up



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Housing Services

Mandate, Responsibilities and Goals

- Housing Services Division is the Service System Manager responsible for the service delivery and administration of federally and provincially mandated social and affordable housing programmes under the *Housing Services Act*, as well as initiatives to prevent and respond to homelessness.
- This includes developing service system needs analysis and approaches to housing issues in the Wellington-Guelph service area from homelessness (through emergency shelters, transitional and supportive housing) to community and affordable rental housing and private market rental and homeownership.



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Housing Services

Mandate, Goals and Responsibilities

- Housing Services goals are outlined within our Strategic Plan
 - Objective #1 – to help low-income households close the gap between their income and housing expenses
 - Objective #2 – To provide a range of housing stability supports to assist with housing retention and homelessness prevention
 - Objective #3 – To offer a comprehensive range of supportive housing options for residents with complex needs due to aging, disabilities, mental health issues and addictions
 - Objective #4 – To increase the supply and mix of affordable housing options for low-to moderate-income households
 - Objective #5 – To end chronic homelessness



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Housing Services

Mandate, Goals and Responsibilities

- Objective #6 – To promote client-centered, coordinated access to the housing and homelessness system
- Objective #7 – To support the sustainability of the existing community and affordable housing stock
- Objective #8 – To foster access to culturally appropriate housing and homelessness services for indigenous peoples



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Housing Services

Housing Stability System History

- 2023, Two new emergency shelters were established
 - 24 hr 19 - family emergency shelter beds
 - 12 hr 22 - male emergency shelter beds
- 2024, Temporary Accommodation facility established
 - 24 hr 68-unit emergency shelter
- 2025, New Transitional Housing facility was established
 - 24 hr 28-unit adults transitional housing facility
- 2026
 - 24 New emergency shelter beds
 - 12 new Transitional Housing units



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Housing Stability System Demand

- As a result of these increases in emergency response to homelessness, our expanded housing stability system provides 222 (including Youth Shelters) dedicated beds/units for people experiencing homelessness
- Despite the expansion to the housing stability system, the continued increase of individuals experiencing homelessness results in increased demand on the emergency response system.
- During the cold winter months, our Winter Response plan provides temporary accommodation through 128 Norfolk for those experiencing unsheltered homelessness. At least 63 individuals in the City have been identified as experiencing unsheltered homelessness.



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Strategies to Enhance Safety

- Physical Building & Property Review (coordinating with building owner)
 - Lighting improvements to expand exterior perimeter light coverage
 - Increased cameras to address blind spots and provide Stepping Stone staff access to recorded footage
 - Securing back door for emergency exit only to minimize traffic flow and minimize loitering
 - Enclosing the exterior smoking area to minimize loitering of non-residents
 - Reviewing perimeter footprint to minimize concealed spaces
- Resident Selection
 - Reviewing resident selection approaches to minimize individuals that require high needs supports



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Strategies to Enhance Safety

- Monitoring Facility Capacity
 - Reviewing facility capacity in combination of resident selection to minimize exterior loitering
- Reviewing Operational Practice Reviews with Stepping Stone
 - To identify adjustments that may have a positive impact
- Engaging the Health and Housing Planning Table
 - To create community driven solutions to improve the outcomes for individuals facing health and housing challenges



