



SOCIAL SERVICES DIVISION

REPORT TO:	CHAIR AND COMMITTEE MEMBERS
DEPARTMENT:	HOUSING SERVICES
PREPARED BY:	Melisa Johnson, Manager
REVIEWED BY:	Melissa Fitzpatrick, General Manager Stéphane Thiffeault, Chief Administrative Officer
MEETING DATE:	November 19, 2025
INFORMATION ITEM:	Housing Services Statistical Report - Quarter 3

BACKGROUND

The Housing Services Department (“**Department**”) provides rental assistance and support services to over 2,300 residents of Lambton County. This assistance helps some of the most vulnerable residents to acquire and maintain permanent housing that is safe and affordable.

The Department administers legislated housing programs, numerous housing agreements, maintains a wait list for approximately 1,500 units and manages 836 housing units owned by the County of Lambton.

DISCUSSION

The 2025 third quarter statistical report is attached and provides a quarterly comparison over 2024.

There were 26 households that moved into rent geared-to-income (“**RGI**”) assisted housing units in quarter three of 2025 compared to 27 households in quarter three of 2024. Although this rate is consistent with 2024, it represents a significant decrease when compared to prior years. This decrease can be attributed to the lack of affordable housing and low vacancy rates in the community.

Average monthly rent arrears for the 836 County of Lambton owned units decreased to \$4,805 in the third quarter of 2025 from \$11,565 in the previous year. This saw an average of 13 households in arrears compared to 11 households over the same period in 2024. Staff continue to work with individuals to address arrears, make repayment agreements and/or access funding to assist.

The Housing Advocacy Program is an eviction prevention program. Community Support Workers (“**CSWs**”) within this program provide outreach and supports to tenants and their families by advocating on behalf of tenants to improve their quality of life while maintaining their housing. The CSWs have caseloads that consist of many hard to serve individuals with complex needs. In the third quarter of 2025, the CSWs assisted an average of 109 individuals monthly and prevented evictions for an average of 26 tenancies each month. They had an average of 247 client visits per month and assisted clients in accessing a cumulative average of \$16,167 per month in funds, including community resources related to eviction prevention and retro payments of government assistance, such as pension or child tax benefits.

The average number of applicants on the wait list for rental assistance in quarter three of 2025 has increased 4% to 965 from 926 in the third quarter of 2024. The Department has seen an increase in the number of eligible applicants applying for RGI assistance, which is partially attributed to the lack of affordable housing and low vacancy rates in the area.

Wait times in quarter three of 2025 for various sized units across the housing portfolio have been consistent with wait times in quarter three of 2024, sitting at 48 months for a bachelor/1-bedroom unit and 36 months for a 2-, 3- or 4-bedroom unit. Although this rate is consistent with 2024, it represents a significant increase when compared to prior years. This increase can be attributed to the lack of affordable housing and low vacancy rates in the community.

FINANCIAL IMPLICATIONS

Not applicable.

CONSULTATIONS

Not applicable.

STRATEGIC PLAN

Providing safe affordable housing is in keeping with the County's Mission to promote an enhanced quality of life through the provision of responsive and efficient services accomplished by working with municipal and community partners.

The activities of the Division support the Community Development Area of Effort #3 in the County of Lambton's Strategic Plan, specifically:

- Strengthening the County's advocacy and lobbying efforts with other levels of government to raise the profile of the County and its needs to secure improved senior government supports, funding, grants, and other resources to meet emerging infrastructure and service needs;

- Consulting with the community and stakeholders on ways to increase housing options and affordability, and innovative programs and initiatives that focus on poverty reduction and promote social belonging;
- Supporting the development of a variety of affordable housing to meet demand;
- Implementing, monitoring and updating community health and wellness-related plans and priorities, including, but not limited to, the *Housing and Homelessness Plan*, *Community Safety & Well-Being Plan*, the Long-Term Care division's mission, vision, and values, *Age Friendly Community Planning* framework, Lambton Public Health's strategic priorities, *Lambton Drug & Alcohol Strategy*, *Lambton EMS Master Plan*, and *Child Care and Early Years 5-Year Service System Plan*; and
- Advocating for, and supporting access to, mental health and addiction services.

CONCLUSION

Quarterly statistics provide information which assists in the management of the wait list and rent arrears. This information will also be helpful as the County implements the *County of Lambton Housing and Homelessness Plan 2020 – 2024*.