

## OFFICE PROFILE: PROGRAMS AND DISTRICT OPERATIONS

The Programs and District Operations Division is responsible for the development, implementation, training, monitoring and delivery of programs and Northwest Territories Housing Corporation (NWT HC) housing initiatives. Within the Division are the NWT HC's five District Offices that are responsible for the regional delivery of programs and services to the community residents. In carrying out its activities, the Division works closely with District Offices, Local Housing Organizations (LHOs), and other community housing agents. Through the development of policies and procedures, and the provision of training, the Division ensures that District Offices and LHOs have the support and capacity required to effectively and efficiently deliver the NWT HC's programs and services.

The Programs and District Operations Division have been very busy during the 2010-2011 year. The Division has had its hands full juggling responsibilities associated with the Public Housing Rent Scale Review, the Shelter Policy Review, and all the activities associated with the Public Housing Rental Subsidy transfer. On top of these initiatives, the Programs and District Operations Division has all of its everyday operations to carry out.

Franklin Carpenter, Vice President for Programs and District Operations feels that a lot of their accomplishments are felt at the community level. Of particular importance is the investment of infrastructure in the communities. In 2010-2011, 65 new units were built with federal investment from Canada's Economic Action Plan, and the GNWT's matching contribution through the NWT HC. Furthermore, the NWT HC built 39 Public Housing replacement units and 28 new HELP units. The Corporation performed major modernization and improvements on 214 units during 2010-2011 as well.

The Vice President stated that another point of pride is the dedication to housing by LHO staff. Across the NWT, LHOs help administer and manage the Public Housing Program. This partnership allows for a link between the NWT HC, the community and the tenants. LHO staff provide the vital front line work that allows the Public Housing Program to operate. The partnership that exists between LHOs and the NWT HC is an essential tool in meeting our collective goal to ensure that residents have access to adequate, affordable, and suitable housing no matter which community they live in.

While community staff are primarily focused on the operation and maintenance of public housing, they also provide a number of housing services to community residents. Staff are always available to discuss housing options with tenants and clients. While they are not directly responsible for delivering homeownership programs (homeownership programs are delivered by the NWT HC's District Offices), they have knowledge of NWT HC programs and are often able to counsel and provide recommendations on possible homeownership options for current public housing tenants and other interested families.

