



MEET OUR HOUSING TEAM!



Top (From Left to Right): **Areti Malliarou** - Director of Housing Unit, **Heather Jacobs-Whyte** - General Manager of Housing Programs and Clients Services, **Tehotenion Skye** - Client Information Intake Lead, **River Lawrence** - Housing Administrative Generalist, **Rosemary Lahache** - Contract and Construction Officer

Bottom (From Left to Right): **Nihawennah'a Lahache-McComber** - Interim General Manager of Properties and Construction, **Lisa K. Montour** - Housing Program Inspector, **Kristy Kennedy** - Credit Manager, Finance Unit, **Jayanne Barnes** - Credit Management Administrator,

Alan John Rice - Executive Operations Officer

Housing Properties Services: Not Pictured: **Shennenhiio Homer**, **Charlie Robertson**

Read More on
the Team

kahnawake.com/org/sdu/housing/



FOREWORD FROM THE EDITOR

Welcome to the first edition of the MCK Housing Newsletter! It is our great pleasure to inform our community members what the Housing Unit has been up to and who we are!

Our newsletter will give you information on current statistics/numbers for projects and programs we have been working on. Our purpose is to inform, be transparent and connect to our community with assurances that the MCK Housing Unit is moving in a forward and positive direction. This issue will bring you across our work on operational development. We have been busy. Read on and see what we are doing...

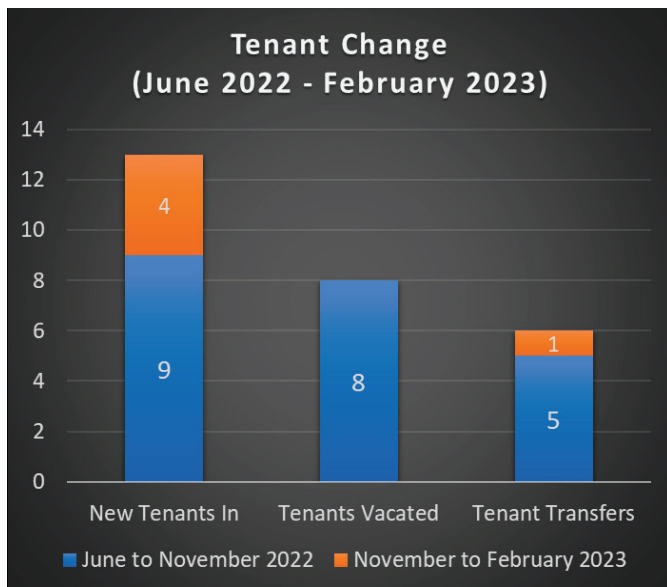
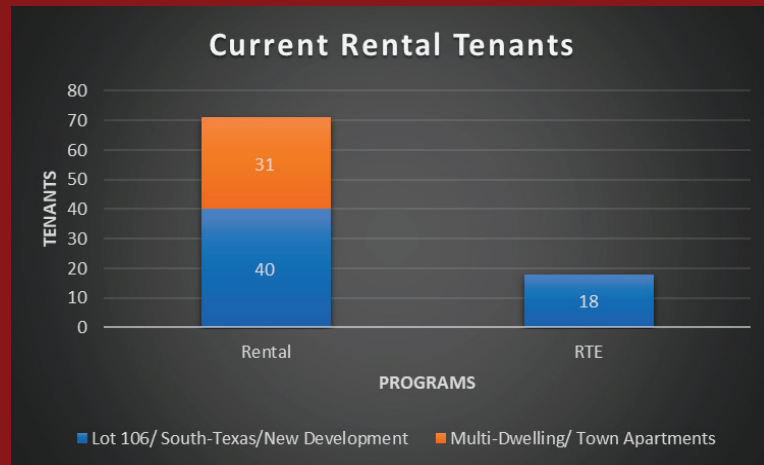
Heather Jacobs-Whyte
General Manager of
Housing Programs and
Client Services

Graphs created by
Tehotenion Skye,
Client Information Intake
Lead

COMMUNITY HOUSING RENTAL STATISTICS

Since December 2021, much work has been devoted to developing the rental program because the rental program has the most tenants, as seen in the bar graph to the right, compared to the Rent-To-Equity (RTE) Program tenants. The Rental Program presents the most need to develop standard and consistent methods and the need to develop processes and documentation for application management.

The term for housing rental has changed to Community Rental. Documents were developed to move in, move out or transfer a unit for tenants so that a process is documented for all of us to follow. A standard and equal process for selecting applicants has been developed and is working. A Selection Committee is now established - we look at applications for rental every three months if units are available.



We now have consistency in process for all current and future tenants in Community Housing. We have been using these documented processes since June of 2022 and this works very well.

The bar graph (left) lets you see the movement of tenants over the last year. We moved in 13 new tenants, transferred 6 tenants to another unit and 8 tenants out of units. We can only place rental applicants into units when they become available. Vacant units are limited and vacancies come in few amounts. Several units are not occupied at present due to the need to renovate the unit so that new tenants can move into a clean and livable space.

In 2022,
we moved in
13
new tenants.



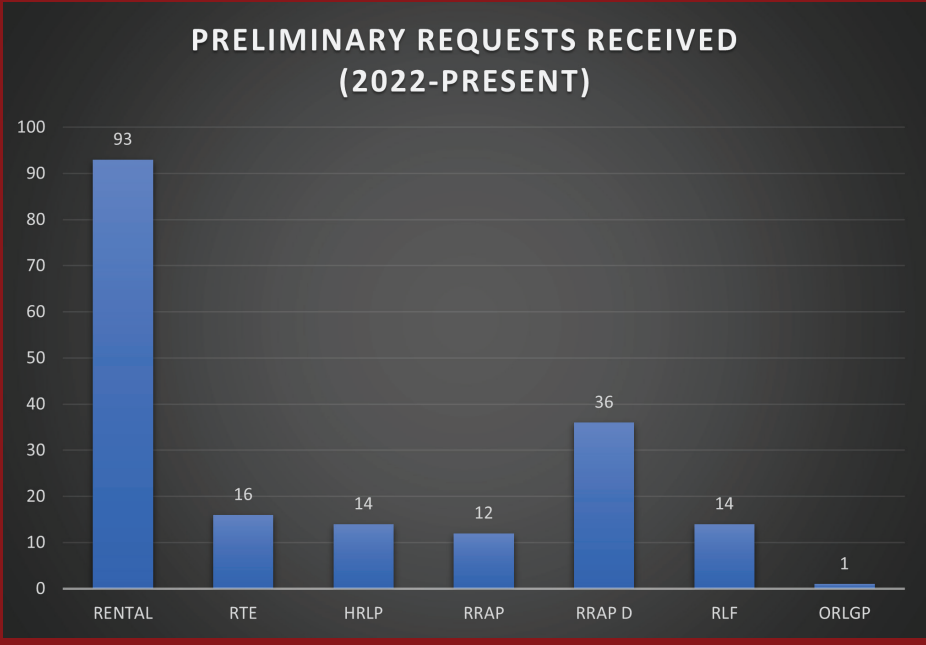
“The move in was easy. I am extremely satisfied and MCK should build more so people can have the same opportunity as me and feel good about their situation”

WHAT DO OUR TENANTS HAVE TO SAY?

“Satisfied with the process to move in. At the lease meeting [meet and greet] I felt it was professional and structured. It was a miracle for me - I was in a real tough situation, and I am grateful for my own space”

QUALITY SERVICE

Housing has been working on developing documents such as policy, procedure, processes and guides for our operations. The Housing Program team worked on operational guides. The guides make sure all employees do the same thing, the same way, every time. This is quality service delivery.



Acronym	Name
RENTAL	RENTAL
RTE	RENT TO EQUITY
HRLP	HOUSING REPAIR LOAN PROGRAM
RRAP	RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM
RRAP D	RESIDENTIAL REHABILITATION ASSISTANCE PROGRAM WITH DISABILITY
RLF	REVOLVING LOAN FUND
ORLGP	ON-RESERVE LOAN GUARANTEE PROGRAM

A FINAL WORD FROM THE GM

“All Housing employees hold the principle that everyone is treated equally and fairly. I am retiring at the end of March 2023. Fellow employees are steady, professional and carry much knowledge on how to do things in a good way and I have trust that improvements will continue. I am very happy to have been given this opportunity to contribute to the improved functioning of the Housing Unit and end my career here in Housing.”



Heather Jacobs-Whyte
General Manager of
Housing Programs and
Client Services

KEEP AN EYE OUT FOR OUR NEXT NEWSLETTER THAT WILL INFORM OF NEW STRUCTURING OF THE HOUSING UNIT AND LOTS OF OTHER INFORMATION...