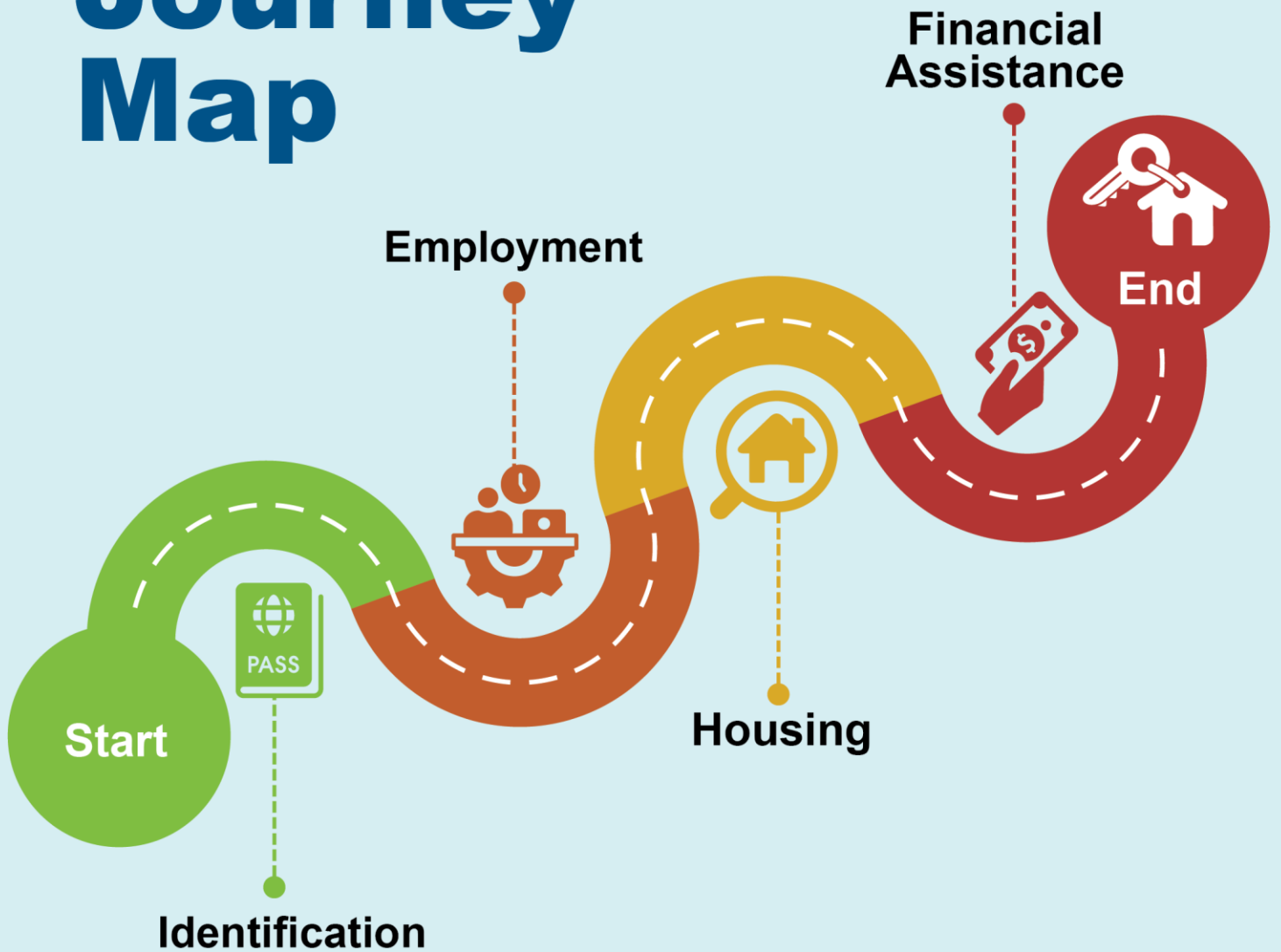


# Newcomer Housing Journey Map



Funded by:



Immigration, Refugees  
and Citizenship Canada

Financé par :

Immigration, Réfugiés  
et Citoyenneté Canada



# Welcome to Durham Region!

This guide was created by the Durham Local Immigration Partnership (DLIP) for newcomers looking to find rental housing in Durham Region, Ontario, Canada, with limited financial resources. The journey to finding housing can be long and challenging due to the current housing shortage. We want to support you through this process and have put together a list of resources that you will need to find housing, including assistance that you may be eligible to receive and supports available to guide you through each step of the process.

## About the Durham Local Immigration Partnership

The Durham Local Immigration Partnership (DLIP) is a multi-sectoral partnership that works to improve the capacity of local settlement and non-settlement partners to serve newcomers in Durham Region. Today, it boasts a membership of more than 100 partners representing all levels of government, settlement and non-settlement service providers. Situated within the Region's Diversity, Equity and Inclusion (DEI) Division, the DLIP has deepened conversations around the regional and municipal role in humanitarian settlement responses, immigration, equity, anti-racism and inclusion in Durham.

If you have any questions you can use the [Durham Immigration](#) portal or to contact us [ImmigrationPortal@durhama.ca](mailto:ImmigrationPortal@durhama.ca)

## About settling in Durham Region

Durham Region is made up of eight local area municipalities, the City of Pickering, Town of Ajax, Town of Whitby, City of Oshawa, Municipality of Clarington, Township of Scugog, Township of Brock and Township of Uxbridge. Across the region, you will find a variety of spaces that can be rented from urban settings near regional transit to rural locations closer to nature and the waterfront. Services are available to help you navigate the process of securing a rental unit such as an apartment, room or house. It is important to note that the process can look different for each rental space.

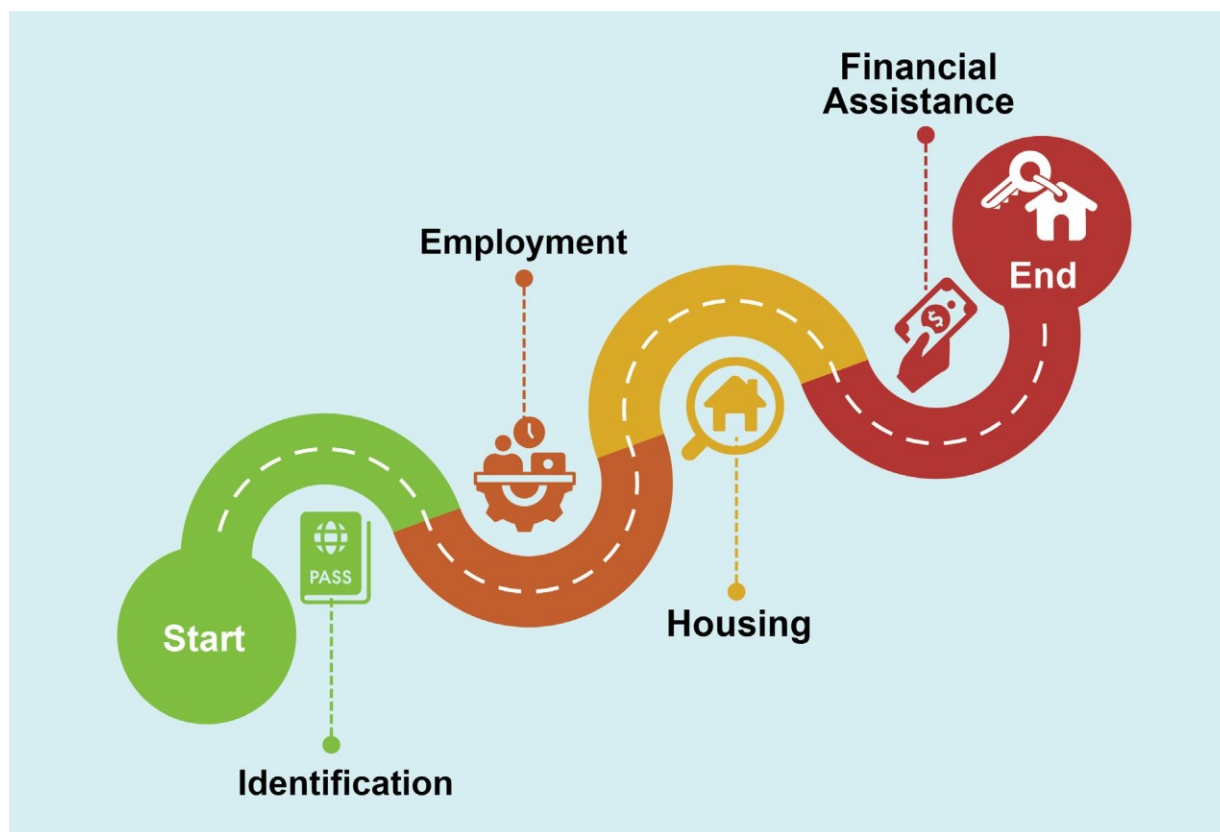
# Table of Contents

- Welcome to Durham Region!..... 2
- Overview of the Newcomer Housing Journey ..... 4
  - Identification.....5
  - Employment.....7
  - Housing ..... 10
  - Financial Assistance ..... 13

The content provided is for information purposes only and is not an exhaustive list of programs and services. This guide offers links to many websites controlled by external providers that are not maintained or monitored by the Region of Durham and is accessed solely at your own discretion.

Published March 2024.

# Overview of the Newcomer Housing Journey



This resource will review four components that support you in securing a rental unit.

## Identification

Identification is required to secure housing. You can use any form of Government-issued Canadian identification, such as passports and immigration papers.

## Employment

There are also employment services that can support you in finding employment by providing mentoring, and tips on how to prepare resume and for interviews, among other programs. These supports can be beneficial to finding the right employer and workplace. You will also need to show bank statements or a letter of employment to secure a unit.

## Housing

There are several types of rental spaces available, including apartments, rooms, houses, and basements. Assistance is available to guide you through the process of securing a rental unit.

## Financial Assistance

There are programs available that can help with paying your last month's rent. You will most likely need to show that a lease is in place to access them.

## Identification



Identification is required to secure housing. You can use any form of Canadian-issued government such as a passport. To request identification, review the options available below.

If you lose your immigration papers you will have to contact Immigration, Refugees and Citizenship Canada (IRCC), by phone 1-888-242-2100 or through their webform called [Client Support Centre services](https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html) (https://www.canada.ca/en/immigration-refugees-citizenship/corporate/contact-ircc/client-support-centre.html), for an appointment date that will be sent to you by mail.

### Community Development Council Durham (CDCD)

CDCD is a community organization that supports newcomers with multiple services.

458 Fairfall Street, Unit #4 Ajax, Ontario  
L1S 1R6

Email: [info@cdcd.org](mailto:info@cdcd.org)

Website: [Home](#) | [Community Development Council Durham](#) | [CDCD Ajax](#) | [Support](#)

(cdcd.org)

Phone: (905) 686-2661 extension 217  
Hours: Monday to Friday 8:30 a.m. to 4:30 p.m.

### Service Canada

A single-point access for federal services and benefits such as passports, immigration documentation, Social Insurance Number (SIN) and more.

Website: [Find a Service Canada Office](https://servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng) (servicecanada.gc.ca/tbsc-fsco/sc-hme.jsp?lang=eng)

Hours: Monday to Friday 8:30 a.m. to 4 p.m.

### Ajax

274 Mackenzie Avenue, Suite 200  
Ajax, Ontario  
L1S 2E9

### Oshawa

Midtown Mall, Unit C6  
200 John Street West  
Oshawa, Ontario L1J 2B4

### Pickering

Service Canada comes to the Pickering Welcome Centre every third Wednesday of the month.

5-1400 Bayly Street  
Pickering, Ontario  
L1W 3R2

Phone: (905) 420-3607

### Whitby

Whitby Mall (Southeast corner of Dundas and Thickson)  
1615 Dundas Street East, Suite 6  
Whitby, Ontario  
L1N 2L1

## Service Ontario

Service Ontario is a government agency that provides multiple government services for the Province of Ontario.

They provide support with applying for a driver's license, health card, birth certificate and more. They operate from Monday to Friday and can be reached at their centralized number 416-326-1234 or TTY 416-325-3408.

### Ontario Photo Card

Service Ontario can assist with an identification (ID) called the [Ontario Photo Card](#) ([ontario.ca/page/ontario-photo-card](http://ontario.ca/page/ontario-photo-card)). This is an official identification accepted in lieu of a driver's license. To apply, you will need a birth certificate and/or immigration documentation. You can use the Ontario Photo Card for government applications such as for an Ontario health card called the Ontario Health Insurance Plan (OHIP) card, employment and more.

Website: [Service Ontario locations, hours and contact](#) ([ontario.ca/locations/serviceontario](http://ontario.ca/locations/serviceontario))

#### Ajax

509 Bayly Street East

Ajax, Ontario

Major intersection: Bayly Road and Audley Road

Hours: 8:30 a.m. to 7 p.m.

#### Bowmanville

191 Church Street, Lower Level

Bowmanville, Ontario

Major Intersection: King Street West and Scugog Street

Hours: 9 a.m. to 5 p.m.

#### Oshawa

200 John Street West

Located in the Midtown Mall

Oshawa, Ontario

Major Intersection: King Street West and Nassau Street

Hours: 9 a.m. to 5 p.m.

#### Port Perry

72 Water Street

Port Perry, Ontario

Major Intersection: Water Street and Casimir Street

Hours: 8:30 a.m. to 5 p.m.

#### Pickering

1410 Bayly Street, Unit 2

Pickering, Ontario

Major intersection: Bayly and Liverpool

Hours: 9 a.m. to 7 p.m.

#### Whitby

590 Rossland Road East

Whitby, Ontario

Major Intersection: Rossland Road East and Civic Centre Drive

Hours: 8:30 a.m. to 5 p.m.

#### Whitby Mall

1615 Dundas Street East, Unit 49

Whitby, Ontario

Major Intersection: Dundas Street East and Thicksen Road South

Hours: 9 a.m. to 5 p.m.

# Employment



Typically, rental applications require bank statements or proof of employment such as letter of employment or an offer letter. Employment services are available throughout Durham Region. Many of these organizations provide resources and training to support you with finding employment, including mentorship programs; and training on how to apply for a job (i.e., preparing a resume), interview and other programs. These supports can be beneficial in helping you find the right employer and workplace.

\*If you have a work permit, you can apply for Social Insurance Number (SIN) card at Service Canada

## Achev – Pickering

1099 Kingston Road, Unit 240

Pickering, Ontario, L1V 1B5

Telephone: 905-420-1919

Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

Website: [Achēv - Employment, Newcomer, Language and Youth Services \(achev.ca\)](http://Achev - Employment, Newcomer, Language and Youth Services (achev.ca))  
(achev.ca)

## Agilec

250 Bayly Street West, Unit 19

Ajax, Ontario, L1S 3V4

Telephone: 905-426-1760

Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

Website: [Employment Services – Agilec](http://Employment Services – Agilec (agilec.ca/employment-services/))  
(agilec.ca/employment-services/)

## Canadian Council on Rehabilitation and Work

2 Simcoe Street South, Suite 500

Oshawa, Ontario L1H 1C8

Email: oshawa@ccrw.org

Website: [Home | Canadian Council on Rehabilitation and Work \(ccrw.org\)](http://Home | Canadian Council on Rehabilitation and Work (ccrw.org))  
(ccrw.org)

## Centre d'Emploi Francophone De Durham

2H – 57 Simcoe Street South,

Oshawa, Ontario, L1H 4G4

Telephone: 905-436-6989

Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

Website : [COFRD](http://COFRD (cofrd.org)) (cofrd.org)

## Durham Region Unemployed Help Centre (DRUHC) 1410 Bayly Street, Unit 4

Pickering, Ontario, L1W 3R3

Telephone: 905-420-4010

272 King Street East

Oshawa, Ontario, L1H 1C8

Telephone: 905-579-1821

Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

Website: [Durham Region Unemployed Help Centre – DRUHC](http://Durham Region Unemployed Help Centre – DRUHC (unemployedhelp.on.ca)) (unemployedhelp.on.ca)

## Durham College

Website: [Durham College Community Employment Services \(employmenthelp.ca\)](http://Durham College Community Employment Services (employmenthelp.ca))  
(employmenthelp.ca)

## **Bowmanville Community Employment Services**

219 King St East, Unit 4,  
Bowmanville, Ontario L1C 1P7  
Tel : 905-697-4472  
Email: [bowmanville@EmploymentHelp.ca](mailto:bowmanville@EmploymentHelp.ca)  
Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

## **Oshawa Community Employment Services**

300 Taunton Road, East, Unit 18  
Oshawa, Ontario L1G 7T4  
Tel: 905-438-1041  
Email: [oshawa@EmploymentHelp.ca](mailto:oshawa@EmploymentHelp.ca)  
Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

## **Employment Uxbridge, Port Perry and Beaverton**

29 Toronto St., Unit #2  
Uxbridge, Ontario L9P 1V9  
Tel: 905.852.7848  
Email: [uxbridge@EmploymentHelp.ca](mailto:uxbridge@EmploymentHelp.ca)  
Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

## **Employment Ontario**

Telephone: 416-326-5656  
Email: [contactEO@ontario.ca](mailto:contactEO@ontario.ca)  
Hours: Monday to Friday from 8:30 a.m. to 5 p.m.  
Website: [Employment Ontario](http://ontario.ca/page/employment-ontario)  
([ontario.ca/page/employment-ontario](http://ontario.ca/page/employment-ontario))

## **Global Experience Ontario (Foreign Credentials)**

Telephone: 416-325-2929  
Toll-free: 1-800-387-5514  
Website: [Global Experience Ontario](http://tcu.gov.on.ca/eng/eopg/programs/geo.html)  
([tcu.gov.on.ca/eng/eopg/programs/geo.html](http://tcu.gov.on.ca/eng/eopg/programs/geo.html))

## **John Howard Society**

Website: [John Howard Society of Durham](http://johnhoward.on.ca/durham/)  
([johnhoward.on.ca/durham/](http://johnhoward.on.ca/durham/))

## **Oshawa**

75 Richmond Street West  
Oshawa, Ontario L1G 1E3  
Telephone: 905-579-8482  
Hours: Monday to Friday 8 a.m. to 4 p.m.;  
closed: 1 to 2 p.m. daily.

## **Whitby**

114 Dundas Street East, Unit 200  
Whitby, Ontario L1N 2H7  
Telephone: 905-579-8482  
Hours: Monday to Friday 8 a.m. to 4 p.m.  
Closed: 1 p.m. to 2 p.m. daily

## **Making Employment Transitions Attainable (META)**

15 Thickson Road North, Unit 6  
Whitby, Ontario L1N 8W7  
Phone: 905-725-0087  
Toll Free: 1-888-401-9636  
Hours: Monday to Friday from 8:15 a.m. to 4:15 p.m.  
Website: [META Services](http://metaservices.ca) ([metaservices.ca](http://metaservices.ca))



## Open for Business

Telephone: 416-326-8475

For people with hearing disabilities:

Teletypewriter 416-325-3408

Toll-free TTY: 1-800-267-8097

Website: [Open for Business](http://ontario.ca/page/open-business)  
(ontario.ca/page/open-business)

## Second Career

Website: [Second Career](http://ontario.ca/page/better-jobs-ontario)  
(ontario.ca/page/better-jobs-ontario)

## Service Canada

Website: [JobToCanada.ca](http://JobToCanada.ca)

## VPI Working Solutions

Email: [info@vpi-inc.com](mailto:info@vpi-inc.com)

Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m. Additional hours may be available upon request.

Website: [VPI Employment Services](http://vpi-inc.com/contact/)  
(vpi-inc.com/contact/)

## Ajax

289 Kingston Road East, Unit 2  
Ajax, Ontario L1Z 0K5  
Phone: 905-683-3529

## Oshawa

843 King Street West, Unit 9  
Oshawa, Ontario L1J 2L4  
Phone: 905-571-3301

## Women's Multicultural Resource & Counselling Centre (WMRCC)

P.O. Box 66164, 1355 Kingston Road

Pickering, Ontario, L1V 6P7

Phone: 905-427-7849 / 1-877- 454-4035

Hours: Monday to Friday from 9 a.m. to 5 p.m.

Website: [Women's Multicultural Resource & Counselling Centre](http://wmrcc.org)  
(wmrcc.org)

## YMCA

Email: [MemberServices@YmcaGta.org](mailto:MemberServices@YmcaGta.org)

Hours: Monday to Friday from 9 a.m. to 5 p.m.

Website: [Employment Services](http://ymcagta.org/employment-services)  
(ymcagta.org/employment-services)

## Pickering

1550 Kingston Road, Unit 16  
Pickering, Ontario L1V 1C3  
Phone: 905-427-7670

## Whitby

3000 Garden Street, Unit 100A  
Whitby, Ontario L1R 2G6  
Phone: 905-668-004



## Housing Assistance

There are a variety of spaces that can be rented. Supports are available to help you navigate how to secure a rental unit such as an apartment, room, house or basement. The process can look different for each space. It can be complicated and overwhelming to find a place to rent but, there are supports that can help you navigate your search such as outreach workers (more information is listed below).

If you prefer to look on your own, review the, ["Where to find online apartment listings" document](https://durham.ca/en/living-here/resources/Documents/Housing-Shelters-and-Homelessness/Renters-Toolkit/Where-to-Find-Online-Apartment-Listings.pdf) (durham.ca/en/living-here/resources/Documents/Housing-Shelters-and-Homelessness/Renters-Toolkit/Where-to-Find-Online-Apartment-Listings.pdf). However, outreach workers understand the process and can help you look for a place to rent. They have relationships with landlords that will be respectful of your rights, as well as how to navigate requirements that many landlords ask for that newcomers may not have yet, such as a credit score. Real estate agents are also available to help, at no cost.

## Community Housing

Durham Region has community housing, which offers both affordable, market housing for individuals and families, as well as rent-g geared-to-income (RGI) for people with low income. If you are a citizen, permanent resident or have applied for permanent residence, refugee or refugee claimant status, you can apply for RGI and other housing benefits through the [Durham Access to Social Housing \(DASH\)](https://durham.ca/en/living-here/durham-access-to-social-housing-dash.aspx) (durham.ca/en/living-here/durham-access-to-social-housing-dash.aspx). Wait-list times can vary, but it is usually long depending on location and bedroom size. In the meantime, most people will need to look for housing in the private market.

*\*note that individuals with a student work visa or work permit are not eligible for this program.*

## Housing Search

### Tenant Rights

As a tenant you have rights such as:

- The right to live in a property that is safe and in a good state of repair.
- The right to have your deposit returned at the end of the tenancy (provided that you meet the terms of your tenancy agreement).
- Protection against housing discrimination and overcharging rent.
- Legal recourse if the landlord lets the property become uninhabitable, and more.

The Landlord Tribunal Board provides information about its practices and procedures and the rights and responsibilities of landlords and tenants under the *Residential Tenancies Act*. For more information on your rights, visit the [Landlord and Tenant Board](https://tribunalontario.ca/lrb/) (TribunalOntario.ca/lrb/)

Outreach workers can also inform you of your rights as a tenant, which is very important before you sign a lease. CDCD and Durham Region's outreach team offer Rent Smart Workshops to provide important information on how to protect yourself while you are a tenant.

The organizations listed below have outreach workers that can help you complete rental applications and housing stability fund forms. They can also provide support with eviction prevention and mediation with landlords.

### **Know Your Rights!**

Not every landlord will give you the correct information. They may also add clauses to your lease that are not legal. Examples of clauses that are not enforceable include no pets, no smokers, several months of rent in advance and more. It is also important that the unit that you are considering to rent is up to building and fire codes. For instance, a basement with a bedroom should have a window to be a legal unit. Learn more about your rights by reviewing [Renting in Ontario: Your Rights](http://ontario.ca/page/renting-ontario-your-rights) (ontario.ca/page/renting-ontario-your-rights).

## **Resources available to support your search**

### **CDCD**

458 Fairfall Street, Unit #4

Ajax, Ontario L1S 1R6

Telephone: 905-686-2661

Fax: 905-686-0984

Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

Website: [Community Development Council Durham](http://cdcd.org) (cdcd.org)

### **Community legal clinic – Midtown Centre**

200 John Street West,

Unit B1

Oshawa, Ontario L1J 2B4

Tel: 905-728-7321 Fax: 905-728-6362 Toll  
Free: 1-888-297-2202

Hours: Monday -Thursday from 8:30a.m.-  
4:30p.m. closed Fridays

Website: [Home - Durham Community Legal  
Clinic and Access to Justice Hub](http://durhamcommunitylegalclinic.ca)  
(durhamcommunitylegalclinic.ca)

### **John Howard Society**

#### **Oshawa**

75 Richmond

Street Oshawa,

Ontario L1G 1E3

Tel: 905-260-7961

Hours: Monday to Friday from 8 a.m. to 4  
p.m.

#### **Bowmanville**

132 Church Street

Bowmanville, Ontario L1C 1T5

Tel: 289-276-0250

Hours: Monday to Friday from 8 a.m. to 4  
p.m.

Website: [John Howard Society of Durham  
Region](http://johnhoward.on.ca/durham/) (johnhoward.on.ca/durham/)

## **Whitby**

114 Dundas Street East

Unit 200

Whitby, Ontario L1N 2H7

Tel: 905-666-8847

Hours: Monday to Friday from 8a.m. – 4p.m.

Website: [John Howard Society of Durham Region](http://johnhoward.on.ca/durham/) (johnhoward.on.ca/durham/)

## **North House**

B-2 Elgin Park Drive

Uxbridge, Ontario L9P 0B1

P.O. Box 964

Port Perry Ontario L9L 1A8

Telephone: 905-852-5919

Email: [hhsp@cldn.ca](mailto:hhsp@cldn.ca)

Hours: Monday to Friday and the occasional Saturday. Appointments are required as

Website: [Accessing Affordable Housing – North House](http://northhouse.ca/accessing-affordable-housing/)  
(northhouse.ca/accessing-affordable-housing/)

## **Housing & Homelessness Support Program— Community Living Durham North**

They are mobile for most of their working hours.

Website: Community Living Durham North – Housing and Homelessness Support Program (cldn.ca)

Tel: 289-640-1929 or 705-432-8654

Email: [info@northhouse.ca](mailto:info@northhouse.ca)

Hours: Monday to Friday from 9 a.m. to 5 p.m.

## Financial Assistance



To secure housing you will need your last month's rent. There are services that can help with funds for your last month's rent. You will likely need to show that a lease is in place.

Social assistance programs (such as Ontario Works) offer money to eligible individuals for living expenses including rent, medication, food and more. If you are already on Ontario Works, you have access to financial assistance for last month's rent and moving costs. You can contact CDCD to arrange it. If you don't have Ontario Works, CDCD can still provide support.

Note: If you have arrived in Canada and do not need any financial assistance, you can use the [Renter's Toolkit](http://durham.ca/en/living-here/renter-s-toolkit.aspx#Living-with-Roommates) (durham.ca/en/living-here/renter-s-toolkit.aspx#Living-with-Roommates)

### Region of Durham - Housing Stability Program

605 Rossland Rd. E.

Whitby, ON L1N 0B7

Telephone: 905-666-6239

Hours: Monday to Friday from 8:30 a.m. to 4:30 p.m.

HSP helps Durham households who can generally pay their expenses, but due to unforeseen circumstances cannot meet their costs for a short period or must move to secure more affordable accommodations. HSP provides access to stability funds for rental arrears, utility arrears, moving costs, and last month's rent supports.

The HSP is only available to residents of Durham Region who have lived here for 3 or more months.

Your net household income must meet the low-income measure program limits.

Applications are accepted online via the link below or you can contact our Coordinated Intake and Eligibility Unit at 905-666-6239.

Housing Supports - Region of Durham ([www.durham.ca/en/living-here/housing-supports.aspx](http://www.durham.ca/en/living-here/housing-supports.aspx))

### Utility Supports

Supports are available for utility expenses.

For electricity: [Ontario Energy Board Electricity Support Program](http://ontarioelectricitysupport.ca) (ontarioelectricitysupport.ca)

For internet: [Rogers—Eligibility and Application Connected for Success](http://rogers.com/connected-for-success/eligibility-and-application) (rogers.com/connected-for-success/eligibility-and-application)

### Housing & Homelessness Support Program - Community Living Durham North

P.O. Box 964

Port Perry Ontario L9L

1A8 Telephone: 905-

852-5919 Email:

hhsp@cldn.ca

Website: Community Living Durham North – Housing and Homelessness Support Program. (cldn.ca)

If you live in north Durham, Community living can provide access to stability funds for rent arrears, utility arrears and last month's rent supports. You must have an immigration status in Canada and have assets less than \$50,000 (single person) and \$75,000 (couples and families).

## Housing Support

If you do not have the funds to rent, Durham Region has emergency shelter programs available, if you do not have a place to stay. To learn more about Durham Region's Emergency Shelter Programs, visit [durham.ca/EmergencyShelters](https://durham.ca/EmergencyShelters)

## 211Ontario

211 Ontario is a confidential helpline that connects people to social services, programs and community supports nearest to you, by calling 211 or visiting [211Ontario.ca/DurhamRegion](http://211Ontario.ca/DurhamRegion). 211 provides information on services such as warming or cooling centres, food banks, health care, or any other services you might need.



**Make the right call** Need assistance, but not sure who to call?  
Help is just three digits away.

- 211** Non-emergency social and community services
- 311** Regional government programs and services
- 411** Local directory assistance
- 511** Travel information such as road and traffic conditions
- 711** Teletypewriter (TTY) Relay Services for the speech and hearing impaired
- 811** Non-emergency health services
- 911** Emergency services

my Durham **311**



For more information, visit, visit the Durham Immigration web page.  
([DurhamImmigration.ca/NewcomerHousingJourney](http://DurhamImmigration.ca/NewcomerHousingJourney))

Please submit requests for additions, changes or corrections to the guide's current listings to:  
[LDIPC@durham.ca](mailto:LDIPC@durham.ca)