

ATTACHMENT A

Nanaimo Region Rent Bank (NRRB) Review (2021 – 2023)

Connective Society operates the Nanaimo Region Rent Bank (NRRB) which serves residents living in the City of Nanaimo and greater Nanaimo Regional District. Connective has a contract with BC Rent Bank until March 31, 2024.

Nanaimo Region Rent Bank Loan Process

Financial assistance is provided to residents by providing an interest free loan and a flexible plan for payback. Often the payback is planned over a 24 to 36-month period. The maximum amount loaned is \$500 for utilities, \$1700 for rent for single-family households and \$2,000 for family households.

Individuals submit a pre-assessment form online through the BC Rent Bank online portal. These forms are reviewed by Connective staff to ensure individuals meet the basic eligibility. In order to receive a rent bank loan, applicants must meet the following requirements:

- Be at least 19 years of age,
- Be a current resident of BC or be moving to BC,
- Not owing more than two months in rent,
- Provide proof of a regular source of income that is sufficient to cover monthly living expenses,
- Illustrate that the household is low to moderate income (using BC Housing Household Income Limits),
- Evidence that the financial assistance will stabilize your housing beyond the immediate crisis, and
- Must not have undischarged bankruptcy.

Individuals that meet the basic requirements are invited to meet with Connective staff where they discuss the reason the loan is needed, provide additional documents such as bank statements, proof of tenancy, confirmation of income source, employment information and, if applicable, provide an eviction notice or a notice of utility service termination. All completed applications are reviewed and approved by a loan committee made up of five Connective staff members. Once approved by the loan committee, rent bank staff make arrangements to directly pay landlords and utility companies. One full-time case manager and one part-time case manager support the NRRB. In addition to providing rent bank services, rent bank staff also provide navigation services such as referrals to other social service agencies or support with getting access to other government benefits and services. Staff also provide assistance with filling out paperwork and provide advocacy when communicating with landlords or utility corporations.

Rent Bank Loans in Nanaimo

Between January 2021 and March 31, 2023, 992 pre-assessments were received through the BC Rent Bank portal and 165 loans were issued for the Nanaimo Region. Currently, the client management system only exports data that identifies the postal code of the applicant, making it difficult to distinguish whether a renter resides within the City or within the region. It is time consuming for staff to cross-reference these files with the approved files held within the client

management system. BC Rent Bank is working on a better solution and hopes to have this feature released by December 2023. Connective Society estimates that between 2021 and 2023, 136 rent bank loans were issued to City of Nanaimo residents. The summary table below also provides the number of applications received, number of loans issued, and the number of households provided with supplemental supports for each fiscal year in the Nanaimo region. Supplemental supports includes the navigation supports previously mentioned.

Year	Pre-Assessments Received	Loans Issued	# of households provided with Supplemental Supports
2020 - 2021* (Fiscal Year April 1, 2020 to March 31, 2021)	108	10	11
2021 – 2022 (Fiscal Year April 2021 to March 31, 2022)	483	58	178
2022 – 2023 (Fiscal Year April 1, 2022 to March 31, 2023)	323	72	95
2023 - 2024 (Fiscal Year April 1, 2023 to March 31, 2024)	78	25	10
Total	992	165	294

**The Nanaimo Region Rent Bank launched in the last quarter of 2020 – 2021*

Rent Bank Loan Repayments

Between January 2021 and March 2023, the NRRB issued \$171,893 in loan funds and received \$33,376 in loan repayments.

Nanaimo Region Rent Bank Budget

The table below provides a summary of funds contributed to the NRRB January 2021 to March 2023.

Funding Partner	Capital	Operating	Total
City of Nanaimo	\$90,603	NA	\$90,603
Regional District of Nanaimo	\$25,000	NA	\$25,000
United Way	NA	\$2,500	\$2,500
BC Rent Bank	\$40,000	\$178,617	\$218,617
Total	\$155,603	\$181,117	\$336,720