

## Housing Submission Form

**Please note that your submission to the Federal Housing Advocate does not constitute a complaint at the Canadian Human Rights Commission. Not all submissions will be the subject of a review or hearing. The submission web tool is not a substitute for legal advice. If you believe you have experienced discrimination related to your housing situation or if you believe you need legal help with your individual circumstances, you may wish to pursue other mechanisms, such as a Landlord-Tenant Board, legal clinic, human rights commission or other mechanism in your province or territory.**

### **Privacy Statement**

When you fill out a submission form, you will have to provide some personal information. Please take a few moments to read our privacy statement before making your submission. It explains the measures put in place by the Office of the Federal Housing Advocate (the Office) at the Canadian Human Rights Commission (the Commission) to protect, store and use your personal information.

### **Why and how we collect your information**

The *National Housing Strategy Act* allows the Office to receive submissions on systemic housing issues from the public. The Office collects the information provided in this submission form so that it can consider any systemic housing issues that your submission may raise. We collect this information in compliance with the *Privacy Act*.

### **How your information is used and when it may be disclosed**

The personal information you provide in our submission form is protected by the *Privacy Act*.

The *National Housing Strategy Act* allows the Office to conduct a review into any systemic issue raised in a submission we receive. According to this law, we also can request that the National Housing Council (the Council), at the Canada Mortgage and Housing Corporation, create a review panel to hold a hearing on any systemic issue raised in a submission. To conduct reviews and prepare for review panels, we can work with individuals and communities affected by the issue(s), including experts, and may share details of your submission with them to do so.

If we conduct a review of your submission, we must make a report to the Minister that may include details from your submission. If we refer your submission to a review panel, we may share details of your submission with the Council. At the end of the hearing, the review panel must make a report to the Minister that can include details from your submission. The Office or the Council may also make the details of your submission public during a public hearing.

We will only use and/or disclose information from your submission:

- To assess whether there are any systemic housing issues and, if so, deal with them as appropriate.
- To conduct studies or carry out research about systemic housing issues.
- To notify you if we conduct a review of your systemic housing issue and/or refer your submission to a hearing before a review panel.
- To refer your submission to the Council to create a review panel to hold a hearing on the issue(s) you have raised.
- To provide advice and/or submit reports to the Minister.
- For case management, to generate statistics, and for research and/or education.
- To report to Parliament.
- If there is a legal reason (e.g. if we need to disclose the information under the rules of a court or tribunal).

We will not otherwise disclose your information, except in limited situations described in subsection 8(2) of the *Privacy Act*. In such a case, we will only disclose the least amount of information required and will inform you if possible.

If you do not allow the Office to collect your personal information, we will not be able to assess your submission.

### **How to access and correct your information**

You have the right to access and correct your personal information under the *Privacy Act*. You can find out how to do this by contacting the Commission's ATIP office:

**By phone, without fees:** 1-888-214-1090

**By email:** ATIP-AIPRP@chrc-ccdp.gc.ca

By submitting a Personal Information Request Form (PDF format): <http://www.tbs-sct.gc.ca/tbsf-fsct/350-58-nf-eng.pdf> to <https://atip-aiprp.tbs-sct.gc.ca/>

**On line:** <https://atip-aiprp.tbs-sct.gc.ca/>

**By mail:**

Access to Information and Privacy Division  
Canadian Human Rights Commission  
344 Slater Street, 8th Floor  
Ottawa, Ontario K1A 1E1

If you are not satisfied with the way the Office handles your personal information, you can file a complaint with the Privacy Commissioner:

Office of the Privacy Commissioner of Canada  
30 Victoria Street  
Gatineau, Quebec K1A 1H3

**Where we store your information**

We store all personal information in Personal Information Bank CHRC PPU 00512 until we send this information to the Library and Archives of Canada or destroy it.

**How we protect your information**

We are committed to protecting the privacy of individuals. We protect all personal information you provide on the submission form, whether through our secure website or by mail, under the *Privacy Act*. To protect personal information, we take the security measures described in the [TBS] Policy on Government Security.

**By submitting the form, I confirm that I have read and understood this privacy statement and consent to the Office's collection, use and disclosure of my personal information.**

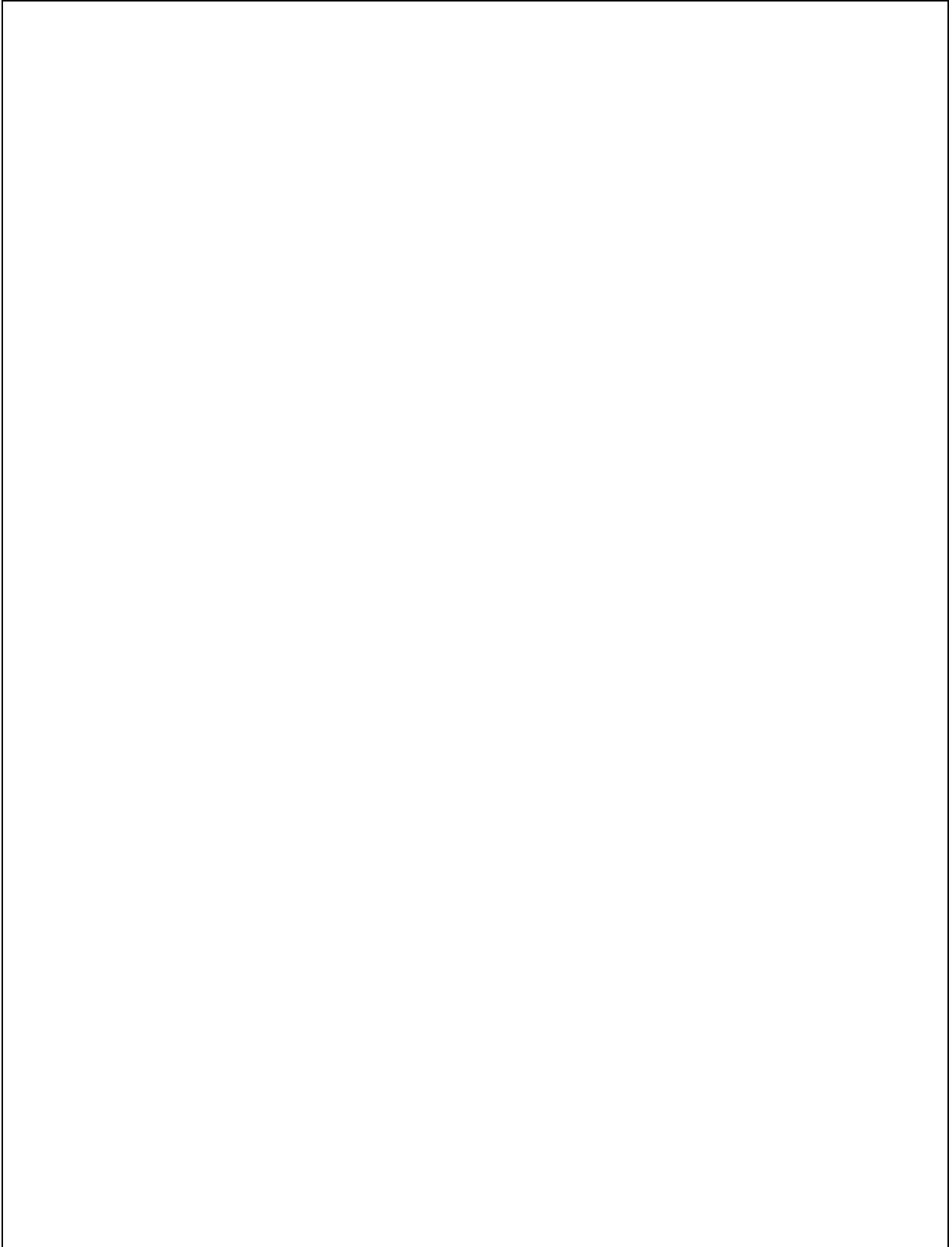
# **SUBMISSION**

## **Housing Issues**

Please choose the issue(s) that you experienced or are experiencing:  
(Please select all that apply)

Discrimination	<input type="checkbox"/>
Eviction, foreclosure, or losing my housing	<input type="checkbox"/>
Unaffordable housing	<input type="checkbox"/>
Problems with the condition of my housing	<input type="checkbox"/>
My home is not suitable or large enough for me, my family or household	<input type="checkbox"/>
Housing is inaccessible for my disability(ies) or someone in my family	<input type="checkbox"/>
Problems with the location of my housing	<input type="checkbox"/>
Problems with utilities such as heat, hydro, water, internet	<input type="checkbox"/>
Problems with my landlord, building manager, roommates, or neighbours	<input type="checkbox"/>
Violence or safety issues in my housing	<input type="checkbox"/>
Problems with finding housing	<input type="checkbox"/>
Problems with waiting lists for housing lists or shelters	<input type="checkbox"/>
Not having a place of my own, being homeless	<input type="checkbox"/>
Problems with the services and conditions in the supportive housing or institutions where I live	<input type="checkbox"/>
I want to share a comment about a government policy, program, or law, including programs of the National Housing Strategy	<input type="checkbox"/>
None of these apply to my situation	<input type="checkbox"/>

Please explain and include any details or dates that are helpful:

A large, empty rectangular box with a thin black border, intended for the user to provide an explanation and include any details or dates that are helpful. The box is currently blank.

## **Government Actions and Access to Justice**

What would you like to see governments do to improve housing problems like yours?

Where have you turned for information and help about the housing problems you experienced?  
(Please select all that apply)

Family members, friends, or neighbours	<input type="checkbox"/>
Websites, social media, and other online sources	<input type="checkbox"/>
Housing help centre	<input type="checkbox"/>
Legal clinic	<input type="checkbox"/>
Shelter or drop-in	<input type="checkbox"/>
Indigenous friendship centre or agency	<input type="checkbox"/>
Tenant association or resident association	<input type="checkbox"/>
Health centre	<input type="checkbox"/>
Other social services	<input type="checkbox"/>
A private service such as a lawyer	<input type="checkbox"/>
I have not looked for information or help	<input type="checkbox"/>
Other:	

Please explain where you have turned for help and information, and what happened:  
If you have not looked for information or help, please explain why.



Have you made an official complaint or claim about this issue to a legal or administrative authority? Please explain what body you brought this issue to, the dates, and what happened.

## **Living and Housing Situation**

Please describe your current living situation, including whether you own, rent, or do not have a place of your own; how many people are listed on the residential tenancy/lease/sublet/ mortgage agreement; the type of building do you live in (example: house, townhouse, room, shelter, dormitory, etc.?) and any other relevant information about your current living and housing situation.

## **History with Eviction and Homelessness**

Have you ever been forced to move from a place you rented? Did you receive an eviction notice when you were last forced to move? Please tell us what happened:

Have you ever experienced homelessness? How old were you when this first happened? When was your most recent experience with homelessness? Please tell us more about your experience:

For example, this could include:

- Staying in someone else's place temporarily because you had no place of your own,
- Staying in a shelter or drop-in,
- Having your own place but not being able to stay there because it was not safe for you or your family,
- Staying outside, in a vehicle, or abandoned building,
- Or any other time you did not have a safe place of your own.

## **Collection of Personal Information**

By providing your information, the Federal Housing Advocate can assess how diverse groups may experience unmet housing need or inadequate housing.

The Advocate uses this information to tailor recommendations and solutions to specific communities and to those most in need, as well as drive change to housing policies, programs and initiatives.

The Advocate puts particular focus on ensuring that housing is equitable and accessible to all without discrimination based on race, ethnicity, Indigenous identity, faith, age, family status, gender, sexual orientation, gender identity or expression, disability, and other factors.

### **Providing information on your personal circumstances is optional.**

Information gathered as part of the survey will be used in compliance with the Privacy Act. It will also be reported to Parliament and the National Housing Council. Any identifiable or private information will remain confidential.

## Personal Information

\* An asterisk means that this information is mandatory.

\_\_\_\_\_  
\*First name:

\_\_\_\_\_  
Last name:

\_\_\_\_\_  
Address:

\_\_\_\_\_  
\*City:

\_\_\_\_\_  
\*Province/Territory:

\_\_\_\_\_  
Postal code:

\_\_\_\_\_  
Phone:

\_\_\_\_\_  
\*Email:

If you are submitting on behalf of someone else:

**YES**

**NO**

What is your relationship  
to the person that you are submitting for?

\_\_\_\_\_

\_\_\_\_\_  
Contact's first name:

\_\_\_\_\_  
Contact's last name:

\_\_\_\_\_  
Contact's primary phone:

\_\_\_\_\_  
Contact's email:

## Gender and Sexual Orientation

How do you identify your gender?

Woman (Cis or Trans)

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Man (Cis or Trans)

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Two-spirit

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I use a different term to describe my gender: \_\_\_\_\_

Do you identify as trans or non-binary?

Yes

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No

---

Not sure

How do you describe your sexual orientation?

Heterosexual (straight)

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Lesbian or Gay

---

Bisexual or pansexual

---

Two-Spirit

---

I prefer not to answer

---

None of these apply to my situation: \_\_\_\_\_

## Demographic Information

\*Are you First Nations, Métis or Inuk (Inuit)?

YES

NO

If yes, please tell us more about your Indigenous identity:



## Race and Racial Identity

How do you identify your race? Check up to three that apply.

White	<input type="checkbox"/>
South Asian (East Indian, Pakistani, Sri Lankan, Bangladesh, Bhutanese, Nepalese)	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Black (African, Afro-Caribbean, African-Canadian descent)	<input type="checkbox"/>
Filipino	<input type="checkbox"/>
Arab	<input type="checkbox"/>
Latin American	<input type="checkbox"/>
Southeast Asian (Vietnamese, Cambodian, Laotian, Thai, Myanmar)	<input type="checkbox"/>
West Asian (Iranian, Afghan)	<input type="checkbox"/>
Korean	<input type="checkbox"/>
Japanese	<input type="checkbox"/>

None of these apply to my situation: \_\_\_\_\_

How do you identify your ethnic and cultural background? Please list characteristics that you use to describe your identity (e.g. Indigenous origins, ethnic origins, origins from other countries):

What, if any, is your religious or spiritual affiliation?

## Demographic Information

What year were you born? \_\_\_\_\_

Place of Birth: **Inside Canada** **Outside Canada**

If born outside Canada, please tell us what year you arrived in Canada, what country you were born in, and your citizenship status:

## **Disability Status**

*The Accessible Canada Act* defines disability as “any impairment, including a physical, mental, intellectual, cognitive, learning, communication or sensory impairment—or a functional limitation—whether permanent, temporary or episodic in nature, or evident or not, that, in interaction with a barrier, hinders a person’s full and equal participation in society.”

If you or someone in your family identify as a person with a disability, please tell us more:

## Languages:

What is your first language(s) or the language(s) you feel most comfortable communicating in?

English	<input type="checkbox"/>
French	<input type="checkbox"/>
ASL (American Sign Language)	<input type="checkbox"/>
Indigenous (please specify):	<input type="checkbox"/>
Prefer not to answer	<input type="checkbox"/>
Other (please specify):	_____

## Income Information

Please estimate your monthly household income: \_\_\_\_\_

*Note: In the estimate, please include wages, salaries, retirement income, investment earnings as well as income from government transfers, including social assistance, child benefits, employment insurance disability or workers compensation, etc.*

Please estimate your monthly household expenses: \_\_\_\_\_

*In the estimate, please include rent or mortgage, plus other costs such as heat, hydro, property tax, condo fees, etc.*

What are your sources of income? (Example: full- time or part- time employment, casual employment, welfare or social assistance, senior benefits, etc.)

A large, empty rectangular box with a thin black border, intended for the user to provide details about their sources of income. The box is currently blank.

In the past 12 months, how difficult or easy was it for your household to meet its financial needs for transportation, housing, food, clothing and other necessary expenses?

- Very difficult   
 Difficult   
 Neither difficult nor easy   
 Easy   
 Very easy

In the past 12 months, did any member of your household ever do any of the following because they were short of money?

- Ask for financial help from friends or relatives for day to day expenses  
 Yes, often                       Yes, sometimes                       No
- Take on debt or sell an asset for day-to-day expenses  
 Yes, often                       Yes, sometimes                       No
- Use the services of a food bank, clothing bank, or other charity organization  
 Yes, often                       Yes, sometimes                       No

**Household type and size**

Please tell us more about your household.

How many people live in your household?	
What is your relationship with them?	
How many of these people are children under 18?	
Are you parenting alone or with another person?	
<p>How many rooms are there in the dwelling?  Count kitchen, bedrooms, finished rooms, in attic, or basement, etc.  Do not count bathrooms, halls, vestibules, and rooms used solely for business purposes.</p>	
<p>How many of these rooms are bedrooms?  Count all rooms designed as bedrooms, even if they are now used for something else. Also, count basement bedrooms.</p>	



### **Member of Priority Group**

**Some groups face systemic barriers to adequate and affordable housing, and have been identified as a priority for the National Housing Strategy. This question helps us better understand the housing experiences of these priority groups. It may repeat some responses you have provided above.**

Which of the following groups do you or members of your household identify with?  
(Check up to three that apply)

First Nations, Inuit, Métis, and / or other Indigenous	<input type="checkbox"/>
Black (e.g. African, Afro-Caribbean, African-Canadian descent)	<input type="checkbox"/>
Member of racialized group/ person of colour	<input type="checkbox"/>
Woman	<input type="checkbox"/>
Trans and / or gender-diverse (e.g. non-binary, gender queer)	<input type="checkbox"/>
Person with a disability	<input type="checkbox"/>
Person with a disability related mental health	<input type="checkbox"/>
Person with a disability related to addiction	<input type="checkbox"/>
Member of 2SLGBQI+ communities	<input type="checkbox"/>
Recent immigrant or refugee	<input type="checkbox"/>
Older adult 65 years or over	<input type="checkbox"/>
Young adult 15-29 years	<input type="checkbox"/>
Veteran	<input type="checkbox"/>
Survivor of violence	<input type="checkbox"/>
Person living on low income and / or receiving social assistance	<input type="checkbox"/>
Single parent	<input type="checkbox"/>
Person who has served time in detention centre and / or prison	<input type="checkbox"/>
Person who has experienced or is experiencing homelessness	<input type="checkbox"/>
Person who has been involved in the child welfare system as a child, youth or residential school system	<input type="checkbox"/>
None of these apply to my situation	<input type="checkbox"/>

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**Please mail your submission to:  
Office of the Federal Housing Advocate  
344 Slater Street, 8th Floor  
Ottawa, Ontario K1A 1E1**

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**Thank you for making a submission to the Federal Housing Advocate**

Once the Office of the Federal Housing Advocate receives your submission, they will send you a receipt confirmation of your submission and an ID. If you wish to edit your submission, you may contact the Office of the Federal Housing Advocate at [housing-logement@chrc-ccdp.gc.ca](mailto:housing-logement@chrc-ccdp.gc.ca). If your issue is selected to be referred to the National Housing Council, we will contact you to tell you about this and provide you with more information at that time.

If you have opted out of further participation, we will not contact you further.

Your submission will help the Advocate drive change on key systemic housing issues and advance the right to housing for all in Canada. We thank you very much for sharing your experience.

Please note that the Federal Housing Advocate does not help with individual disputes. People who need help with an individual circumstance will need to go to a Landlord-Tenant Board, human rights commission or other mechanism in their province or territory.

If you are seeking assistance regarding a housing rights dispute or concern, we invite you to contact United Way 211 service. 211 is a non-emergency helpline for essential social services, community organizations, health and government programs. It helps people navigate these programs and services quickly and easily. You can visit the 211 website here: [www.211.ca](http://www.211.ca)