Where Can I Meet My CRW?

In order to meet you and get to know you and your needs, your CRW can:

- Book an appointment to visit you in your home
- Meet with you during their site office hours
- Book an appointment to visit with you at our main offices

Contact Our Team

Debbie Prentice - X2355
Donny Orr - X7160
Gillian McLaughlin - X7813
Kim Moore-Rosettani - X7711
Laura Dempsey - X5178
Laura Seaton - X2982
Marilyn Kohler - X7357
Sally Anderson - X7293

CityHousing Hamilton

55 Hess St S, PO Box 2500
Hamilton, ON L8N 4E5
Phone: 905-523-8496
Fax: 905-523-5228
cityhousing@hamilton.ca

Community Relations Worker

Tenant Engagement & Support Services

CITYHOUSING HAMILTON

"We provide affordable housing that is safe, well maintained, cost effective and that supports the diverse needs of our many communities."

What is a Community Relations Worker (CRW)?

CityHousing Hamilton is interested in more than just providing you with housing. We are genuinely interested in your quality of life in your community.

The purpose of a Community Relations Worker (CRW) is to help our residents maintain safe, affordable housing and prevent homelessness. Our team provides you with support, education, referrals and guidance to help resolve issues that may put your tenancy at risk. We can help you assess your needs and liaise between staff and other supportive community agencies and organizations. Together, we can problem solve each situation, providing support to help you be empowered to advocate for yourself and your needs!

What Services Does a CRW Provide?

Your CRW can provide you with information and support with the following:

- Rent Arrears
- Completing Forms
- Transfer requests for residents with medical needs or who are over housed
- Addressing excessive clutter or housekeeping concerns
- Education, assessment and referrals to community services including:
  - Mental health and addictions support;
  - Home organization and management;
  - Advocacy and legal services;
  - Primary health care services;
  - Budgeting and financial support services;
  - Seniors' support services;
  - And many more!

What Services Does a CRW Provide (Cont'd)

- Education on CHH services and programs like our resident led groups, recreation and wellness programs and more!

How Do I Know if I Should Contact my CRW?

Your CRW can be an advisor, a listener, an advocate—or simply someone to talk to when you don't know who to call.

CRW's have extensive knowledge about resources in your community and may be able to assist you in other ways than the services listed. Just ask!