

# HAMILTON LIGHT RAIL TRANSIT

## Hamilton LRT Fact Sheet: Tenant Support

As part of the Hamilton Light Rail Transit (LRT) project, Metrolinx is acquiring a number of properties along Main Street, King Street and Queenston Road to facilitate construction. Property acquisition and the resulting relocation of impacted tenants is a challenging part of any infrastructure project that can involve significant changes for those affected. This project is no different.

As part of our residential tenant support strategy, a team of dedicated staff works with affected residential tenants once a property has been acquired by Metrolinx for the project. To ensure these residents are engaged and supported throughout this process, our team provides one-on-one support to affected residents to facilitate a seamless transition into new housing. Our team works to find and secure new housing based on the specific needs of the individual or family.

As with many aspects of this project, the supports we provide are not cookie-cutter. Rather, a unique, "Made in Hamilton" approach is being employed across the corridor based on individual needs. This has resulted in a high number of positive interactions with tenants as we work with them to find a new home.

### Tenant Support By the Numbers

As of April 2019:

- Total number of properties acquired (commercial & residential) = 58
- Total number of residential properties acquired = 15 (primarily in Ward 3)
- Total number of residential units acquired = 55, (40 occupied, 15 unoccupied)
- Total number of tenants requiring support = 66
- Total number of tenants successfully accommodated (so far) = 43

### FAQs

#### **How many properties are being acquired to build Hamilton LRT?**

Though most property impacts will be small, approximately 90 full property acquisitions are required to build the project. These properties are primarily around future LRT stop locations where the road must be widened to fit stop platforms and traffic lanes.

#### **How many tenants are directly impacted by the project?**

Of the 90 full properties being acquired for the project, we believe approximately 30 buildings are occupied by residential tenants. As properties are acquired, we gain a better understanding of the exact number of tenants in those buildings.

#### **What is Metrolinx doing to support tenants?**

The Hamilton LRT corridor engagement strategy includes direct outreach to any affected residential tenants once Metrolinx has taken possession of a property. Metrolinx works one-on-one with each and every tenant to facilitate the transition into new housing, employing customized transition support.

#### **For more information:**

HamiltonLRT@metrolinx.com  
hamilton.ca/LRT  
metrolinx.com/HamiltonLRT

#### **Mailing address:**

36 Hunter Street East, 4th Floor  
Hamilton, Ontario  
L8N 3W8



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Our tenant support team works diligently to find, view and secure new housing based on a tenant's specific accommodation requirements. Our goal is to fully engage with and support tenants throughout the entire process. Other supports that may be offered include language translation services and assistance with necessary paperwork.

## **What type of financial assistance does Metrolinx provide to tenants?**

Metrolinx provides financial assistance to tenants for the direct costs associated with the mutual termination of a lease. This may include payment of rent in accordance with applicable Ontario law and other direct expenses such as furniture movers or opening new utility accounts. Depending on the unique circumstances of each tenant, other costs related to the transition may also be considered by Metrolinx.

## **When does Metrolinx begin communicating with impacted tenants?**

Immediately. After Metrolinx takes possession of a property, a letter is sent to each tenant advising that our tenant support team will be in touch with them to schedule an appointment and help them transition to new accommodations. We also provide an after-hours hotline available 24/7 to tenants for emergency situations.

## **Do tenants have to be out right away?**

No. We work with all tenants to develop a mutually convenient transition plan and ensure they find appropriate alternative accommodation. We engage with tenants early to provide as much flexibility as possible with respect to the timing of their transition to new housing. Ultimately, our objective is to transition tenants to new and appropriate housing in a sufficient time prior to construction.

## **What if a tenant hears rumours about their building being bought by Metrolinx?**

Metrolinx can only work one-on-one with tenants after it has taken possession of the property. If a tenant calls Metrolinx inquiring about the future status of their unit or building, we'll suggest they consult with their building owner or property manager. If they are concerned about possible relocation, they are also encouraged to contact the Hamilton Housing Help Centre, which can assist with information on relocation services and options.

Tenants may also wish to contact the Hamilton Community Legal Clinic so that they are aware of their rights under Ontario's *Residential Tenancies Act*. As noted, Metrolinx is unable to work one-on-one with affected residents until we take ownership of the property.

## **Has Metrolinx begun expropriations?**

No. To date, all properties have been acquired under willing-buyer, willing-seller negotiations. We would only resort to expropriation in cases where such an agreement is not possible or where certainty is required on the acquisition date to support future construction. Even if expropriation is required, we will continue to work towards a negotiated settlement with the property owner.

**If you have any questions, or have received alternate information from your building owner or property manager, please contact [HamiltonLRT@metrolinx.com](mailto:HamiltonLRT@metrolinx.com).**

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### **For more information:**

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