

**Hamilton Apartment Rental Program and Tenant Support Program – City Wide
Transition Plan for Implementation**

	2024								2025									
	May	June	July	Aug.	Sep.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sep.	Oct.
Tenant Support Program Staff recruitment and training																		
Initial staff recruitment and training (Renovation Licence) *																		
Development of Website, Resources and Brochures (Renovation Licence)																		
Community Outreach - Property Owners/Tenants (Renovation Licence)																		
AMANDA, Payment Portal, Application (Renovation Licence)																		
Intake Licence Applications (Renovation Licence)																		
Secondary staff recruitment and training (Safe Apartments) **																		
Development of Website, Guidance Documents and Owner/Tenant Brochures (Safe Apartments)																		
Outreach to Community, Stakeholders, Property Owners, Tenants (Safe Apartments)																		
AMANDA, Payment Portal, Application Development (Safe Apartments)																		

* Recruitment of positions including; Manager of Tenant Protection, Senior Project Manager, Project and Policy Assistant, Supervisor and Solicitor (Q2 2024). Recruitment of three (3.0) officers and two (2.0) Licensing Administrators in Q4 2024.

** Phased recruitment of remaining staffing positions through 2025

