



FEB 24 2021

MS. CAITLIN CLEVELAND
MLA, KAM LAKE

Oral Question 538-19(2): Northwest Territories Housing Corporation Safe and Secure Housing

This letter is in follow-up to the Oral Question you raised on February 10, 2021 regarding Northwest Territories Housing Corporation (NWT HC) safe and secure housing.

The mission statement of the NWT HC is part of the Corporation's mandate. As such, a scheduled mandate review would be an appropriate time to consider revising the NWT HC's mission statement. The next NWT HC mandate review is due this upcoming fiscal year.

The NWT HC will be offering customer service training to Local Housing Organizations (LHOs) in the near future. The NWT HC is working with other Government of the Northwest Territories departments to identify other training opportunities for LHOs regarding client centered, trauma informed approaches for tenant issues. The NWT HC is currently working with Integrated Case Management to develop a process for LHOs to refer complex cases to the appropriate agency.

Thank you.

Paulie Chinna
Minister Responsible for the
Northwest Territories Housing Corporation

- c. Clerk of the Legislative Assembly
Legislative Coordinator, Executive and Indigenous Affairs
President/CEO, NWT Housing Corporation