



City of Brantford

Local Rules, Notices, and Guidelines

For Community Housing Providers

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Last Revised April 2020

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INTRODUCTION

The City of Brantford owns and manages over 1,060 community housing units, and provides oversight and funding for an additional 960 Co-operative and Non-Profit housing units and over 400 affordable rental housing units. In addition, a further 300 to 400 housing units are under contract with private landlords.

When all of the units funded locally through the City of Brantford and County of Brant are combined, City of Brantford Housing Services helps to house approximately 7,000 people (about 5% of Brant & Brantford population).

In the role of Service Manager (SM) for the City of Brantford and County of Brant, the Housing Services Department is providing this manual with legislative and local rules for housing providers. Housing providers are to follow all legislative requirements, local rules and guidelines set out by the Province of Ontario and as contained in this document.

This manual has been structured into distinct sections, each addressing specific subject areas. Documents have been formatted to allow easy replacement when changes or updates are provided (subject to provincial regulatory/legislative changes or local rule changes).

If you have any questions or comments, please contact:

Provider Services Coordinator,
City of Brantford Health & Human Services, Housing Services Department
220 Colborne St., P.O. Box 845
Brantford, ON N3T 5R7
Tel: 519-759-3330, extension #6277



CONFIDENTIALITY/FREEDOM OF INFORMATION

In order to apply for and receive rent geared-to-income (RGI) assisted housing, households are required to complete an application form and provide a range of information that enables Brantford Access to Housing (BATH) staff and housing providers to assess each household's eligibility and rent geared-to-income rent or housing charge, in accordance with the provincial requirements of the *Housing Services Act* and its related regulations.


Due to the confidential nature of the information collected on households receiving RGI assistance, all reasonable caution must be taken to ensure the privacy of these households, and that only information required to verify eligibility for RGI assistance, unit size required, eligibility for special needs housing and the determination of RGI rent or housing charges, is collected.

In order to ensure that households are fully aware of the reason for the collection of the information and how the information will be used by housing providers and/or City of Brantford staff, households are required to sign a declaration and consent. The declaration is the household's assurance that the information provided is true and accurate; the consent is acknowledgement of the purpose for the collection of the information and permission for the information to be shared for the purposes identified.


All members of the household who are 16 years of age or older are required to sign the declaration and consent section, or have it signed on their behalf by a designate as identified in section 6 (6) of O.Reg 298/01.

All information collected through the income verification process is to be done in accordance with the *Housing Services Act*, its related regulations, the Freedom of Information and Privacy Act and the Municipal Freedom of Information and Privacy Act.

All information collected with respect to an RGI household is to be contained in a household file, to be located at the housing provider's site office. These files should contain the household's application form, annual verification forms and documentation and any other required documents or correspondence.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 3	Policy
			Approval Date:	Revision Date:
Title:	Housing Eligibility and Rent Benefits			
Activity Area:	RGI			

- 3.1 Eligibility Requirements
- 3.2 Age & Ability to Live Independently
- 3.3 Changes in Residency Status
- 3.4 Pursuit of Income
- 3.5 Misrepresentation of Income
- 3.6 Absence from Unit
- 3.7 Divestment of Residential Property
- 3.8 Community Housing Arrears
- 3.9 Occupancy Standards
- 3.10 Overhoused RGI Households
- 3.11 Time Period for Reporting Changes
- 3.12 Addition of new household members 16 years of age and older
- 3.13 Visitors and Guests
- 3.14 Income and Asset Limits
- 3.15 Rent-Geared-to-Income (RGI) Transfer

 Local Rules, Notices, and Guidelines Housing Services	Section 3	Policy 3.1
	Approval Date: April 2012	Revision Date: Nov. 2019
Title:	ELIGIBILITY REQUIREMENTS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the criteria that must be met in order for a household to qualify to receive RGI assistance.


Eligibility Criteria

In order for a household to qualify for RGI assistance, they must be assessed to ensure that they meet **all** of the following provincial requirements as prescribed by the *Housing Services Act, 2011* and Ont. Reg. 376/11:

- At least one member of household must be 16 years of age or older & able to live independently;
- All household members must be a Canadian Citizen, Landed Immigrant, Refugee Claimant or have been granted Refugee status;
- No removal order has become enforceable against a member of the household under the Immigration & Refugee Protection Act Canada;
- No household member received RGI assistance they were not entitled to receive, or misrepresented their income for the purpose of receiving RGI assistance;
- The Household no longer owns residential property (suitable for year round occupancy) - must sell/have sold within 180 days of being housed
- The Household does not have assets in excess of the local asset limit (**See 3.14**)
- No **current** member of the household has outstanding community housing rental arrears in the Province of Ontario
- Household continues to meet the occupancy standards for the unit in which it resides, or is on a waiting list for a suitable size unit
- Household members have pursued required sources of income
- Household is not absent from their unit for a period longer than is permitted by the City of Brantford’s absence policy (**See Section 3.6 - Absence Policy**)
- Changes in household income or composition were reported within the required time of thirty (30) business days (effective January 1, 2021 households are no longer required to report an increase to household income between annual subsidy renewals)
- Effective July 1, 2020, all income earning members of a household are required to file annual income tax returns (subject to Service Manager discretion)

Applicant households will receive a maximum of three offers of housing before deeming them ineligible to receive RGI assistance *until December 31, 2020*. **Effective January 1, 2021 applicant households will receive one offer of housing and if the offer is refused the household will be deemed ineligible for RGI assistance.** This local eligibility rule

provides for limited exceptional circumstances in which a refusal is not counted for the purposes of this rule. The City of Brantford Housing Services Department will continue to review the eligibility of all applicants on the centralized waiting list every 24 months.

 Local Rules, Notices, and Guidelines	Section 3	Policy 3.2
	Approval Date: April 2012	Revision Date: Feb. 2019
Title:	AGE & ABILITY TO LIVE INDEPENDENTLY	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the age and level of independence required in order for a household to qualify to receive RGI assistance.

Eligibility Criteria

In order for a household to qualify to reside in a community housing unit and receive RGI assistance, at least one member of the household must be at least 16 years of age and able to live independently.


Age is verified at the time the household applies to be placed on a waiting list for RGI housing by the Brantford Access To Housing System (referred to as “**BATH**” in this manual). Once an applicant household has been housed in an RGI unit, the household's eligibility must be monitored annually; any members of a household who turn 16 years of age following initial occupancy, must sign the occupancy agreement or lease renewal documents.

The ability of household members to live independently is also verified at the time of application to BATH. In addition to the age requirement, at least one member of the household must be able to live independently, meaning they are able to perform the tasks of daily living such as bathing, cooking, shopping, laundry and housekeeping - being able to look after oneself and one's home.

Where the only member of the household over the age of 16 requires support in order to live independently (perform normal daily activities such as those identified in the previous paragraph) written documentation is required to verify the required supports are in place. Where the required supports are being provided informally, the documentation must also specify the time period for which the individual providing supports is committing to providing the required supports. *For example, if a family member does meal preparation and housekeeping tasks, the documentation should specify how long they will continue to provide these supports.

***Note:** All decisions made in accordance with this Section of the manual are subject to an Internal Review when requested (**See Section 9 – System for Review of Decisions**).

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 42; O.Reg.367/11 Sec 24

 Local Rules, Notices, and Guidelines	Section 3	Policy 3.3
	Approval Date: April 2012	Revision Date: Feb. 2019
Title:	CHANGES IN RESIDENCY STATUS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how changes in any household member's residency status can impact on the entire household's eligibility to receive RGI assistance.

Eligibility Criteria

Residency status is one of the basic eligibility requirements to enable a household to qualify for receiving RGI assistance; any change to the residency status of any household member could therefore impact the entire household's eligibility to receive RGI assistance. All household members must continue to have legal status in Canada for that household to continue to receive RGI assistance.


When a RGI household has a member (or members) with Refugee Claimant status, follow up must be done to determine the outcome of the refugee process. The original documentation provided to support a household member's status as Refugee Claimant only guarantees they will be provided a hearing to determine if status will, or will not be granted. If the outcome of a refugee hearing rejects the Refugee claim, the household member will not have legal residency status, which means the entire household is not eligible for RGI assistance. In contrast, if the hearing outcome grants the household member(s) Refugee Claimant status, the household continues to be eligible to receive RGI assistance.

Where it is determined that a household member no longer has legal residency status, he/she would need to leave the household for the remainder of the household to continue to qualify for RGI assistance. Should a household member who does not have legal residency status continue to reside with the household, the household shall be issued a ninety (90) day written notice indicating the household no longer qualifies for RGI subsidy.

Households who become overhoused as a result of an ineligible member leaving will be required to adhere to the requirements for overhoused households (See Section 3.10 – Overhoused RGI Households).

***Note:** All decisions made in accordance with this Section of the manual are subject to an Internal Review when requested (**See Section 9 – System for Review of Decisions**).

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 42; O. Reg. 367/11 Sec 24, 25

 <p>Local Rules, Notices, and Guidelines</p>	Section 3	Policy 3.4
	Approval Date: June 2016	Revision Date: Feb. 2019
Title:	PURSUIT OF INCOME	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how failure to pursue required sources of income can impact on a household's eligibility to receive RGI assistance.

Eligibility Criteria

In order for a household to qualify to receive or continue receiving RGI assistance, all members of the household aged 16 years of age or older, and who do not meet the definition of a student, must make a reasonable attempt to pursue the following available sources of income:

- Basic financial assistance under the Ontario Works Act,
- Support under the Divorce Act (Canada), the Family Law Act or the Interjurisdictional Support Orders Act
- Unemployment benefits under the Employment Insurance Act (Canada)
- A benefit under Section 2 of the Ontario Guaranteed Annual Income Act
- A pension or supplement under Part I or II of the Old Age Security Act (Canada)
- Support or maintenance resulting from a sponsorship undertaking provided with respect to the household member(s) under the Immigration and Refugee Protection Act (Canada)


The household will be expected to make every reasonable effort to pursue these income sources and verify the outcome with supporting documentation. **For example, a letter from OW stating the household is ineligible for assistance and reason for this decision.**

During a household income review, providers will determine if the household might be entitled to receive one of the prescribed sources of income, especially where the household has no identified source of income.

Exemptions to pursue the above identified sources of income will be considered for Special Priority Households whose safety could be jeopardized in the pursuit of income, households who would incur tremendous costs in the pursuit of a support order or situations where there would be no recognizable cost benefit by the pursuit of the income. Documentation must be provided to support all requests for exemptions.

Where a household does not meet the requirement to pursue a required source of income, a ninety (90) day written notice that the household ceases to be eligible to continue receiving RGI assistance, should be sent.

***Note:** All decisions made in accordance with this Section of the manual are subject to an Internal Review when requested (**See Section 9 – System for Review of Decisions**).

 <p>Local Rules, Notices, and Guidelines</p>	Section 3	Policy 3.5
	Approval Date: Feb. 2016	Revision Date: Feb. 2019
Title:	MISREPRESENTATION OF INCOME	
Activity Area:	RGI	

Policy Intent: To identify how misrepresenting a household’s income for the purpose of receiving RGI assistance can impact on a household's eligibility to be placed on the centralized waiting list for RGI assistance.

Eligibility Criteria:

- Where a member of an applicant household has been convicted of an offence under section 55 of the Housing Services Act 2011 (or section 85 of the former Social Housing Reform Act 2000), or convicted of a crime under the Criminal Code (Canada) in relation to the receipt of RGI assistance, the household is not eligible to be placed on the centralized waiting list for RGI assistance for a period of two years
- Conversely, this local rule allows a household to be eligible for rent-geared-to-income if a conviction occurred more than two years before the determination of ineligibility


Operational Considerations:

- Applicant households, with a member who has been found to have misrepresented their income for the purpose of receiving RGI assistance, will be ineligible to be placed on the centralized waiting list until it is confirmed their period of ineligibility has expired
- Housing providers should report all convictions or findings for misrepresentation to Housing Services. Applicant households convicted or found to have misrepresented their income should be entered into the database with a status of **Ineligible** to track their period of ineligibility
- An applicant household ineligible for misrepresentation shall not be permitted to reapply for assistance for two (2) years from the date of the offence, crime or the date of the misrepresentation
- Applicant households ineligible from applying for RGI assistance due to misrepresentation will be assigned a status of **Ineligible** in the BATH system, until such time as their two year penalty period has expired
- Applicant households reserve the right to appeal any decision relating to Misrepresentation of Income through an Internal Review

Documentation Requirements:

- A copy of a conviction ruling is required from the provider to confirm misrepresentation before the household will receive **Ineligible** status.
- Documentation verifying that the household’s period of ineligibility has expired is required before a household can have their name added to the centralized waiting list.

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 42; O. Reg. 367/11 Sec 36

 Local Rules, Notices, and Guidelines	Section 3	Policy 3.6
	Approval Date: Feb. 2016	Revision Date: Feb. 2019
Title:	ABSENCE FROM UNIT	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how a household's extended absence from an RGI unit can impact on a household's eligibility to receive RGI assistance.

Eligibility Criteria

In order to continue to qualify for RGI assistance, a household cannot be absent from the unit for more than sixty (60) consecutive days, or ninety (90) days in total, within a twelve (12) month period, without the approval of the Service Manager.

Approving absences in excess of sixty (60) consecutive days on a compassionate basis must be done by the Service Manager. The Service Manager will require documentation to support the household's request for an extended absence. Extended absences will only be considered where the request is based on the need to attend/care for a significantly ill or dying family member, deal with legal issues for a recently deceased family member, or to seek required and life sustaining medical treatment **NOT** available in the Province of Ontario.


The maximum period of time a household can be absent from the unit **without** Service Manger approval is 60 consecutive days. Any household absent beyond sixty (60) consecutive days, with or without Service Manager approval, will receive a ninety (90) day notice removing RGI assistance. When the absence is known (through notification from resident or other means) the notice should be served immediately.

Where a household wishes to be absent beyond 60 consecutive days but less than 180 consecutive days, without Service Manager approval, they have the option of voluntarily suspending their RGI assistance during the unapproved absence. In such cases the household is required to notify their housing provider and pay full market rent during the absence.

Where a household opts to forfeit income prior to an absence, and a voluntary suspension of RGI does not apply, the RGI rent/housing charge for the household should remain at the pre-absence rate and be reviewed when the household returns. If the household returns and reports no income, the requirements for "Pursuit of Income" should be applied.

Housing providers must notify the household requesting an absence exceeding 60 days that they do not qualify for continued subsidy beyond 60 days without approval of the Service Manager. The household must make a written request to the Service Manager, attention, Provider Services Coordinator.

See Also: HSA Sec 42; O Reg. 367/11 Sec 37

 Local Rules, Notices, and Guidelines	Section 3	Policy 3.7
	Approval Date: April 2012	Revision Date: Feb. 2019
Title:	DIVESTMENT OF RESIDENTIAL PROPERTY	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how owning residential property suitable for year-round occupancy can impact on a household's eligibility to receive RGI assistance.

Eligibility Criteria


All households receiving RGI assistance who own residential property suitable for year-round occupancy **must** sell that property within six months of being housed, in order to continue to qualify to receive RGI assistance. Where the asset value, less any financing, exceeds the asset limits as defined in this manual (**see Section 3.14**) the household is not qualified to receive RGI assistance.

Where a household receiving RGI assistance is not able to meet the requirement to sell residential property, they may qualify for an extension of this requirement. **For example, the property is currently part of a legal action; or if a RGI household is surviving family violence or a similar safety issue, and the interest in the property is jointly owned with the abusing individual.** Extensions of the requirement to divest residential property shall be confirmed with the Service Manager; in all cases the RGI household must be notified of the requirement to divest and of any extension.

Where a household refuses to sell residential property within the required time and does not qualify for an extension, the household should be given a ninety (90) day notice that the household ceases to be eligible to continue receiving RGI assistance.

***Note:** All decisions made in accordance with this Section of the guide are subject to a Review when requested. (**See Section 9 - System for Review of Decisions**)

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 42; O. Reg. 367/11 Sec 32

 Local Rules, Notices, and Guidelines	Section 3	Policy 3.8
	Approval Date: April 2012	Revision Date: Feb. 2019
Title:	COMMUNITY HOUSING ARREARS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how owing community housing arrears to a former community housing provider in the Province of Ontario can impact on a household's eligibility to receive RGI assistance.

Eligibility Criteria

In order to qualify to receive or continue to receive RGI assistance, **current** household members cannot have any outstanding community housing arrears with a community housing provider in the Province of Ontario.

Outstanding arrears refer to any amounts owing, that have **not** been paid in full, or addressed through a repayment schedule approved by the provider where the amount is owed. Where community housing arrears exist and a repayment schedule established, all agreed upon payments must be made in order to qualify to continue receiving RGI assistance.

Where a household who is making payments through a repayment agreement defaults on payments or refuses to continue making payments, the household becomes ineligible to continue receiving RGI assistance and should be given a ninety (90) day notice that the household ceases to be eligible to continue receiving RGI assistance.

Exceptions:

A household that owes damages (caused by tenants/members or their guests), a subsidy amount to which it was not entitled, or rent/housing charge arrears, to any housing provider under any transferred housing program may be eligible for initial or ongoing RGI assistance in these circumstances:

- The Service Manager is satisfied there are extenuating circumstances ;
- The household has entered into an agreement, or made reasonable efforts to enter into an agreement, to repay the arrears/damages, and the Service Manager is satisfied that the member is making or intends to make all efforts to repay the arrears amount;
- The arrears or amount owed by a member of the household is deemed to be one-half of the actual arrears or amount owed only if:
 - A request has been made for the household to be included in the Special Priority Category (SPP) and the request would be, or has been granted; and,
 - The arrears or amount is owed with respect to a unit of which the member and the abusing individual were joint tenants (Note: this includes survivors of human trafficking as a SPP classification).

Procedures:

APPLICANT HOUSEHOLDS WITH ARREARS/DAMAGES

1. The City of Brantford Community Housing Support Assistant (CHSA) is alerted to arrears/damages through the applicant self-declaration, the Provincial Arrears Database, or the "move-out notice" received from the former housing provider posted on BATH.
2. The CHSA receives the current status of the repayment from the former housing provider(s) to whom the arrears/damages are owed, and sends out an ineligible letter advising the applicant of the arrears and the amount owing. The applicant is instructed to contact the provider to either pay the amount in full or enter into a repayment agreement. The applicant may request an Internal Review if they dispute their eligibility for RGI assistance from the Service Manager.
3. Only when the applicant is making regular payments in accordance with the Repayment Agreement, and continues to make payments, will the household be considered eligible for RGI assistance and placed on the waiting list.
4. When an applicant household who has a repayment agreement receives their yearly application update letter, the above Steps 1 and 2 will be conducted.

If the repayment agreement is not in "good standing" – meaning payments are not current and up to date, or satisfactory arrangements have not been made with the provider (i.e. time limited deferral due to hardship with a plan for reinstatement), the applicant household will be informed they are not eligible for RGI assistance and their name will be removed from the waiting list.

As in Step 2 the Applicant may request an Internal Review if they dispute their eligibility for RGI assistance from the Service Manager.

HOUSED TENANTS/MEMBERS WITH REPAYMENT AGREEMENT IN DEFAULT

1. When an agreement with a tenant or member goes into default, the provider owed the arrears (payee) notifies the household about the consequences of not continuing to honour the agreement (loss of RGI subsidy with the household's current provider)
2. If the repayment plan is not satisfactorily re-commenced, the payee will notify the current housing provider of the particulars of the situation (i.e. original agreement, payments made, payments missed, efforts to contact tenant member to honour agreement, etc.)
3. The current provider will inform their tenant/member about their change in eligibility and a 90 day removal of subsidy notice (Increase to market) will be sent, along with the option to request an Internal Review of the decision
4. The tenant/member's rent or housing charge will be increased to the market amount on the first of the month immediately following the 90th day after written notice is given

MOVE OUT REPORTS

In order for the Service Manager to maintain the integrity of the BATH system as well as the Provincial Arrears Database, all providers shall submit Move-Out/Update reports (see

Appendix - Move-Out/Update Report) when a tenant/member leaves with arrears or damages, indicating the particulars of the outstanding amount and terms of a repayment agreement if one has been made, and for any updates on arrears owed.

This information will be entered into the database and will be "tracked" should members of the household reapply for housing in Ontario. It is available electronically and is to be sent to the HousingProvider@brantford.ca .

ARREARS MOVE-OUT/UPDATE REPORT

– Return to HousingProvider@brantford.ca or address below

Name of Housing Provider: _____

Telephone Number: _____

Rental Property Address:

<input type="checkbox"/>	The following household recently moved out of our housing community and owes arrears. Money owed may include rental arrears, overpaid rent subsidy and/or damage related costs. The specifics have been provided below.			
<input type="checkbox"/>	The following household was already reported as a move-out with arrears owing. However, we have now been able to assess in more detail the total amount owing (rental arrears, overpaid subsidy and/or damage related costs). The updated amount is listed below.			
	LAST NAME	FIRST NAME	DATE OF BIRTH (mm/dd/yyyy)	
Primary Tenant / Member:				
Co-Tenant / Co-Member:				
Other Household Members:				
Move-Out Date: (mm/dd/yyyy)		Unit Number:		
Total Amount Owing: rental arrears + overpaid subsidies + damage related costs		Rental Arrears \$	Overpaid Subsidy \$	Damages \$
		Total \$		
Re-Payment Agreement	Yes	No	Comments:	
Re-Payment Agreement in Good Standing	Yes	No	Comments:	
Misrepresentation Based on an Order on file for misrepresentation of Income	Yes	No	Date of Order: (mm/dd/yyyy)	


Prepared By:

Signature: _____

Name: _____

Date: _____

*Please submit this form immediately to HousingProvider@brantford.ca
City of Brantford Housing Department, 220 Colborne Street, Brantford, ON - Office

	Local Rules, Notices, and Guidelines	Section 3	Policy 3.9
		Approval Date: May 2016	Revision Date: Nov. 2019
Title:	OCCUPANCY STANDARDS		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify the occupancy requirements for households receiving RGI assistance and to define the various occupancy standard components.

Eligibility Criteria

In order to qualify to receive or continue to receive RGI assistance, a household will need to continue to meet the occupancy standards for the unit in which it resides, or qualify under one of the exceptions to the occupancy standards.

The City of Brantford Housing Department has established a local rule related to Occupancy Standards. The local rule (3.9 Occupancy Standards – Appendix A) relates to occupancy standards.

There are various components for occupancy standards, as follows:

1. Number of Bedrooms
2. Overhoused
3. Accessible Unit
4. Additional Bedroom due to Disability/Medical Condition (*HSA Mandatory*)
5. Shared Custody/Regular Visitation
6. Students (*HSA Mandatory*)
7. Caregivers
8. Kinship Care Agreements

There are various forms that will require the household’s physician to verify the need for an additional bedroom.

Where a household no longer meets the occupancy standards and becomes overhoused (resides in a unit that is larger than the size for which they qualify), they would be required to move to a suitable size unit in order to continue receiving RGI assistance (**See RGI Section 3.10 – Overhoused RGI Households**).

Where a household has received notification from a housing provider that they are overhoused, the household will have the option of appealing the decision through an internal review process. Should this process be invoked, the decision may only be overturned on review should it be determined that the household does in fact meet the occupancy standards or qualifies under the exceptions to the occupancy standards.

Note: Occupancy standards do not apply to market rent households.

3.9 Occupancy Standards – Appendix A

The HSA requires service managers to establish a local policy for occupancy standards. Any transfer requests are based on chronological date (*as defined in this local rule*), except for the SPP priority group, which must be first on the Housing Provider’s Internal Transfer List.

OCCUPANCY STANDARDS COMPONENTS:

1. Number of Bedrooms

Initial Assessment for Wait List Applicants: Community Housing Support Assistant, Applicant Services Coordinator

Annual Verification for Number of Bedrooms: Housing Provider

The local rule allows a range from smallest to largest number of bedrooms. Applicants can apply for a range of bedroom sizes.

Largest – one bedroom for any two members of the household who are spouses of each other; one bedroom for each additional member, including pregnancy.

Smallest – one bedroom for every two members of the household, and an additional bedroom if there is an uneven number of members in the household.

Applicants on the Waiting List: The Community Housing Support Assistant/Applicant Services Coordinator will assess and approve the number of bedrooms eligible for the applicant household.

Annual Verification: As part of the household’s annual eligibility review, the housing provider is required to verify the continued need for the number of bedrooms for the household. If the household is not appropriately housed, staff must comply with the Occupancy Standards Local Rule.

2. Overhoused

Maximum Number of Offers (after the first year of their overhoused notice):

- **1(effective January 1, 2021; 2 offers permitted until then)**

Date of Application: Original BATH Application Date

Forms: Overhoused/Underhoused Form & Completed Building Selection Sheet

Initial Assessment for Households: Housing Provider

An overhoused rule is subject to local discretion, but must include the following mandatory requirements:

- Households continue to be eligible for RGI and are not required to move for one year from the date of their overhoused notice; and,
- Households are required to follow the Service Manager’s process for transferring to an appropriate sized unit

- After the first year following the date of their overhoused notice, Households will receive only one (1) offer of transfer

Once a household is identified as overhoused, a letter is sent to the household by the Housing Provider advising them of their overhoused status and that they have been put on the internal transfer list (if there are bedroom sizes available in the housing provider's portfolio).

If the household wishes to apply to the centralized waiting list immediately, they can do so.

If there are no units with the number of bedrooms required in the Housing Provider's portfolio, the household **must** apply to the centralized waiting list immediately.

Housing Providers: The Housing Provider is to complete the Overhoused/Underhoused Form and have the household complete the Building Selection Sheet, selecting a minimum of five (5) locations, excluding rent supplement buildings. One exception to this rule is allowed for a household that needs to select bachelor/1 bedroom non-senior units, in these cases a minimum of three non-rent supplement locations plus at least two rent supplement buildings is the minimum. The package is forwarded to the Applicant Services Coordinator.

Suitable offers will be made to the overhoused household; however, in the first year the household can turn down any transfer offers. After the first year has passed, the household will be afforded one (1) offer. If, after the first year has passed, the household refuses an offer to transfer to another unit permissible under the Service Manager's occupancy standards the household will be ineligible for RGI assistance.

City-owned Units: The Property Management Assistants (PMAs) will send a letter to the household advising that they are overhoused and have been put on the internal transfer list for the City-owned portfolio. The PMA will add the household to the internal transfer list. The PMA will obtain a completed Building Selection Sheet from the household with a minimum of 5 locations, excluding rent supplement buildings; an exception is allowed for a household that needs to select a 1 bedroom non-senior unit, in these cases a minimum of three non-rent supplement locations plus at least two rent supplement buildings is the minimum. This will create an application with their original application date.

Suitable offers will be made to the household by the Applicant Services Coordinator, but in the first year, the household can turn down all offers. After the first year has passed, the household will be afforded one (1) offer. If, after the first year has passed, the household refuses an offer to transfer to another unit permissible under the Service Manager's occupancy standards the household will be ineligible for RGI assistance.

Rent Supplement Program: If a rent supplement tenant wishes to transfer within the Landlord's building, it will be up to the landlord to approve the transfer to a smaller unit, as the associated turn-over costs are expenses for the landlords. Internal transfers in a rent supplement building are handled on a case-by-case basis, depending on the landlord's policies. If the landlord agrees to a transfer a tenant within their building(s), the City of Brantford will amend the associated agreements/schedules. If the landlord refuses to transfer the tenant to another unit within their building(s), the tenant must apply to the centralized waiting list, with their original application date.

At One Year Mark:

At the one year mark, if the overhoused household is not already on the centralized waiting list, they must be placed on the centralized waiting list. The Housing Provider will advise the Applicant Services Coordinator to add the household to the centralized waiting list. The housing provider is required to complete the Overhoused/Underhoused Form and submit

it to the Applicant Services Coordinator with a copy of the household's initial overhoused letter and a completed Building Selection Sheet.

The original date of application will be used to ensure the household is closer to the top of the chronological waiting list.

Minimum Number of Choices

The household must make a minimum of five (5) selections on the Building Selection Sheet – excluding rent supplement buildings (with the exception for households that require a 1 bedroom non-senior unit as previously noted).

Maximum Number of Offers (as per O. Reg. 367/11, sec 32; as amended Sept. 2019)

Effective July 1, 2020 one (1) offer of housing will be provided to the household when they are placed on the centralized waiting list and have chosen a minimum of 5 locations excluding rent supplement buildings (during the first year following notification of overhoused status, transfer offers may be refused). Exceptional circumstances such as serious medical issues or extreme hardship, as determined by Housing Services, will be taken under consideration by the Service Manager.

Should the household not choose the minimum number of locations in this policy, or if the household declines the offer(s) as defined in this policy, the household will no longer qualify for RGI assistance and their rent/housing charge will be raised to market rent.

3. Accessible Unit

Maximum Number of Offers: **1 (effective January 1, 2021; 2 offers permitted until then)**

Date of Application: Original Application Date

Forms: Accessible Unit Request Form, Completed Building Selection Sheet

Initial Assessment for Wait List Applicants: Applicant Services Coordinator

Assessments for Existing Tenants/Members: Applicant Services Coordinator

Annual Verification: Housing Provider

The City of Brantford, as Service Manager, is the special needs housing administrator for all accessible units (without supports) for all community housing providers, and determines initial eligibility for all households for an accessible unit (both new applicants and existing tenants/members).

Households must have their doctor complete the Accessible Unit Request Form as part of their application for an accessible unit. The City of Brantford will attempt to match the number of households with the proper number of bedrooms.

Assessments for an Accessible Unit:

The Applicant Services Coordinator will assess and approve new applicant's and existing tenants/members' eligibility for an accessible unit. Housing Provider staff will forward to the Applicant Services Coordinator the following information:

- Completed Accessible Unit Request Form (completed by the household's doctor); and,
- Household information: # of household members, number of bedrooms required; and,
- Completed Building Selection Sheet (if provider does not have a suitable accessible unit)

If an accessible unit is approved by the Service Manager for an existing tenant/member household, the housing provider will add the household to their internal transfer list (if they have a suitable accessible unit). If the household chooses, they can apply directly to the centralized waiting list; their original application date will be assigned. If the Provider does not have a suitable accessible unit, the household is required to apply to the centralized waiting list for communities that have the appropriate accessible unit; their original application date will be assigned.

When an accessible unit becomes available, the unit will be offered in chronological order. The Housing Provider will use their internal transfer list first, and then the centralized waiting list to fill their accessible units.

Annual Verification – As part of the household’s annual RGI eligibility review, the housing provider is required to verify the continued need for the accessible unit (excluding medical circumstances which will never improve). The Housing Provider is required to have the household complete the Accessible Unit Request form annually (by their doctor), where the medical condition may improve or where the need for the accessible unit is not evident.

4. Additional Bedroom Due to Disability or Medical Condition (HSA Mandatory)

Maximum Number of Offers: 1

Date of Application: Original Application Date

Forms: Additional Bedroom Request (completed by Doctor), Completed Building Selection Sheet

Initial Assessment for Wait List Applicants: Applicant Services Coordinator

Assessments for Existing Tenants/Members: Housing Provider

Households will be allowed an additional bedroom for medical or disability related reasons. There are 2 circumstances under which an additional bedroom may be requested:

- A household member requires a separate bedroom because use of required medical equipment significantly interferes with the sleep patterns of the spouse/partner; or,
- *More than 1* piece of large equipment is needed for mobility and an additional bedroom is required for storage of the equipment.

A household who requires an additional bedroom for medical reasons must have their doctor complete the Additional Bedroom Request Form.

Applicants on Waiting List or in City-owned Units: The Applicant Services Coordinator will assess and approve all requests from applicants for an additional bedroom due to medical/disability reasons.

Housing Providers: Housing Provider staff will assess and approve all requests for transfer due to the household’s medical condition or disability.

Rent Supplement Program: If a rent supplement tenant wishes to transfer within the Landlord’s building, it will be up to the landlord to approve the transfer to another unit, as the associated turn-over costs are expenses for the landlords. Internal transfers in a rent supplement building are handled on a case-by-case basis, depending on the landlord’s policies. If the landlord agrees to a transfer a tenant within their building(s), the City of Brantford will amend the associated agreements/schedules. If the landlord refuses to transfer the tenant to

another unit within their building(s), the tenant must apply to the centralized waiting list, with their original application date.

Annual Verification: As part of the household's annual eligibility review, the housing provider is required to verify the continued need for an additional bedroom due to medical/disability reasons. The housing provider is required to have the household complete the Additional Bedroom Request Form annually, where the medical/disability need for the additional bedroom is not evident.

5. Underhoused

Maximum Number of Offers: 1

Date of Application: New Application Date

Forms: Overhoused/Underhoused Form, Completed Building Selection Sheet

Assessments for Existing Tenants/Members: Housing Provider

Households that require an additional bedroom and meet the eligibility criteria for an additional bedroom will be eligible to transfer to an appropriate sized unit. Documentation will be required to support the need for an additional bedroom, but the reason cannot be related to the household accepting a smaller unit at move-in and then requesting to be transferred to a bigger unit. Acceptable reasons for requiring an additional bedroom would normally include a child or another family member joining the household.

City-owned Units: The PMA will complete the Overhoused/Underhoused Form and have the household complete the Building Selection Sheet. This will create an application with a current application date. The PMA will add the household to the internal transfer list.

Rent Supplement Program: If a rent supplement tenant wishes to transfer within the Landlord's building, it will be up to the landlord to approve the transfer to a larger unit, as the associated turn-over costs are expenses for the landlords. Internal transfers in a rent supplement building are handled on a case-by-case basis, depending on the landlord's policies. If the landlord agrees to a transfer a tenant within their building(s), the City of Brantford will amend the associated agreements/schedules. If the landlord refuses to transfer the tenant to another unit within their building(s), the tenant must apply to the centralized waiting list.

Housing Provider: The housing provider staff will complete the Overhoused/Underhoused Form and, if they have units with the appropriate number of bedrooms in their portfolio, place the household on their internal transfer list. If the provider does not have units with the appropriate number of bedrooms in their portfolio or the household wishes to go immediately on the centralized waiting list, the household must apply to the waiting list, with a new chronological date, and choose the locations they wish to live.

If the household is being added to the centralized waiting list, the housing provider is required to forward the Overhoused/Underhoused Form and a completed Building Selection Sheet to the Applicant Services Coordinator.

One offer of appropriate housing will be provided to the household.

6. Shared Custody/Regular Visitation*

*NOTE: occasional visits such as 1 or 2 nights per month will not be eligible for an additional bedroom.

Maximum Number of Offers: 1

Application Date: New Application Date

Required: Court Order Confirming Joint Custody or Visitation;
Forms: Parental Declaration Form, signed by a Commissioner of Oaths; Primary Residence Declaration for 18 Year Olds.

Initial Assessment for Wait List Applicants: Applicant Services Coordinator

Assessments for Existing Tenants/Members: Housing Provider

Annual Verification: Housing Provider

Households who have shared custody/regular visitation for children up to the age of 18 will be eligible for bedrooms according to the “number of bedrooms” criteria above. Children who are 18 years and older must decide their primary residence. Additional bedrooms will not be provided for the secondary parent under any custody/visitation arrangement for children 18 years of age and older.

Applicants on the Waiting List – The Applicant Services Coordinator will assess and approve the number of bedrooms for a household who has shared custody/regular visitation. At the initial application to the centralized waiting list, a household must provide:

- Copy of court order confirming the shared custody/regular visitation arrangements;
- If there is no court-ordered custody/visitation document, a *Parental Declaration Form* must be completed and signed by a Commissioner of Oaths

Housing Providers/City-owned Units/Rent Supplement – Existing Tenants/Members: If an RGI family is separating, one spouse will leave the unit. If the spouse that leaves the unit wishes to receive rent-geared-to-income, they must apply to the centralized waiting list as a new application. The remaining spouse will be assessed to ensure they meet occupancy standards. If the remaining spouse is overhoused, they must follow the overhoused process (item #2). In all cases, the Housing Provider will require a Court Order Confirming Shared Custody/Regular Visitation or a Parental Declaration Form signed by a Commissioner of Oaths.

Annual Verification – As part of the household’s annual eligibility review, the housing provider is required to verify the continued need for the additional bedrooms, due to shared custody/visitation.

Housing Providers are also required to confirm the ages of the children, on an annual basis. When a child turns 18, confirmation from the child is required as to where their primary residence will be. Confirmation from an 18 year old is only required once. The Housing Provider is required to use the *Primary Residence Declaration Form* to confirm the primary residence of all children who reach 18 years old.

If the confirmation results in an overhoused situation, the Housing Provider must follow the overhoused process.

7. Students (HSA Mandatory)

Initial Assessment for Wait List Applicants: Applicant Services Coordinator

Assessments for Existing Tenants/Members: Housing Provider

Annual Verification: Housing Provider

A child who lives away from the household while in attendance at school (full or part time) but who is financially dependent on the household is treated as part of the household for occupancy standards.

At initial application, the Applicant Services Coordinator will obtain appropriate supporting documentation from the school (enrollment verification) to support the need for the additional bedroom for the child who is in attendance (full or part time) in school and is away from home.

Annual Verification: On an annual basis, the school enrollment documentation for the child/dependent who lives away from the household must be in the tenant/member file to support the required number of bedrooms. If the school enrollment documentation is not current and not in the file, the household will be considered overhoused and must follow the overhoused process (item #2).

8. Caregivers

Maximum Number of Offers: 1

Date: New Application Date

Required: Doctor's Note

Forms: Caregiver Information Form; Completed Building Selection Sheet

Initial Assessment for Wait List Applicants: Applicant Services Coordinator

Assessments for Existing Tenants/Members: Housing Provider

Annual Verification: Housing Provider

Caregivers can be agency support staff, relatives, or qualified friends that move into a household unit to provide daily supports to the person living in the unit.

A minimum of 5 nights per week is required in order for the household to be eligible for an additional bedroom (households who have caregivers stay overnight less than 5 nights per week will not be eligible for an additional bedroom to accommodate the caregiver).

Caregiver's income is not included in the household's calculation of RGI. The caregiver is not a party to the lease/occupancy agreement. The caregiver is not subject to eligibility criteria.

Applicants on Waiting List - The applicant must complete an Application for RGI Housing and the caregiver must complete a Caregiver Information Form. A doctor's note must be provided detailing the need for an overnight caregiver, including the number of nights required.

The Applicant Services Coordinator will assess application for eligibility, review the caregiver information, and will advise the household. Applicants will be added to their choice of communities with the appropriate number of bedrooms.

Housing Providers - Existing tenants/members who request an additional bedroom for caregivers must be approved by the Housing Provider. Housing Providers are required to obtain the following:

- Completed Caregiver Information Form;
- Doctor's note confirming the need for the caregiver including number of nights; and
- Household information - # of household members and # of bedrooms required

If approved for existing tenant/member households, the housing provider is required to place the household on its internal transfer list, if there are units of the appropriate size in the housing provider portfolio. If there are no units of the appropriate size, the household is required to apply to the centralized waiting list, as a new application.

City-owned Units - The Applicant Services Coordinator will assess all requests for an additional bedroom for caregivers in accordance with this local policy.

Rent Supplement Program: If a rent supplement tenant wishes to transfer within the Landlord's building, it will be up to the landlord to approve the transfer to another unit, as the associated turn-over costs are expenses for the landlords. Internal transfers in a rent supplement building are handled on a case-by-case basis, depending on the landlord's policies. If the landlord agrees to a transfer a tenant within their building(s), the City of Brantford will amend the associated agreements/schedules. If the landlord refuses to transfer the tenant to another unit within their building(s), the tenant must apply to the centralized waiting list.

Annual Verification: As part of their annual eligibility review, the housing provider is required to verify the continued need for a caregiver. The Caregiver Information Form should be completed annually and be supported by a doctor's note.

If the household's circumstances change and the caregiver is no longer required, the caregiver is required to move out of the unit. If the caregiver remains in the unit, they are subject to eligibility criteria and their income must be included in the calculation of the household's rent/housing charge. The provider's process for adding an occupant should apply.

9. Kinship Care

Maximum Number of Offers: 1

Date: New Application Date

Initial Assessment for Wait List Applicants: Applicant Services Coordinator

Assessments for Existing Tenants/Members: Housing Provider

Annual Verification: Housing Provider

Kinship Care Agreements are between the household and the Family & Children Services (FACs) that allow children (known to the household but not necessarily related) to live temporarily or permanently with the household. Typically, initial kinship agreements are for 6 months. Depending on the circumstances, the agreement may be extended temporarily, permanently, or children may be returned to their natural parents. Kinship care agreements that have been in place for more than 6 months will be taken into consideration for inclusion in the household.

Initial Assessment – Applicants on Waiting List - Applicants may request to include a child as part of the household under kinship care arrangements. The Applicant Services Coordinator


will review the initial application and copy of kinship agreement, and obtain confirmation from FACs that the kinship agreement has been in existence for more than 6 months and that there is an expectation that the arrangement will continue.

Housing Providers - Existing Tenants/Members: Housing Providers are to obtain the kinship care agreement and confirm with FACs the agreement will continue. If the household wishes to apply to the centralized waiting list, they may do so as a new application. A completed Building Selection Sheet must be provided to the Applicant Services Coordinator.

City-owned Units: The Applicant Services Coordinator will assess all requests for an additional bedroom resulting from kinship care agreements. The Applicant Services Coordinator will review the kinship agreement and obtain confirmation from FACs that the kinship agreement has been in existence for more than 6 months and there is an expectation that the arrangement will continue. If the household wishes to apply to the centralized waiting list, they may do so as a new application. A completed Building Selection Sheet must be provided to the Applicant Services Coordinator.

Rent Supplement Program: If a rent supplement tenant wishes to transfer within the Landlord's building, it will be up to the landlord to approve the transfer to another unit, as the associated turn-over costs are expenses for the landlords. If the landlord agrees to a transfer a tenant within their building(s), the City of Brantford will amend the associated agreements/schedules. If the landlord refuses to transfer the tenant to another unit within their building(s), the tenant must apply to the centralized waiting list.

Annual Verification - On an annual basis, the housing provider is responsible for reviewing kinship care agreements, as part of the annual eligibility review process. Housing Providers are required to contact FACs and obtain written confirmation of the continuance of the kinship Care Agreement.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 3	Policy 3.10
			Approval Date: May 2016	Revision Date: Jan 2020
Title:	OVERHOUSED RGI HOUSEHOLDS			
Activity Area:	RGI			

Policy Intent: The intent of this policy is to identify the requirements for households receiving RGI assistance considered to be overhoused (see Policy 3.9 Appendix A).

Eligibility Criteria

Overhoused households are identified as those that are receiving Rent Geared-to-Income (RGI) assistance in a unit that is larger than they require under the local occupancy standards.

Households who are **determined to be** overhoused **must be notified of the requirement to transfer** to an appropriate sized unit. All reasonable efforts must be made by both the tenant/member household and the housing provider to ensure a timely transition to an appropriate sized unit.

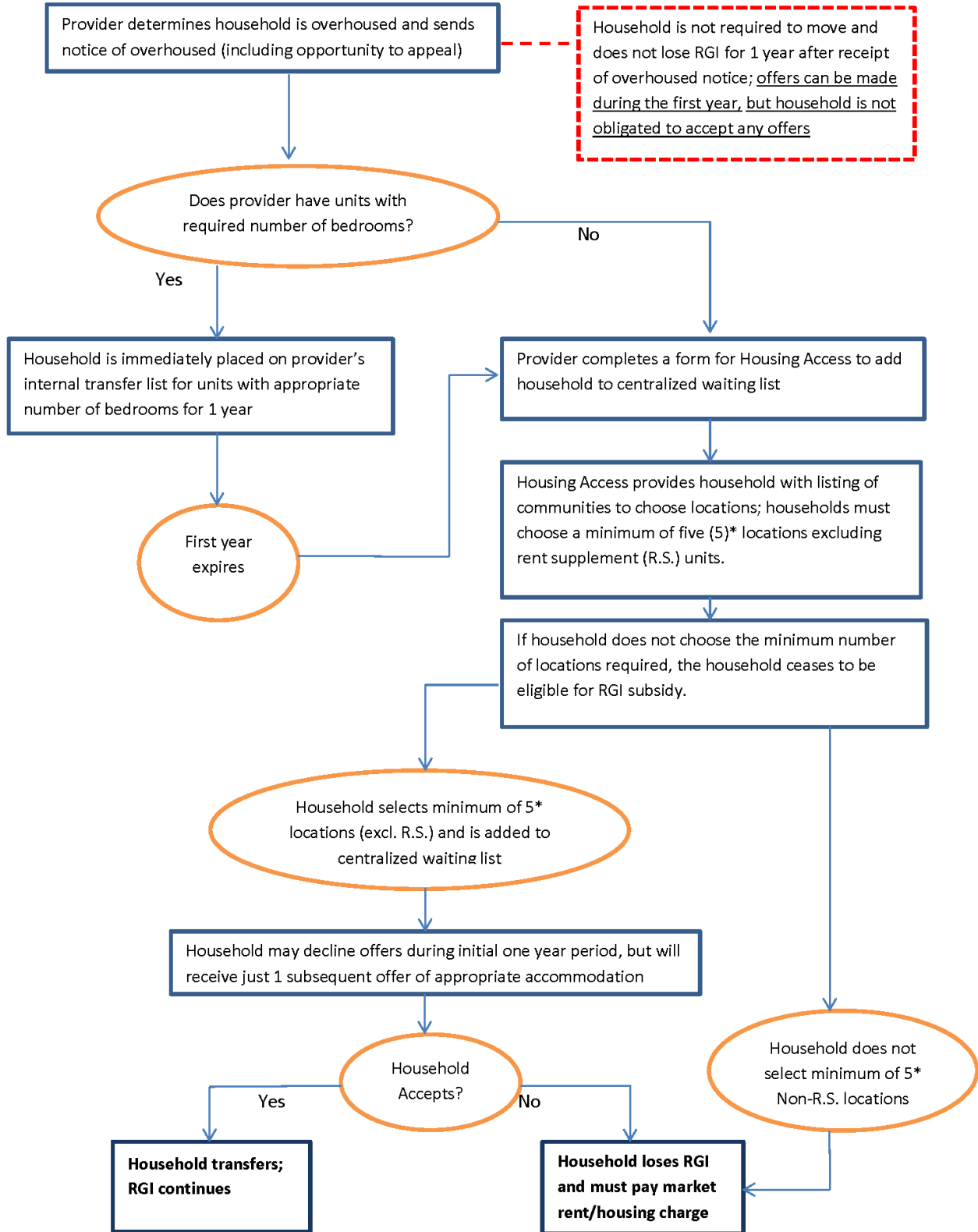
When a household is identified as overhoused, the Housing Provider notifies the household in writing and advises the household they have been put on the internal transfer list (if there are bedroom sizes available in the housing provider’s portfolio). The household may also choose to apply to the centralized waiting list immediately. However, if there are no Housing Provider units with the number of bedrooms required, the household **must** apply to the centralized waiting list immediately.

The Housing Provider will complete the Overhoused/Underhoused Form and have the household complete the Building Selection Sheet, selecting a minimum of five (5) locations, excluding rent supplement buildings. An exception to this rule is permitted for a household that is required to select bachelor/1 bedroom non-senior units where a minimum of three non-rent supplement locations plus at least two rent supplement buildings is the minimum. The package is then forwarded to the Applicant Services Coordinator.


Suitable offers will be made to the household; however, in the first year the household can turn down all offers. After the first year if the overhoused household is not already on the centralized waiting list, they must be placed on the centralized waiting list using the process described in the paragraph above. The original date of application will be used to ensure the household is closer to the top of the chronological waiting list. Following the first year after the household was notified they were overhoused, the household must accept a transfer offer (per O. Reg. 367/11, sec 32; as amended Sept. 2019).

The following chart illustrates the overhoused process with two eventual outcomes: either the household moves to a new unit with the correct amount of bedrooms, or the household loses RGI subsidy (through a ninety day cease to qualify notice).

OVERHOUSED PROCESS FLOWCHART



*An exception is allowed for transfers to non-senior 1 bedroom units, in which case the minimum number of overhoused site selections is 3 non rent supplement locations plus at least two more rent supplement selections.

	Local Rules, Notices, and Guidelines	Section 3	Policy 3.11
		Approval Date: Feb. 2016	Revision Date: Oct. 2019
Title:	TIME PERIOD FOR REPORTING CHANGES		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify the time frame within which RGI households must report changes in order to continue to be eligible to receive RGI assistance.

Eligibility Criteria

***NOTE: Per O. Reg. 316/19, effective July 1, 2021 this policy will change; the following changes are effective July 1, 2021 onward:**


- As of July 1, 2021, In-year reviews may only be completed under specific circumstances such as a permanent change in household composition, a decrease in income of 20% [or more] or a change in full-time student status
- Households will *NOT* be required to report an increase in income before their next annual review
- A reduction in RGI rent is subject to a household’s request or notification of the change
- If a household fails to notify a provider about the change in composition or income decrease that may result in a RGI rent reduced by at least 20%, housing providers are not required to provide a retro-active reduction to RGI rent (some discretion may be used in extenuating circumstances)

Until June 30, 2021:

All changes in household income or composition for a household receiving RGI assistance **must** be reported to the housing provider, or Service Manager (as appropriate), within thirty (30) calendar days of the change. This notification must be followed up with documentation within a reasonable time period, as determined by the housing provider or Service Manager. Failure to provide required documentation within the specified time period may result in a household having their RGI assistance removed (by providing a ninety (90) day notice).

Where a housing provider is conducting an annual or interim review, information and documentation requested to enable the provider to undertake the review, must be provided in the time period specified by the housing provider. Where a household has not provided the required information within the required time frame, but subsequently provides the information, the housing provider has the discretion retroactively recalculating the household's RGI assistance to the time when the information should have been provided. **(See Section 6.9 - Retroactive calculations / Re-imburement of RGI overpayment)**

Where a household does not provide the required information within the required time frame, the housing provider may give a ninety (90) day notice that the household ceases to be eligible to continue receiving RGI assistance.

 Local Rules, Notices, and Guidelines	Section 3	Policy 3.12
	Approval Date: Feb. 2016	Revision Date: June 2019
Title:	ADDITION OF NEW HOUSEHOLD MEMBERS 16 YEARS OF AGE OR OLDER	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the process that must be followed prior to adding new household members aged 16 years and older in order for the household to continue to be eligible to receive RGI assistance.

Eligibility Criteria

With the exception for births or adoptions, existing RGI households must request permission from their housing provider, in writing, prior to adding any new member(s) to their household.

If the RGI household wishes to take on any new household member(s) over the age of sixteen, the member(s) wishing to be added to the household must make a Brantford Access To Housing (BATH) application. Before being added as a member of the household, each individual applying to join the household must be assessed by coordinated access staff.

When the person(s) requesting to join the household has met all eligibility requirements, the housing provider would also review the request for suitability. Suitability is subject to housing provider discretion but must comply with legislation and human rights codes; a suspected effort to circumvent the BATH/coordinated access system, seeking to add members to a household who have poor tenancy records, occupancy limits, or other similar issues are potential examples for housing provider suitability. Providing both eligibility and suitability requirements have been met, the new household member would be permitted to join the household.


If the person(s) requesting to join the household does not meet all eligibility requirements, the household would not qualify to receive RGI assistance should the ineligible individual(s) begin to reside in the unit.

Should a household wish to permit the addition of an ineligible member, and the housing provider agrees with the request, the household ceases to qualify for RGI assistance and must become a market rent household.

Where the household has had an addition of a new members aged 16 years of age and older, a new lease or occupancy agreement should be established, with the new member added.

**** All decisions made regarding the eligibility of individuals applying through BATH to join a household are subject to an Internal Review when requested. (See Section 9 - System for Review of Decisions)**

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 44; O. Reg 367/11 Sec 23-44

 Local Rules, Notices, and Guidelines	Section 3	Policy 3.13
	Approval Date: Feb. 2016	Revision Date: Feb. 2016
Title:	VISITORS AND GUESTS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the impact that visitors, boarders or guests may have on a household’s eligibility to receive RGI assistance.

Eligibility Criteria

Where a household is receiving RGI assistance, only those members of the household identified on the lease or occupancy agreement are permitted to reside in the unit.

This is not intended to prevent RGI households from having overnight visitors or guests to their home, merely to ensure that new members are not added to the household without following the requirements to qualify for RGI assistance.


Where an RGI household wishes to have visitors or guests, and the visitor or guest has their own primary residence elsewhere, and the visit is for a limited and specified duration, there is effectively no change to the household’s income, composition, or RGI subsidy. However, visits must be for a limited and specified duration, and if the visit is longer than a few days the household is required to consult with their housing provider.

Where an RGI household wishes to have visitors or guests who do not have their own primary residence elsewhere and who intend to stay for an unspecified duration, these individuals must be reported as new additions to the household and follow the requirements identified in the previous section, **Policy 3.12 - Addition of new household member(s) 16 years of age and older.**

Failure to report changes in household composition resulting from the addition of visitors or guests as described in the previous paragraph or to follow the process for requesting the addition of a new household member may result in the household ceasing to qualify for RGI assistance. The housing provider may serve a ninety (90) day notice removing RGI subsidy and charging market rent.

***NOTE:** All decisions made in accordance with this Section of the guide are subject to a Review when requested. **(See Section 9 - System for Review of Decisions)**

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 42, Sec 44; O. Reg. 367/11 Sec 23-44

 Local Rules, Notices, and Guidelines Housing Services	Section 3	Policy 3.14
	Approval Date: : Dec. 2019	Revision Date:
Title:	INCOME AND ASSET LIMITS	
Activity Area:	RGI	

Policy Intent: The intent of this policy to establish the income and asset limits for rent-geared-to-income (RGI) tenants/members and RGI applicants.

Eligibility Criteria

Income Limits:

There are no locally established income limits with respect to eligibility for RGI subsidy aside from the RGI subsidy calculation process. When the RGI applicant/household’s rent subsidy calculation results in an amount below the housing provider’s market rent, and the RGI applicant/household meets all other criteria to be eligible for RGI subsidy, the RGI applicant/household can be offered and receive RGI subsidy.

Asset Limits:

Under the Housing Services Act, the City of Brantford as Service Manager for Brant and Brantford is required to set a local rule limiting the assets of an applicant or existing RGI household to be eligible for Rent-Geared-to-Income assistance*.

*(O. Reg. 367/11 s. 35(4) states that the maximum household asset limit must be equal to or higher than \$20,000)


Local Asset Limit Defined:

- The local asset limit for current applicants, future applicants and current RGI recipients is \$75,000
- Excluded assets are listed in O. Reg 367/11, and include assets such as a single motor vehicle, furniture, tools of a trade, and RESP’s; a listing is provided below, and is subject to update from time to time by the Ministry of Municipal Affairs & Housing
- For the purposes of this policy, the City of Brantford considers a Registered Retirement Saving Plan and/or locked-in pensions as excluded assets

Any household with assets equal or greater than described above, excluding asset exemptions defined above and as defined in the Housing Services Act (Section 35(5) of Ontario Regulation 367/11; examples provided below for reference), is ineligible for Rent-Geared-to-Income assistance and is not eligible for placement on the Centralized Wait List (CWL) for community housing. Further, any household that purposefully transfers or disburses assets solely to qualify for the CWL and/or RGI assistance will have to satisfactorily substantiate the reduction in assets, including verification and the reasons for the disbursement. Failure to provide satisfactory reasons for the asset reduction (i.e. receipts for purchases, evidence of debt repayment) will result in the household not qualifying for the CWL or RGI assistance for a period not less than twelve (12) months.

Examples of excluded assets from O. Reg 367/11 include:

- The value of clothing, jewellery, or other personal effects of a member of the household
- The value of the interest of a member of the household in a **single** motor vehicle that is not used primarily for the operation of a business by a member of the household
- The value of tools of a trade that are essential to the work of a member of the household as an employee
- The value of assets of a member of the household which are necessary to the operation of a business that the member operates, or has an interest in, up to a maximum of \$20,000
- The value of a prepaid funeral and/or the cash surrender value (csv) of a life insurance policy (up to a maximum csv of \$100,000)
- The proceeds of a loan taken against a life insurance policy that will be used for disability-related items or services
- The value of funds held in a Registered Education Savings Plan, as defined in section 146.1 of the Income Tax Act (Canada), for a child of a member of the household
- The value of the furnishings in the accommodation used by the household, including decorative or artistic items, but not including anything used primarily for the operation of a business
- The value of the beneficial interest in a trust of a member of the household who has a disability if the capital of the trust was derived from an inheritance or from the proceeds of a life insurance policy (to a maximum of \$100,000)
- The value of funds held in a Registered Disability Savings Plan, as defined in section 146.4 of the Income Tax Act (Canada), if the beneficiary of the plan is a member of the household

 Local Rules, Notices, and Guidelines Housing Services	Section 3	Policy 3.15
	Approval Date: : Pending	Revision Date:
Title:	RENT-GEARED-TO-INCOME (RGI) TRANSFER	
Activity Area:	RGI	

Policy Intent: The HSA requires service managers to establish a local policy for all RGI household transfer requests. The intent of this policy is to establish the eligibility and procedures for all transfers under various community housing programs.

Eligibility Criteria

To be eligible for a transfer, households must meet the following eligibility criteria before applying for a transfer:

- Lived in their present unit for 12 consecutive months
- Are up-to-date with their rent account for a minimum of 6 consecutive months
- Have no history of damage to the unit or disturbing neighbours, and
- Continue to meet the subsidy eligibility criteria

Allowed Transfers:

LHC/MNP Units: The City of Brantford owns and manages a portfolio of housing that currently includes Local Housing Corporation, Municipal Non-Profit units and Affordable Housing units. Transfers are managed between the city-owned and managed portfolio as internal transfers.

Rent Supplement Program: The City of Brantford manages the rent supplement program, the buildings are owned by private sector landlords. Landlords may not wish to support transfers in and out of their buildings, as it increases their operating costs and may discourage participation in the City’s Rent Supplement Programs. Accordingly, residents in rent supplement buildings will have to apply to the locations they wish to live as a new application on the centralized waiting list.

However, if the rent supplement tenant wishes to transfer within the Landlord’s building it will be up to the landlord to approve the transfer to another unit, as the associated turn-over costs are expenses for the landlords. Internal transfers in a rent supplement building are handled on a case-by-case basis, depending on the landlord’s policies. If the landlord agrees to a transfer a tenant within their building(s), the City of Brantford will amend the associated agreements/schedules.

Housing Provider Units: Each housing provider manages their own internal transfer list as per legislation and their own policies. Therefore, if a housing provider household wishes to transfer to another housing provider, City of Brantford unit, or rent supplement unit, they must apply to the centralized waiting list, receiving a new chronological application date for the provider site selections/buildings of choice. Such “RGI transfers” shall be noted and tracked by the City of Brantford as Service Manager to help maintain accurate waiting list statistics.

Priority Order for Transfers:

The priority order for the transfer list is as follows:

1. Special Priority (SPP) – (*Housing Services Act [HSA] mandatory*)

*Refer to the Occupancy Standards Local Policy #3.9 for other eligible reasons for a transfer. All other transfer requests are based on chronological date.

LHC Units:


The Applicant Services Coordinator is responsible to offer units based on the transfer policy. The Applicant Services Coordinator will track the number of offers made to households. When the household has turned down the maximum number of offers, the Applicant Services Coordinator will send a letter to the household advising them that:

- They have been removed from the transfer list; or,
- The household RGI subsidy is being removed, they will have to pay the market rent; and,
- The Applicant Services Coordinator will advise the PMA to have their RGI removed with appropriate notice.


There is no opportunity for households to appeal Internal Transfer decisions. Therefore, all decisions related to internal transfers are final. However, if subsidy has been removed, the household can appeal and the Applicant Services Coordinator will provide the household with the process for appealing the removal of subsidy.

Housing Provider Units:

The housing provider is responsible for all internal transfer requests within their portfolio, and must follow the local rules as established in this policy. Housing Providers may establish other eligible reasons for a transfer within their portfolios, but must comply with the policies in this Local Rules, Notices & Guidelines Manual.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines	Section 4	Policy
		Approval Date:	Revision Date:
Title:	CEASING TO QUALIFY FOR RGI ASSISTANCE		
Activity Area:	RGI		

- 4.1 Criteria for Ceasing to Qualify for RGI assistance
- 4.2 Consequences of Ceasing to Qualify for RGI assistance
- 4.3 Re-applying for RGI assistance after ceasing to qualify
- 4.4 Market to RGI Local Rule

 Local Rules, Notices, and Guidelines	Section 4	Policy 4.1
	Approval Date: May 2016	Revision Date:
Title:	CRITERIA FOR CEASING TO QUALIFY FOR RGI ASSISTANCE	
Activity Area:	RGI	


Policy Intent: The intent of this policy is to identify under what circumstances a household may cease to qualify to receive RGI assistance.

Eligibility Criteria

Households receiving RGI assistance would no longer qualify to continue receiving RGI assistance under the following conditions:

- Household did not meet an eligibility requirement (For example, it is subsequently determined that a household did not meet an initial eligibility requirement when they applied to be placed on the waiting list for RGI housing)
- Household no longer meets an eligibility requirement (For example, a member of the household no longer meets residency requirements, defaults on an arrears repayment schedule, or household members whose income is included in the rent calculation did not file annual income tax returns)
- Household has failed to pursue income as required (For example, a provider determines that a household has no identified source of income and the household refuses to pursue any potential income sources)
- Household has failed to provide information, documents or signed consent for a review within specified time period (For example, during an annual income review a household fails to provide the requested information and documentation within the specified time for providing this information)
- Household fails to sell residential property (For example, a household has refused to sell a property they own)
- Household fails to report within 30 days any changes that would impact their eligibility for RGI assistance, the amount of RGI they are entitled to receive, and/or their unit size eligibility; or the household fails to provide required documentation with respect to those changes (Note: Providing the household has reported the change, housing providers can allow a discretionary period for the household to follow up with any supporting documentation)
- The RGI household has been paying market rent for 12* consecutive months (***24 consecutive months effective July 1, 2020**)
- The RGI household is overhoused and fails to meet the local requirements for overhoused households (**See Policy 3.9 and 3.10**)
- The entire household has an unapproved absence from their unit in excess of sixty (60) consecutive days, or ninety (90) days in total within a twelve (12) month period

***NOTE:** All decisions made in accordance with this Section of the guide are subject to a Review when requested. (**See Section 9 - System for Review of Decisions**)

 Local Rules, Notices, and Guidelines	Section 4	Policy 4.2
	Approval Date: May 2016	Revision Date:
Title:	CONSEQUENCES OF CEASING TO QUALIFY FOR RGI ASSISTANCE	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the consequences a household can expect to face when they cease to qualify to receive RGI assistance.

Eligibility Criteria

Once a household ceases to qualify for RGI assistance for any of the reasons noted in the previous section, ninety (90) days written notice is to be provided to the household following which their RGI assistance is to be terminated.


The household must receive a written ninety (90) day notice within 7 days of the decision that the household no longer qualifies for RGI assistance.

Households having their RGI assistance terminated will begin paying market rent/housing charge the first day of the month following the expiry of the ninety (90) days written notice.

Households who have ceased to qualify and lose their RGI assistance would need to re-apply through the Brantford Access To Housing (BATH) system and meet all eligibility requirements before being placed on the centralized waiting list for RGI assistance. Limited exceptional circumstances are subject to the discretion and approval of the Service Manager.

***NOTE:** All decisions made in accordance with this Section of the guide are subject to a Review when requested. **(See Section 9 - System for Review of Decisions)**

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13)

 Local Rules, Notices, and Guidelines	Section 4	Policy 4.3
	Approval Date: May 2016	Revision Date:
Title:	RE-APPLYING FOR RGI ASSISTANCE AFTER CEASING TO QUALIFY	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how changes in residency status can impact on a household's eligibility to receive RGI assistance.

Eligibility Criteria

Once a household has ceased to qualify for RGI assistance, providing the decision has not been overturned through an Internal Review, the household **must** re-apply to the Brantford Access To Housing (BATH) system and have their name added to the centralized waiting list.


Households applying to the centralized waiting list after ceasing to qualify for RGI assistance will be assigned a chronological date once their application is deemed to be complete, provided all eligibility requirements were met and they have not been disqualified for misrepresentation.

All households added to the centralized waiting list without Priority or Urgent status will wait chronologically for RGI assistance to come available.

Households who have lost their RGI assistance that are not overhoused could apply to receive RGI assistance in the unit they presently occupy. Where a household has specified their current site as the only building selection however, the amount of time they will wait before receiving RGI assistance will be increased.

If the Housing Provider is under service level RGI target and the household is at the top of the waiting list for their current site, the Housing Provider can exercise a "Market to RGI" option in consultation with the Service Manager.

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 44; O. Reg. 367/11 Sec 43, Sec 44

 Local Rules, Notices, and Guidelines	Section 4	Policy 4.4
	Approval Date: May 2016	Revision Date:
Title:	MARKET TO RGI LOCAL RULE	
Activity Area:	RGI	

Policy Intent: The intent of this policy to inform all housing providers of the local rule related to existing market households and the Market to RGI local rule; and to reduce economic evictions in community housing while balancing the wait time of households on the chronological waiting list.

POLICY:

Household Eligibility Criteria for Market to RGI

To be eligible to receive an RGI subsidy, the market household must meet all of the following eligibility criteria:

- 1) Household is living in a community housing market rent unit
- 2) Household is eligible for RGI subsidy
- 3) Household meets the Service Manager’s occupancy standards
- 4) Household is not in arrears of rent – otherwise a repayment agreement must be in place and the household is adhering to the terms
- 5) Household has experienced an involuntary loss that is expected to be permanent or long-term (over 2 years). To be eligible, the decrease in income can only be due to one of the following circumstances:

Eligible Circumstance	Example
Loss of a family member that was contributing to the household’s income	- passing away of a family member, or - admission of a family member to a long-term care facility
Permanent or long-term disability (over 2 years) of a household member that was contributing to the household income (<i>supported by doctor’s note</i>)	- disability or critical illness acquired by a household member or its dependents that restricts a household member from continuing to work

Housing Provider Process:

Option A - Housing Provider has No Vacant Units and is Under RGI Target

Market households in existing housing provider communities that meet all eligibility criteria can apply for Market to RGI status. The housing provider is required to follow the established process:

- 1) The market household must meet all eligibility criteria.

- 2) The market household must apply for Market to RGI status (using the RGI application form), using their original date of application to the waiting list (a copy of their original application form must be provided/available).
- 3) The housing provider reviews the household income and composition to ensure it meets all eligibility criteria; the housing provider must confirm in writing that the household meets all eligibility criteria.
- 4) The housing provider forwards the RGI application to the City of Brantford who will place the applicant on the centralized waiting list for the housing provider with a M-R notation beside their name, based on their original application date.
- 5) If the housing provider is under its RGI target, it can offer Market to RGI to the first chronological household with the M-R notation on the waiting list for that housing provider. A copy of the waiting list must be filed in the household's file to confirm their placement on the waiting list.

Option B – Housing Provider has a Vacant Unit and is Under RGI Target

- 1) The housing provider has a vacant unit and is under its RGI target.
- 2) The housing provider is required to offer the vacant unit to the top name on the housing provider's waiting list for that applicable bedroom size.
- 3) If the top name on the waiting list is an existing household with M-R status, the provider can offer RGI subsidy to that household. A copy of the waiting list must be filed in the household's file to confirm their placement on the waiting list.
- 4) If RGI subsidy is provided to an existing household, the provider picks the next name on their waiting list for that bedroom size and follows the same procedures to fill the unit, based on their target plan.

Housing Provider is Over RGI Target:

*Note: Option A or B is **NOT** available if the housing provider is over target in RGI units.

The household must apply to the centralized waiting list under Market to RGI, using their original date of application, and wait until the housing provider is able to proceed with Option A or B. If the household is in extreme financial hardship, the housing provider can contact the Provider Services Coordinator at 519-759-3330 ext. 6277 to see if there is any housing allowance funding available to assist the household for a temporary period. For example, some market rent households in community housing units programs such as the Canada-Ontario Housing Benefit (COHB) may provide adequate assistance; households must be active and qualify for the local BATH wait list in order to request an application for the COHB benefit. The household must have applied to the centralized waiting list and all supporting documentation must be provided to the Provider Services Coordinator for review.



Local Rules, Notices,
and Guidelines

Section 5


Policy

Approval Date:

Revision Date:

Title:	INCOME VERIFICATION PROCESS
Activity Area:	Rent Geared to Income (RGI)

- 5.1 Reviewing Ongoing eligibility
- 5.2 Verifying a Household’s Income, Assets and Household Composition
- 5.3 Documentation Requirements
- 5.4 Excluded Income
- 5.5 Income & Non-income Producing Assets
- 5.6 Transferred Assets
- 5.7 Working Dependents and Students
- 5.8 Benefit Unit / Family unit
- 5.9 Employment Related Income Exemptions
- 5.10 Support Payments
- 5.11 Self-Employment Income
- 5.12 Households with No Income
- 5.13 Immigration Sponsorships

 Local Rules, Notices, and Guidelines	Section 5	Policy 5.1
	Approval Date: Apr. 2012	Revision Date: Jun. 2019
Title:	REVIEWING ONGOING ELIGIBILITY	
Activity Area:	RGI	

Policy Intent: To identify the requirement to periodically review a household’s ongoing eligibility for RGI assistance.

Eligibility Criteria:

Once a household has started to receive RGI assistance, the ongoing eligibility of the household must continue to be monitored (See Section 3.1 – Eligibility Requirements).

In order to ensure a household continues to meet the eligibility criteria for RGI assistance, a review of the household’s eligibility, income, assets and household composition **must** be conducted annually. The review should correspond with the anniversary date of when the household began receiving RGI assistance.

Instances where an in-year, or interim review prior to the next annual review include:

- A permanent change in the household composition with either fewer members in the household, or if the household submits a request to add members to the household*
- A change in full-time student status for a member of the household which would result in a decrease to the RGI rent charge
- A decrease in the household income of at least 20% which would result in a decrease to the RGI rent charge


*Where a household requests and has an approved addition to the household a new annual review date shall be set for that household.

Where a household’s continued eligibility may be in question (they own residential property, have an arrears repayment schedule, etc.), housing providers may review eligibility as deemed necessary for the particular circumstance.

Where a review of a household’s ongoing eligibility is completed and it is determined the household is no longer eligible to receive RGI subsidy, the housing provider **must** serve a ninety (90) day notice that the household ceases to be eligible to continue receiving RGI assistance.

Note: All decisions made in accordance with this Section of the guide are subject to a Review when requested (**See Section 9 – System for Review of Decisions**).

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13)

 Local Rules, Notices, and Guidelines	Section 5	Policy 5.2
	Approval Date: Apr. 2012	Revision Date: Dec. 2019
Title:	VERIFYING A HOUSEHOLD'S INCOME, ASSETS AND HOUSEHOLD COMPOSITION	
Activity Area:	RGI	

Policy Intent: To confirm the requirement to annually verify an RGI household's income, assets and household composition to determine ongoing eligibility for RGI assistance. Amendments to HSA O. Reg. 367/11 will result in a simplified RGI calculation process for annual renewals effective July 1, 2021 and thereafter.

Eligibility Criteria

Before a household's RGI assistance can be calculated, all household income and assets must be verified as well as the household composition, and should be accompanied by a signed declaration and consent. Verification of the entire household's income and assets information is essential to the proper completion of an RGI subsidy calculation. Incorrect calculations results in either too much or too little RGI assistance, which could result in a reimbursement to the household from the housing provider or the household owing an amount to the provider.


The annual income and assets verification allows the housing provider to confirm the household continues to require RGI subsidy and continues to meet the occupancy standards for the unit occupied by household. If a RGI household fails to provide the annual verification information required and is set at market rent, the housing provider may return RGI subsidy to the household when the necessary information is provided within six months (if the resulting calculation merits RGI subsidy); extenuating circumstances may be discussed with the service manager.

Households receiving RGI assistance must report all changes in income, assets or household composition within thirty (30) calendar days of the change (See Section 3.11 – Time Period for Reporting Changes). This rule remains in effect for households until the applicable household's annual RGI renewal date is due on or after July 1, 2021.

Calculating annual RGI renewals effective July 1, 2021 onward:

- households receiving RGI assistance must still report, and seek approval to add members to their household before the change happens; in this circumstance a new RGI subsidy calculation is permitted even if it increases the RGI rent amount
- All households must complete an annual income and assets review to receive RGI
- However, any increase to household income between annual RGI subsidy renewal periods need not be reported to the Housing Provider
- Households may report a decrease to household income of 20% or more, and in such cases the RGI rent charge may be reduced between annual RGI subsidy renewal periods (beginning in the month the change was reported by the household)

Note: All decisions made in accordance with this Section of the guide are subject to a Review when requested (**see Section 9 - System for Review of Decisions**).

 Local Rules, Notices, and Guidelines	Section 5	Policy 5.3
	Approval Date: Apr. 2012	Revision Date: Dec. 2019
Title:	DOCUMENTATION REQUIREMENTS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the documentation required by a household receiving RGI assistance to verify all sources of income and assets.

Eligibility Criteria

In order to verify a household’s income, assets and household composition (and in turn qualify for RGI assistance) the household is required to provide documentation verifying this information.

Prior to signing any lease or occupancy agreement, the housing provider must ensure that the household has declared all required information in writing for all members of the household who will be or are currently residing in the unit.

This written verification of information should be provided in conjunction with a signed declaration from the household; a declaration that the information is a true and accurate reflection of the household’s assets, income and household composition. In addition, a signed consent permitting the housing provider to verify the validity of the information provided by the household should also be required. A declaration and consent should be provided each time there is a change in the household’s income, assets or household composition.

In order to verify a household’s composition, households with social assistance income support will need to provide verification of their income support, and members of their household counted as part of their benefit unit, from the applicable social assistance income support office (i.e. OW, or ODSP).

For households with non-social assistance income, a signed declaration, proof of legal residency for all household members or court orders confirming custody are all options for verifying members of a household.

Effective July 1, 2021 all income earning members of a household whose income is to be included in the RGI calculation are required to file income tax returns annually as a condition of RGI eligibility. Housing providers shall collect the Income Tax documents necessary such as a Notice of Assessment (or a Revenue Canada income and deductions print out, also known as an “Option C Print Out”). Housing providers have the discretion to collect those documents now, as well as any other additional sources of documentation to adequately determine the applicable household’s income and assets which are not directly specified in the list provided below.

For household RGI calculations effective July 1, 2021 or thereafter the calculation is to be based on either OW/ODSP rental scales or, for income earning household members, the calculation will be 30 per cent of adjusted family net income (AFNI) shown on Income Tax Notice of Assessment document(s) (line 23600/236 on General Income Tax Returns & Notice of Assessment). Any

member of the household attending full-time at a recognized educational institution will have their income exempt from the calculation.

Documentation verifying assets of the household will be required as part of the annual review, however OW/ODSP verification and/or income tax documents will be key in performing RGI annual reviews. For RGI reviews after July 1, 2021 some of the document examples listed below may not be necessary to determine RGI rent as a result of the changes to O. Reg. 367/11. However in limited circumstances where a household has not had the opportunity to file an income tax return prior to receiving initial RGI, these documentation requirements will assist with the initial RGI calculation.

Note: All members of the household should be listed on the lease or occupancy agreement and only those occupants listed should be permitted to reside in the unit.

<u>Income Source</u>	<u>Documentation Requirements</u>
Regular Employment Income	<ul style="list-style-type: none"> • Completed <i>employment verification form</i> from employer indicating: <ul style="list-style-type: none"> - company name, address, phone # - employee's name - pay period/frequency - gross pay amount - date employment commenced <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Consecutive Pay Stubs for a minimum of a two month period indicating: <ul style="list-style-type: none"> - company's name - employee's name - pay period/frequency - gross pay amount - Year-to-date totals
Strike Pay	<ul style="list-style-type: none"> • Copy of cheque stub or letter from the union indicating gross amount and frequency of payment(s)
Employment Insurance Benefits	<ul style="list-style-type: none"> • Most recent EI cheque stubs indicating gross amount and frequency of payment(s) <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • Bank book or statement showing direct deposits and statement showing gross weekly amount and frequency of payment(s)

Irregular Employment Income	<ul style="list-style-type: none"> • As regular employment income OR • Certified copy of income tax return OR • Average monthly gross of previous 12 months earnings (Note: where income is averaged, rent adjustments are not permitted.)
Student Income	<ul style="list-style-type: none"> • OSAP assessment form AND/OR • Letter or information slip verifying amount and duration of any grant, scholarship or bursary OR • Certified copy of most recent tax return
Social Assistance Income	<ul style="list-style-type: none"> • Assistance Proof/stubs AND Benefit Unit member verification

<u>Income Source</u>	<u>Documentation Requirements</u>
Tips/Gratuities/Commissions	<ul style="list-style-type: none"> • Copy of pay stubs or T4 showing amount received OR • Certified copy of most recent tax return to verify amounts received from these sources OR • <i>Statutory declaration</i> (for amounts exceeding 10% of income) <p>Note: <i>Where above documentation not provided, a minimum of 10% of the gross income for the position where income received, will be included in RGI calculation.</i></p>
Annuity Income/Registered Retirement Income Fund Payments	<ul style="list-style-type: none"> • Cheques stub(s) indicating gross amount and frequency of payment(s) OR • Letter from issuer confirming gross amount and frequency of payment(s)

Workplace Safety & Insurance Board Income	<ul style="list-style-type: none"> • Most recent cheque stub(s) indicating gross amount and frequency of payment(s) <p>OR</p> <ul style="list-style-type: none"> • Certified copy of most recent tax return <p>OR</p> <ul style="list-style-type: none"> • Statement stating gross amount and frequency of payment(s)
Disability Payments	<ul style="list-style-type: none"> • Most recent cheque stub(s) indicating gross amount and frequency of payments <p>OR</p> <ul style="list-style-type: none"> • Certified copy of most recent tax return <p>OR</p> <ul style="list-style-type: none"> • Bank book/statement showing direct deposits and annual disability statement <p>OR</p> <ul style="list-style-type: none"> • Letter/statement from insuring agency stating gross amount and frequency of payments
<u>Income Source</u>	<u>Documentation Requirements</u>
Pension Income	<ul style="list-style-type: none"> • Most recent cheque stub(s) indicating gross amount and frequency of payment(s) <p>OR</p> <ul style="list-style-type: none"> • Bank book/statement showing direct deposit and annual pension statement <p>OR</p> <ul style="list-style-type: none"> • Pension fund statement showing gross monthly pension amount and frequency of payment(s) <p>OR</p> <ul style="list-style-type: none"> • Certified copy of most recent tax return


<p>Self-Employment Income</p> <p>Note: Where a household member declares self-employment income, the following deductions are not permitted:</p> <ol style="list-style-type: none"> 1. Capital cost allowances for depreciation of equipment 2. Rent paid by the member for the unit occupied by the member, where the member's business is operated from the home 3. Child care expenses 	<ul style="list-style-type: none"> • Audited financial statements <p>OR</p> <ul style="list-style-type: none"> • Certified copy of most recent tax return <p>If self-employed less than one year:</p> <ul style="list-style-type: none"> • Signed <i>statutory declaration</i> of anticipated income for next 12 months or forecast from professional accountant • Subsequent verification by a certified <ul style="list-style-type: none"> • copy of income tax return or audited financial statements
<p>Support Payments Received</p>	<ul style="list-style-type: none"> • Copy of the support agreement or court order <p>OR</p> <ul style="list-style-type: none"> • FRO statement <p>OR</p> <p>Sworn affidavit of amounts received</p>
<p>Support Payments Paid</p>	<ul style="list-style-type: none"> • Court order or agreement requiring support payments be made and copies of cancelled cheques • Documentation of garnished wages, etc. (if applicable)
<p>Training Allowances</p>	<ul style="list-style-type: none"> • Statement or cheque stub from granting organization indicating: <ul style="list-style-type: none"> - total gross amount and frequency - amounts for transportation, child care, tuition, etc./ - duration of program/course

<u>Income Producing Asset Type</u>	<u>Documentation Requirements</u>
<p>Term Deposits/Bonds/Debentures</p>	<ul style="list-style-type: none"> • Supporting documents indicating: <ul style="list-style-type: none"> - principal amount, interest rate, interest earned - name & address of financial institution - date of issue and term - identifying serial number <p>OR</p> <ul style="list-style-type: none"> • Letter from financial institution indicating the above

Stocks/Shares/Mutual Funds	<ul style="list-style-type: none"> Cheque stubs, copies of cheques or T5's indicating: <ul style="list-style-type: none"> - amount of dividends received - company name - series or type of stock - number of stock shares <p>OR</p> <ul style="list-style-type: none"> Annual statement
Bank Accounts	<ul style="list-style-type: none"> Passbook / monthly statement indicating: <ul style="list-style-type: none"> - account number - name & address of institution - total interest earned in past year or average monthly interest over past 12 months <p>OR</p> <ul style="list-style-type: none"> T5 slip(s) issued by financial institution <p>OR</p> <ul style="list-style-type: none"> Letter from appropriate financial institution indicating interest amount earned in past 12 months

<u>Non Income Producing Type of Asset</u>	<u>Documentation Requirements</u>
Cash or Non-Interest Bearing Chequing Accounts	<ul style="list-style-type: none"> Confirmation of annual average or most recent typical minimum monthly balance of account and the amount of cash
Registered Retirement Savings Plans (RRSP)	<ul style="list-style-type: none"> RRSP statement indicating current balance and if locked-in
Equity in Business or Investment	Confirmation of current equity
Cab Plates (Taxi Licenses) when shared with other drivers	<ul style="list-style-type: none"> Confirmation of the percentage the plates/licenses are being used by other drivers
Life insurance with a cash surrender value	<ul style="list-style-type: none"> Confirmation of the current cash surrender value plus accumulated dividends of the policy
Residential Property	<ul style="list-style-type: none"> Confirmation of appraised value of property & mortgage outstanding
Non-Residential Property	<ul style="list-style-type: none"> Confirmation of appraised value of property & mortgage outstanding
Life Interest in Real Estate	<ul style="list-style-type: none"> Confirmation of value of life interest
Solely-Owned Real Estate	<ul style="list-style-type: none"> Appraisal conducted by a qualified real estate appraiser
Co-Owned Real Estate	Documentation indicating the names, addresses and portions of each of the owners.

Non-Income producing Stocks/Shares/Mutual Funds	<ul style="list-style-type: none"> • Confirmation of the current value of the asset
Transferred Assets	<ul style="list-style-type: none"> • Confirmation of transfer date and appraised value of asset
Financial Holdings	<ul style="list-style-type: none"> • Copy of bank book or other document(s) detailing non-income producing holding <p>OR</p> <ul style="list-style-type: none"> • Letter from financial institution or professional in a field relating to the holding, indicating the current value and name and address of the financial institution (if applicable) <p>OR</p> <ul style="list-style-type: none"> • For life insurance policies - a letter from insurance company with policy number, and current cash surrender value

 Local Rules, Notices, and Guidelines	Section 5	Policy 5.4
	Approval Date: Apr. 2012	Revision Date: Dec. 2019
Title:	EXCLUDED INCOME	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the sources of income that are to be excluded for the purpose of *calculating* a household’s RGI rent/housing charge.

Excluded Income

When a household has verified all sources of household income by providing the required sources of documentation, the next step is to determine what should be included and what should be excluded from the RGI subsidy calculation.

Effective July 1, 2021 the household RGI calculation will be based on either OW/ODSP rental scales or, for income earning household members, the calculation will be 30 per cent of adjusted family net income (AFNI) shown on Income Tax Notice of Assessment document(s) (line 236 on General Income Tax Returns & Notice of Assessment).

Any member of the household attending full-time at a recognized educational institution will have their income exempt from the calculation. There are two lists below documenting excluded income for annual calculations effective prior to July 1, 2021 and for annual calculations effective July 1, 2021 or thereafter. The excluded income for annual calculations effective July 1, 2021 or later is a list of items deducted from gross yearly income to determine AFNI on a Revenue Canada tax return.

Excluded income and assets for RGI calculations effective **prior** to July 1, 2021:


- Ontario Disability Support Payments for children with severe disabilities
- Payments from children's aid society on behalf of a child in care under Child and Family Services Act
- Any income earned or received by a child in care under the Child and Family Services Act
- Payments under clause (f) of Child and Family Services Act
- Payment under subsection 2(2) of Developmental Services Act
- Payment under Ministry of Community and Social Services Act
- Payment, refund or credit received under Income Tax Act (Ontario) or (Canada)
- Death benefit under Canada Pension Plan
- Payment from Department of Indian Affairs and Northern Development (Canada) or a band for lodging of student attending secondary school off the reserve
- Payment received under Indian Act (Canada) other than funds for post-secondary education
- Incentive bonus payment by a band to a household member's child who is attending school
- Payment under Order in Council P.C. 1977-2496 under section 40 of the Indian Act (Canada)
- Payment under the Extraordinary Assistance Plan (Canada)
- Grants received under the Employment Insurance Act (Canada) by Ontario Works recipient for approved training course
- Canada Savings Grant paid into and RESP for a household member's child

- Payment from HRDC's "Opportunities Fund for Persons with Disabilities" if payment for costs of participation in employment related activities
- Capital Gain
- Proceeds from the sale, liquidation or disposition of real or personal property
- Interest accrued or received from prepaid funeral plan
- Interest, dividends or any other income received from or accrued in a Registered Retirement Savings Plan (RRSP) or Registered Education Savings Plan (RESP)
- Inheritance
- Lottery winnings
- Donation from religious, charitable or benevolent organization
- Casual gift or casual payment of small value
- Loan (Including OSAP Loans)
- Bursary under Education Act (subsection 8 (1), paragraph 18 for student in regular full- time attendance at a secondary school
- Student payment from Canada Millennium Scholarship Foundation
- Support payments made in accordance with an order under the Divorce Act, Family Law Act or Enforcement of Support Orders Act
- Allowance for room and board for employment purposes away from primary residence
- Allowance for employment travel expenses
- Allowance or payment for child care, transportation, tuition or other expenses relating to enrollment in job training or employment related programs
- Veteran Affairs Canada benefit under Veterans Independence Program
- Lump sum or periodic war reparation payment
- Damages or compensation for pain and suffering for injury or death to household member or for reasonably incurred expenses relating to the injury or death
- Lump sum insurance payment
- Lump sum severance payment for dismissal from employment
- Court ordered lump sum payment
- Statutory Tribunal ordered lump sum payment
- Payments received through The Helpline Reconciliation Model Agreement, Multi-Provincial/Territorial Assistance Program Agreement or Grandview Agreement to which the Province of Ontario is a party
- Payments under the Ontario Hepatitis C Assistance Plan
- Monthly OAS spouse's allowance payments for ODSP recipients if equal to or less than monthly ODSP basic needs amount
- Monthly CPP disability benefits for ODSP recipients if equal to or less than monthly ODSP basic needs amount
- Monthly ODSP payments for OAS spouse's allowance recipients if ODSP basic needs is less than OAS received for the month
- Monthly ODSP payments for CPP disability benefits recipients if ODSP basic needs is less than CPP received for the month
- OW payments if the non-benefit income exceeds the threshold
- ODSP payments if the non-benefit income exceeds the threshold
- Payments under subsection 147 (14) of the Worker's Compensation Act- December 31, 1997
- Lump sum payment under 1986-1990 Hepatitis C Settlement Agreement
- Compensation payment from Province of Alberta for sterilization
- Payment under Walkerton Compensation Plan
- An extended care and maintenance allowance for a former Crown Ward received from a children's aid society under the Child and Family Services Act
- Special Allowance from Veterans Affairs Canada under the Veterans Affairs Disability Pension Program
- A payment from a claim against the Government of Canada, a church or religious

- organization relating to an aboriginal residential school
- A payment received under the Universal Child Care Benefit Act (Canada)
- Payments from a trust or life insurance policy, gifts or other voluntary payments used for expenses or services, education or training needed for a household member with a disability that would not be otherwise reimbursed
- A child benefit under the Canada Pension Plan (Canada) paid to, on behalf of or for the benefit of a dependant of a disabled or deceased contributor
- A payment received as a special allowance under the Resettlement Assistance Program established under the Immigration and Refugee Protection Act (Canada)

Deductions from gross income to determine AFNI, for calculations as of July 1, 2021 onward:

- Registered Pension Plan Deduction (box 20 of all T4 slips and box 032 of all T4A slips)
- Annual RRSP and pooled registered pension plan (PRPP) deduction
- Annual Pooled registered pension plan (PRPP) employer contributions
- Deduction for elected split-pension amount
- Annual union, professional, or like dues (receipts and box 44 of all T4 slips)
- Universal child care benefit repayment (box 12 of all RC62 slips)
- Child care expenses (Get and complete Form T778)
- Disability supports deduction (Get and complete Form T929)
- Business investment loss (Allowable deduction)
- Moving expenses (Get and complete Form T1-M)
- Support payments made (Allowable deduction)

 Local Rules, Notices, and Guidelines		Section 5	Policy 5.5
		Approval Date: Apr. 2012	Revision Date: Feb. 2020
Title:	INCOME & NON-INCOME PRODUCING ASSETS		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify how income producing assets should be included in the calculation of a household’s RGI rent/housing charge.

NOTE: This policy EXPIRES and does not apply for RGI calculations effective July 1, 2021 or thereafter.

Income Producing Assets

Income producing assets are deemed to be any investment that generates interest, dividend or other income. Any income generated from these assets is to be included in the total household income for the purpose of calculating the households RGI rent or housing charge.

Example:

A household receives an insurance settlement of \$25,000 which it invests in a Guaranteed Investment Certificate.

The investment generates interest annually in the amount of \$480.

\$480 divided by 12 months is equal to \$40.


Therefore, the amount of \$40 is added to the household’s monthly income for the purpose of calculating the household’s RGI rent/housing charge.

For non-income producing assets and assets where the annual income is difficult to determine, an imputed income for these assets is calculated and included in the total household income for the purpose of calculating the households RGI rent or housing charge. The imputed rate is based on the most recent issue of Canada Savings Bonds, rounded down to the nearest percentage point. Imputed rates will be conveyed to housing providers by the Housing Services Department. As of the date of this policy the current imputed income rate is 0%.

Example: A household owns non-residential real estate with equity of \$40,000, with an imputed rate of return at 1.5%. $\$25,000 \times .015 = \600 ; $600 \text{ divided by } 12 \text{ months} = \50 .

Therefore the amount of \$50 is added to the household’s monthly income for the purpose of calculating the RGI rent/housing charge.

* Notwithstanding this policy, which is for how to include income producing assets in the RGI calculation, policy 3.14 dictates the asset limits to qualify for RGI subsidy. See policy 3.14 for details, however with some exceptions the maximum asset limit for all applicants or RGI recipients is \$75,000.


 Local Rules, Notices, and Guidelines	Section 5	Policy 5.6
	Approval Date: Apr. 2012	Revision Date: Feb. 2020
Title:	TRANSFERRED ASSETS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how transferred assets should affect the household’s qualification for RGI subsidy.

Eligibility Criteria

Households who have transferred assets within 36 months prior to applying for RGI assistance, will:

- a) Not qualify for RGI assistance if the Service Manager decides the purpose of reducing the amount of the household’s assets was solely for the purpose of qualifying for RGI assistance and the total value of the asset(s) were in excess of those described in policy 3.14; and ,
- b) Not qualify for placement on the Centralized Wait List for community housing for a period of not less than twelve (12) months; or,
- c) If a current RGI community housing household, not qualify for RGI assistance for a period of not less than twelve (12) months.
- d) In either case should the value of transferred assets exceed twice the asset limit described in policy 3.14, the household will not qualify for RGI assistance for a period not less than twenty-four (24) months).

 Local Rules, Notices, and Guidelines	Section 5	Policy 5.7
	Approval Date: Apr. 2012	Revision Date: Dec. 2019
Title:	WORKING DEPENDENTS AND STUDENTS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify what constitutes a working dependent or student and how that household member’s income is to be included/excluded from the calculation of a household’s RGI rent/housing charge.

Working Dependents

For the purposes of the income calculation of household members, working dependents are defined in clause 49 (4) of Ontario Regulation 298/01 (Housing Services Act, 2011) as an individual with income who is:

- a child of any member of the family unit; **and**
- lives with and has always lived with the member mentioned above; **and**
- does not have and has never had a spouse; **and**
- is not the parent of an individual living with the household containing the family unit.

Students


Ontario Regulation 298/01 also identifies that the income of anyone deemed be a student in regular full time attendance at a recognized educational institution is to be excluded from the household’s RGI rent/housing charge calculation if:

- the student attends a primary or secondary institution
- the student has not been out of a secondary school for more than 5 years since starting current studies and has attended a secondary or post-secondary school for at least 12 months on 2 or more occasions
- the student is considered a “single student”

Effective July 1, 2021 revisions to Ontario Regulation 367/11 will apply as follows:

- All household members in full-time studies will have their income exempt from the rent calculation, removing the above conditions from this policy
- Working dependents who are not in full time attendance at a recognized educational institution will be required to file their income tax returns annually to confirm the AFNI to be included in the household’s annual RGI calculation

See Also: Eligibility Requirements for RGI units (Section 3), HSA Sec 50; O. Reg. 298/01 Sec. 50

 Local Rules, Notices, and Guidelines Housing Services	Section 5	Policy 5.8
	Approval Date: Apr. 2012	Revision Date: Jun. 2019
Title:	BENEFIT UNIT/FAMILY UNIT	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify what constitutes a benefit or family unit for the purpose of calculating a household’s RGI rent/housing charge.

Benefit Unit(s)

The term Benefit unit is used to describe a household or part of a household receiving a single Ontario Works (OW) or Ontario Disability Support Program (ODSP) payment.

Examples:

A household consisting of a father, mother and their two children receiving a single Ontario Works payment, is considered a single benefit unit.

A household consisting of a single parent receiving a single OW payment, who also lives with their daughter and the daughter’s child (who also receives a single OW payment), is a household with two (2) benefit units.

Family Unit


The term Family unit is used to describe a household or part of a household whose members are related. The family unit may or may not include a benefit unit within it.

Example(s):

If two unrelated single mothers, each with a single child of their own, share a unit; then the household is considered to consist of two (2) family units.

If two single persons, one of which has a child, are either married or are living together as partners, then the three member household consists of one (1) family unit.

See Also: O.Reg.298/01 Sec 48, Sec 49

 Local Rules, Notices, and Guidelines Housing Services	Section 5	Policy 5.9
	Approval Date: Apr. 2012	Revision Date:
Title:	EMPLOYMENT RELATED INCOME EXEMPTIONS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the exemptions available to reduce a household's gross monthly income for the purpose of calculating the household's RGI rent/housing charge.

Eligibility Criteria

The following sources of income are considered sources of employment related income:

- Regular and irregular employment income
- Tips, gratuities, commissions and bonuses on employment related income
- WSIB payments intended to replace employment income (i.e. short term payments, not pension)
- Employment insurance benefits intended to replace employment income

Where a household has employment related income, the following exemptions are to be applied:


- a) \$75 for a family unit with no children and only one person with employment related income
- b) \$150 for a family unit with at least one child and at least one individual with employment related income **OR** a family unit with at least two individuals with employment income

Note: There is no maximum employment deduction per household; employment related exemptions are based on the family units.

Changing in 2021:

For RGI renewals calculated to take effect on July 1, 2021 or thereafter, the AFNI from income tax returns for household members with income will be used to determine income for the entire household. Employment related exemptions will still be applied as deductions from AFNI (\$75 x 12 = \$900 for 'a' above, and \$150 x 12 = \$1,800 for 'b' above).

See Also: O. Reg. 298/01 Sec. 50

 Local Rules, Notices, and Guidelines	Section 5	Policy 5.10
	Approval Date: Apr. 2012	Revision Date: Dec. 2019
Title:	SUPPORT PAYMENTS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify how support payments made and received are to be considered in the calculation of a household's RGI rent/housing charge.

Support Payments Made

Support payments made by a household to comply with an order under the Divorce Act, Family Law Act or Enforcement of Support Orders Act is deducted from the household's gross income before calculating their RGI rent/housing charge. The amount of support being paid must be verified by documentation as outlined in Policy 5.3 - Documentation Requirements.


Support Payments Received

The amount of support payments received by a household is included in the calculation to determine the RGI rent/housing charge for that household.

Changing in 2021:

For RGI renewals calculated to take effect on July 1, 2021 or thereafter, the AFNI from income tax returns for household members with income will be used to determine income for the household. Handling support payments in the RGI calculation will be simplified through the use of income tax AFNI.

See Also: O. Reg. 298/01 Sec 50

	Local Rules, Notices, and Guidelines	Section 5	Policy 5.11
		Approval Date: Apr. 2012	Revision Date: Dec. 2019
Title:	SELF-EMPLOYMENT INCOME		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify the requirements for verifying the RGI rent for households with self-employment income.

For households self-employed for less than 24 months:

For RGI households with self-employment income from a business that has been in operation for less than 24 months, the self-employment income/earnings should be verified quarterly (every 3 months). The household is required to provide adequate documentation at the end of each quarter to verify all income and benefits received relating the business activities.

The RGI rent will also be calculated quarterly based on the average earnings for the previous 3 (three) months.

For households self-employed for 24 months or longer:

For RGI households with self-employment income from a business that has been in operation for more than 24 months, OR After the first full tax year has passed and the household is required to complete and submit a certified income tax return, including a statement of business activity and the notice of assessment OR audited financial statements for incorporated business.


Where the Canada Revenue Agency (Revenue Canada), has allowed for any of the following deductions, they must be added back to the net income:

- Depreciation of Capital Assets
- Rent (or a portion of rent) for the RGI unit
- Child Care Expenses

Households with self-employment income are not to receive mid-year RGI rent adjustments after the second year unless there is a significant change in the amount of income **OR** the source of the income changes. Households with self-employment income are also entitled to the Earned Income Exemptions (see Policy 5.11, Employment Related Income Exemptions).

Changing in 2021:

For RGI renewals calculated to take effect on July 1, 2021 or thereafter, the AFNI from income tax returns for household members with income will be used to determine income for the household. Handling self-employment RGI calculations will be simplified through the use of income tax AFNI and the requirement to file income tax returns to qualify for RGI assistance.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 5	Policy 5.12
			Approval Date: Apr. 2012	Revision Date:
Title:	HOUSEHOLDS WITH NO INCOME			
Activity Area:	RGI			

Policy Intent: The intent of this policy is to identify how to address RGI households reporting no income for a limited period of time.

Operational Requirements:

Where a RGI household reports a change in income that has resulted in the household having no included sources of income for a limited period of time, the household’s rent can be set to the minimum rent (See Policy 6.6 – Minimum/Maximum Rents & Housing Charges).

The household must verify the circumstances resulting in the change in their income AND meet the requirement to pursue income as outlined in Policy 3.4 – Pursuit of Income.

Documentation must be provided to verify all sources of income (as reported prior to the household declaring no income) are no longer received by the household.

Households with no income who fail to satisfactorily verify their change in income will continue to be charged their normal RGI rent until such time as a change in income can be verified with the appropriate documentation.

Households with no income who fail to meet the obligation to pursue income, will cease to qualify for RGI assistance and be issued a 90 (ninety) day notice of increase to market rent.

See Also: Eligibility Requirements for RGI units (Sections 3.1 to 3.13), HSA Sec 50; O. Reg. 298/01 Sec 47

 <p>Local Rules, Notices, and Guidelines</p>	Section 5	Policy 5.13
	Approval Date: May 2019	Revision Date:
Title:	IMMIGRATION SPONSORSHIPS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to provide information on the impact of an immigration sponsorship on the rent-geared-income verification and rent calculation processes.

Immigration Sponsorships

Anyone who is a Canadian citizen or a permanent resident of Canada that is 18 years of age or older and meets the income requirements, can sponsor a spouse, common-law or conjugal partner, dependent child (including adopted child) or other eligible relative (such as a parent or grandparent) to become a permanent resident.

Both the sponsor and sponsored relative(s) must sign a sponsorship agreement committing the sponsor to provide financial support, if necessary, for a period of three to ten years depending on their relationship to the sponsor. A copy of the agreement or copies of the paper form of the Permanent Resident document for all sponsored family members should be obtained and retained in the applicant or tenant file.

For more information on immigration sponsorships, please refer to the following link for Citizenship and Immigration Canada:
<http://www.cic.gc.ca/english/immigrate/sponsor/index.asp>

RGI Determinations

In order for a household to be eligible for RGI assistance, they must have a source of income.

To determine how to conduct an RGI review or RGI rent calculation when there is an immigration sponsorship involved, you must first determine whether the household for whom you are making an RGI determination includes both the sponsor and sponsored family member(s), or just the sponsored family member(s).

1. Household with both sponsor and sponsored family members: If the sponsored family members(s) are entirely financially dependent on the sponsor (have no other form of income), the sponsor’s gross income is only considered once in the RGI rent calculation process.
2. If the sponsor and sponsored family members do not live together, and the sponsored family member(s) are entirely financially dependent on the sponsor (have no other form of income), the sponsored family member(s) income would be the actual amount of financial assistance provided by the sponsor, as long as it meets or exceeds the Ontario Works basic entitlement for the sponsored family size.

Deemed Income

Where the sponsor and sponsored family member(s) do not live in the same household and the

amount of sponsor assistance cannot be determined – OR – the sponsor assistance is below the OW basic entitlements for the number of sponsored household members, the sponsored household will have ‘deemed income’.

To establish the amount of deemed income, the OW basic needs and shelter entitlements must be determined. Use Table 1 to determine the basic needs amount based on the number of dependents. Table 2 will determine the maximum shelter entitlement based on the size of the benefit unit.

TABLE 1

No. of Dependants Other than a Spouse	Dependants 18 Years or Older	Dependants 0- 17 Years	Recipient (\$)	Recipient and Spouse (\$)
0	0	0	343	494
1	0	1	360	494
	1	0	623	652
2	0	2	360	494
	1	1	623	652
	2	0	781	826
3	0	3	360	494
	1	2	623	652
	2	1	781	826
	3	0	956	1,001

For each additional dependant: add \$175 if the dependant is 18 years of age or older, or \$0 if the dependant is 0-17 years old.

TABLE 2

Benefit Unit Size	Maximum Monthly Shelter Allowance (\$)
1	390
2	642
3	697
4	756
5	815
6 or more	844

Note: The table data is per Ontario Regulation 134/98 of the Ontario Works Act. (Current as of October 1, 2018)

The Deemed Income will be = Table 1 amount + Table 2 amount

Calculating the RGI Rent

Once you have determined the actual contribution or deemed income, this is the amount to be used in the RGI calculation as the household's gross monthly income. In order to determine the household's RGI rent before adjustments, you would multiply the deemed income by 30%.

Deemed Income Example:

Household = senior couple with no dependents

Table 1 amount = \$494

Table 2 amount = \$642

Total monthly deemed income = \$1,136.00/month

Calculation = \$1,136 X 30% = \$341

Therefore, this household's RGI rent would be \$341 before adjustments for additional charges or allowances.

Where the sponsor's contribution is known and the assistance is NOT below the OW basic entitlements, the regular (30%) RGI rent calculation processes would apply.

- Notes:
- i) Where a household is not actually in receipt of Ontario Works, the rent scales provided under the Housing Services Act, Ontario Regulation 298/01 are **not** to be used; follow this policy (5.13)
 - ii) Immigration sponsorship or deemed immigration sponsorship income is not employment related income, therefore do not use employment related exemptions

Sponsorship Break Down

Sometimes sponsorship agreements break down. A change in the relationship or a sponsor's financial situation could impact the sponsor's willingness or ability to continue to provide financial assistance. It is not always necessary for Citizenship and Immigration Canada to declare a sponsorship to have broken down before the sponsored family member(s) could begin receiving Ontario Works or other forms of financial assistance.


In the event of a sponsorship break down, and in the absence of any financial assistance from the sponsor, the rent calculation would be determined by the type of financial assistance or income the household is actually receiving. The normal RGI policies and processes would be applied in this situation.

Sponsorship Expires or Sponsored Family Member(s) become Financially Independent


Eventually all sponsorship agreements will reach their expiry date. When that happens, the household may be required to seek other forms of financial assistance (pursuit of income requirements would apply). The sponsored family member(s) may even achieve financial independence before the agreement expires. In either case, the regular RGI calculation policies and practices would apply.

Changing in 2021:

For RGI renewals calculated to take effect on July 1, 2021 or thereafter, the AFNI from income tax returns for household members with income will be used to determine income for the household. This will include immigration sponsorship households.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 6	Policy
			Approval Date:	Revision Date:
Title:	RENT CALCULATION PROCESS			
Activity Area:	RGI			

- 6.1 Rent Calculation Factors
- 6.2 Rent Calculation Methods
- 6.3 Rounding
- 6.4 Utility Allowances or Charges
- 6.5 RGI Changes Limited to One Annual Review (To be added)
- 6.6 Minimum/Maximum Rents & Housing Charges
- 6.7 Averaging Income
- 6.8 Pro-rated Rent/Housing Charge for a partial month
- 6.9 Retroactive calculations / Repayment of RGI Subsidy Overpayment
- 6.10 Rent/Housing Charge increase of \$10 or less
- 6.11 Notice Requirements for Changes in Rent/Housing Charge

 Local Rules, Notices, and Guidelines	Section 6	Policy 6.1
	Approval Date: Apr. 2012	Revision Date: Dec. 2019
Title:	RENT CALCULATION FACTORS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to illustrate the rent calculation factors to be used to determine a household’s gross monthly income.

Rent Calculation Factors


The following table will assist with converting a household’s employment related income into a monthly amount to be used in the calculation of a household’s monthly RGI rent/ housing charge.

For calculations for or after July 1, 2021, income tax adjusted family net income (AFNI) for members of the household whose income is to be included in the calculation can be added together and providers shall apply the Annual Income factor indicated below. For initial RGI calculations where the household member(s) have not had an opportunity to file an income tax return the other factors below may still be helpful.

INCOME FREQUENCY	FACTOR
Annual Income Total	Divide by 12
Weekly Income Total	Multiply by 4.333
Bi-weekly Income Total	Divide by 2 and multiply by 4.333
Daily Income Amount	Multiply by 21.66

Examples:

- An Annual Salary of \$21,000 is divided by 12 = \$1,750 per month
- A Weekly Salary of \$400 is multiplied by 4.333 = \$1,733.20 per month
- A Bi-weekly Salary of \$750 is divided by 2 = \$375, then multiplied by 4.333 = \$1,624.88 per month
- A Daily Salary of \$60 is multiplied by 21.66 = \$1,299.60 per month

 Local Rules, Notices, and Guidelines	Section 6	Policy 6.2
	Approval Date: Apr. 2012	Revision Date: Jan. 2020
Title:	RENT CALCULATION METHODS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the rent calculation methods for determining a household’s RGI rent/housing charge.

Calculation Methods

There are two methods used in the calculation of rent-geared-to-income (RGI) rent/housing charge:

1. Social Assistance Rent Scales

Social Assistance rent scales apply to individuals with income from Ontario Works (OW) or the Ontario Disability Support Program (ODSP). If the individual has OW or ODSP as the only source of income, or has gross non benefit income that is less than the Gross Non-Benefit Threshold, the income scales included in the Appendices (Section 10.1) are to be used to determine the household’s rent/housing charge.

The rent/housing charge is based on the number of beneficiaries in receipt of social assistance rather than the amount of assistance received.

Each member of the household who receives a social assistance cheque is to have their RGI rent/housing charge calculated separately.

Example 1:
 John Doe, is a single person living alone and receives a monthly ODSP income support payment of \$930; he does not receive any other (non-benefit) income.
 Based on the social assistance rent scale for ODSP income John’s monthly RGI rent/housing charge would be \$109 per month – PLUS any applicable utility or allowable extra charges, OR MINUS any applicable utility allowances
 However, if there are utility allowances deductions John’s rent cannot be lower than the minimum rent – set at \$85 (\$129 July 1, 2020 onward).

2. 30% RGI Ratio

The 30% RGI ratio is used to calculate the RGI rent/housing charge where the income of the family unit is from sources other than social assistance, or where a social assistance recipient has non-benefit income that exceeds the allowable threshold for the size of their benefit unit.

The calculation is based on 30% of the household’s total gross monthly income. Where the income is employment related, the appropriate employment related income exemption is applied prior to applying the 30% ratio. To calculate the rent where the household has a dependent with

income, who does not meet the definition of a student:

- The income of the secondary member is included in the gross monthly income of the household
- The appropriate employment related income exemption is applied and then the 30% RGI ratio
- Where the secondary member has gross monthly income in excess of \$75, subtract 15% of the first \$1,000 from the amount determined in the second bullet above

Example 2:

Jane Smith lives with her son Joe; Joe has always lived at home, he is not a student, has never been married and he has no children. Both Jane and her son Joe are employed and earn gross weekly wages of \$375 and \$225 respectively.

The RGI rent/housing charge is calculated as follows:

- $\$375 + \$225 = \$600$ per week, multiplied by 4.333 = \$2,599.80 per month
- \$2,599.80 less the employment related income exemption of \$150 = \$2,449.80
- \$2,449.80 multiplied by 30% = \$734.94
- Joe's monthly income = \$974.92 which is greater than \$75.00, so 15% = \$146.24
- The household's RGI rent/housing charge = \$734.94 minus \$146.24 = \$588.70

3. AFNI Calculations using 30% RGI Ratio

For RGI calculations to be effective July 1, 2021 or afterward, the 30% RGI ratio will be used to calculate the RGI rent/housing charge where the income of the family unit is from sources other than social assistance, or where a social assistance recipient has non-benefit income that exceeds the allowable threshold for the size of their benefit unit. There is no more distinction between secondary member incomes (i.e. applying 15% reduction to the first \$1,000) and primary household member incomes.


The calculation is based on 30% of the income tax adjusted family net income (AFNI) for those income earners in the household whose income is to be used in the calculation. For example, income for any member enrolled in a recognized full-time educational program will have their income excluded from the calculation. Where income is employment related, the appropriate employment related income exemption is applied prior to dividing the combined AFNI total by twelve (12) to determine a monthly amount, then applying the 30% ratio to determine the monthly RGI rent. The calculation may also be performed by deducting the appropriate employment related exemption to the combined AFNI, applying the 30% ratio and then dividing that amount by twelve (12) to determine the monthly RGI rent.

Example 3:

Joe Smith lives with his son John; John has always lived at home, he is not a student, has never been married and he has no children. Both Joe and his son John are employed. From Joe's income tax return documents his AFNI is \$19,500, and John's AFNI is \$11,700.

The RGI rent/housing charge is calculated as follows:

- $\$19,500 + \$11,700 = \$31,200$ total household AFNI
- $\$31,200$ less the household employment related exemption of $\$1,800 = \$29,400$
- $\$29,400$ divided by 12 = $\$2,450$
- $\$2,450$ monthly household AFNI divided by 30% = $\$735$
- Alternatively $\$29,400$ divided by 30% = $\$8,820$, and $\$8,820$ divided by 12 = $\$735$
- The household's RGI rent/housing charge = $\$735$
- The household's RGI rent/housing charge is not subject to an increase over the next year unless an addition to the household is approved; a decrease may be allowed if, for example, John loses his employment.


 Local Rules, Notices, and Guidelines		Section 6	Policy 6.3
		Approval Date: Apr. 2012	Revision Date:
Title:	ROUNDING		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify how rounding should be used in the calculation of a household's RGI rent/housing charge.

When performing RGI rent/housing charge calculations, housing providers should calculate to two decimal points and round up for calculations resulting in .50 or higher and down for calculations resulting in .49 or lower.

Rounding should occur when the final mathematical operation has been completed.

Example:
 Using example 2 in Section 6.2, the rent would be rounded up to nearest dollar.
 The rounded monthly RGI rent/housing charge to be paid by the household would be \$589

 Local Rules, Notices, and Guidelines Housing Services	Section 6	Policy 6.4
	Approval Date: Apr. 2012	Revision Date:
Title:	UTILITY ALLOWANCES AND CHARGES	
Activity Area:	RGI	


Policy Intent: The intent of this policy is to clarify how utility allowances and charges should be applied in the calculation of a household’s RGI rent/housing charge.

Utility Allowances and Charges


Adjustments are made where necessary for utility charges and allowances. A final Geared-to-income rent charge calculation is intended to include the cost of utilities defined as part of "fully-serviced accommodation", specifically heat, water, hot water, refrigerator and stove. Accordingly, if any of these are not provided an allowance amount must be subtracted from the rent. If certain additional services are provided (i.e. electricity other than that used for heat or hot water), a charge is added to the rent.

See Appendices - Section 10.2 – Standard Extra Charges and Section 10.3 – Heating Allowances.

Example: Using example 2 in Section 6.2, the household lives in a 2 bedroom apartment and pays their own heat. Therefore, based on the Utility Allowance for a 2 bedroom apartment, the household’s monthly RGI rent/housing charge of \$338 would be reduced by \$47 for an adjusted monthly RGI rent/housing charge of \$291.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines	Section 6	Policy 6.5
		Approval Date:	Revision Date:
Title:	RGI CHANGES LIMITED TO ONE ANNUAL REVIEW		
Activity Area:	RGI		

- To be added in the future (2021)


 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 6	Policy 6.6
			Approval Date: Apr. 2012	Revision Date: Jan. 2020
Title:	MINIMUM/MAXIMUM RENTS & HOUSING CHARGES			
Activity Area:	RGI			

Policy Intent: The intent of this policy is to identify how to establish the maximum and minimum rents/housing charges to be applied when determining a household's RGI rent/housing charge.

Minimum/Maximum Rents

- Minimum rent/housing charge = \$85 *until June 30, 2020*;
Effective July 1, 2020 the new minimum rent is \$129
 (Minimum rent will be indexed each year beginning in 2021 by the Ontario Rental Increase Guideline)
- Maximum rent/housing charge = Market rent/housing charge for the size unit occupied
- Minimum or maximum rents/housing charges apply to the entire household, not individual family members or benefit units
- Utility allowances or charges must not raise the RGI rent/housing charge above the maximum or below the minimum
- Allowable additional charges (i.e. parking, laundry, co-op sector support, etc. are added to the minimum/maximum rent/housing charge
- For existing tenants paying minimum rent their minimum rent will be indexed/phased-in at least annually pending HSA regulation and/or guidelines

Example:
 John Doe from example 1 in Section 6.2, pays his own heat on a one bedroom apartment and is entitled to a utility allowance of \$45 per month.
 Subtracting \$45 from his \$109 monthly RGI rent/housing charge = \$64.
 The minimum rent/housing charge is \$85 (\$129 from July 1, 2020);
 John Doe's rent/housing charge it to be set at the minimum, \$85 (\$129 from July 1, 2020).

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 6	Policy 6.7
			Approval Date: May 2019	Revision Date:
Title:	AVERAGING INCOME			
Activity Area:	RGI			

Policy Intent: The intent of this policy is to identify how income should be averaged for the purpose of calculating a household’s RGI rent/housing charge.

Averaging Income

Where a household’s income may fluctuate on a monthly basis, the household’s RGI rent/housing charge should be calculated more frequently than once every twelve (12) months.

Housing providers may apply discretion of determining what period of time and when to average a household’s income to determine the household’s averaged monthly RGI rent/housing charge. Pending any provincial regulation changes, housing providers can determine how frequently the reviews and calculations will be completed; it is understood the most common averaging is in quarterly with a goal to eventually providing an annual averaged RGI rent/housing charge where a household’s earned income fluctuates greatly month-to-month but is consistent over a year or two.


Example, based on quarterly averaging – where the previous three months of income is used to calculate the RGI rent/housing charge for the next three months:

For the last three months Cedric Digger had gross employment earnings of \$876; \$1,123; and \$712. His averaged monthly RGI rent/housing charge for the next three months is calculated as follows:

- $\$876 + \$1,123 + \$712 = \$2,711$
- $\$2,711$ divided by 3 months = \$903.67 average monthly income
- $\$903.67$ minus \$75 employment deduction = \$828.67
- 30% of \$828.67 = \$248.60

Cedric’s monthly RGI rent/housing charge for the next three months, prior to any allowances or charges and rounded to the nearest dollar, is \$249.

In three months, the monthly income is verified and the process repeated.

 Local Rules, Notices, and Guidelines	Section 6	Policy 6.8
	Approval Date: May 2019	Revision Date:
Title:	PRO-RATED RENT FOR A PARTIAL MONTH	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to ensure housing providers understand to apply a pro-rated RGI rent/housing charge where a household occupies a unit for a partial month.

Pro-Rated Rent for a Partial Month

Where a household occupies a unit for a part of a month at the time of move-in, their RGI rent/housing charge should be calculated only for that portion of the month during which they had occupancy of the unit.

Sometimes a household and/or a housing provider can start a new tenancy mid-month, or several days in advance of the next month. The household should only be charged rent from the time when they had occupancy and received keys for the rental unit.

Note: The minimum rent/housing charge does not apply for where the rent/housing charge has been pro-rated for a partial month.

See Appendices - Section 10.4 – Pro-rated Rent/Housing Charge Table.


Example:

Cedric Digger from the example in policy 6.7 received his unit keys and was therefore able to move into his unit as of June 20. There were no additional charges or allowances to be applied to Cedric's calculation so his monthly averages RGI rent/housing charge = \$249.

To calculate Cedric's RGI rent/housing charge for the partial month, the pro-rated factor of 0.36667 is applied to his monthly rent/housing charge:

$$\$249 \times .36667 = \$91.30$$

Cedric Digger pays \$91 (rounded) pro-rated rent.

 Local Rules, Notices, and Guidelines		Section 6	Policy 6.9
		Approval Date: May 2019	Revision Date:
Title:	RETROACTIVE CALCULATIONS, REPAYMENT OF RGI SUBSIDY OVERPAYMENT		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify how recalculations are to be completed and re-payments collected for a household’s RGI rent/housing charge subsidy overpayment.

Retroactive Calculations/Reimbursement of RGI Overpayments

When a household has received more RGI assistance than it is entitled to receive, the result is a rent subsidy overpayment. An overpayment may happen when a household does not provide full or accurate information, or, where an error in a RGI calculation has occurred.

Reimbursements to the household are only provided if the housing provider makes a calculation error. Conversely if the housing provider makes an administrative error but full and accurate information was provided by the household, the housing provider should NOT assess a subsidy overpayment to the household.

Collection of a subsidy overpayment should only be assessed due to full or accurate information not being provided by the household, or due to a retroactive income payment received by the household. The subsidy overpayment is the difference between the higher RGI rent/housing charge that should have been paid, and what was actually paid by the household.

In order for a housing provider to collect an overpayment, they may increase the monthly rent of the household by up to 10% of the amount of the normal monthly RGI rent/housing charge. The household may also opt to repay the subsidy overpayment quicker if they believe it is affordable for them to do so. The household must be given written notice of the increased rent/housing charge. The increase will take effect on the first day of the second month after the notice is given.


Example:

A housing provider receives information verifying that a household has actually received \$500 more income per month for the last six months than what was declared. 30% of \$500 = \$150. Therefore, the household owes the provider \$150 X 6 months = \$900.

In order to recover the overpayment of \$900, the provider may increase the household’s normal RGI rent/housing charge of \$450 by 10% per month to recover the outstanding amount owing.

Therefore, the provider can increase the RGI rent/housing charge by \$45 per month until the outstanding amount has been paid in full.

Note: If/When the monthly RGI rent/housing charge changes, the monthly re-imbusement will need to be adjusted to reflect no more than 10% of the RGI rent/housing charge.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 6	Policy 6.10
			Approval Date: Apr. 2018	Revision Date:
Title:	RENT/HOUSING CHARGE INCREASE OF \$10 OR LESS			
Activity Area:	RGI			


Policy Intent: The intent of this policy is to identify when rent increase of \$10 or less are to be applied.

Rent increases of \$10 or less

All RGI rent/housing charge increases determined during an annual review of a household's income & assets will be implemented.

All increases of less than \$10 determined outside of the annual review will **not** be implemented.

<p>Example:</p> <ul style="list-style-type: none"> - A household reports an interim income increase of \$29 per month - 30% of \$29 = \$8.70 - The income increase would result in a RGI increase of less than \$10 - There is no interim change to the household's RGI rent/charge - The next annual review will include the applicable RGI rent/charge change

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines	Section 6	Policy 6.11
		Approval Date: Apr. 2012	Revision Date:
Title:	NOTICE REQUIREMENTS FOR CHANGES TO RENT/HOUSING CHARGE		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify the notice requirements for changing a households RGI rent/housing charge.

Changes Resulting from an RGI Rent / Housing Charge Recalculation

Increases

When a household’s RGI rent/housing charge calculation results in an increase to the household’s monthly charge, written notice is to be given indicating the increase will take effect the first day of the second month after the notice is given.


In other words, a notice must allow at least one full month with the household paying the existing RGI rent/housing charge before the new rent charge takes effect. For example, an RGI calculation is completed on May 20 requiring an increase to the household’s rent, a notice is sent to the household increasing the rent effective July 1.

A notice of rent/housing charge increase will not be delayed by a Request for Internal Review – unless it is an increase resulting from an administrative error that the tenant/member would not have previously been aware of.

Decreases

Where a household’s RGI rent/housing charge calculation results in a decrease, written notice is to be given indicating the decrease will take effect the first day of the month after the notice is given.

In other words, the notice of a decrease to the household’s RGI rent/housing charge is effective immediately on the first of the month following the notice. For example, an RGI calculation is completed on May 20 resulting in a decrease to the household’s rent, a notice is sent to the household with the new lower rent amount effective June 1.

 Local Rules, Notices, and Guidelines Housing Services		Section 7	
		Approval Date: May 2019	Revision Date:
Title:	RECORD KEEPING		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify what information should be contained in the file of an RGI household, and the requirements for retention of information once a household moves out.


At a minimum, the file of an RGI household should contain:

- The household’s original co-ordinated access application form along with documentation verifying the residency status of all household members, and the age of all members 16 years of age and older
- Initial RGI rent/housing charge calculation form/documents, supported by verification documentation for all included sources of income and/or assets
- Initial lease for household, executed by all members of the household aged 16 years of age and older; the lease should indicate the market rent/housing charge for the unit occupied, the RGI rent/housing charge, any additional charges and identify all members of the household who will reside in the unit
- Copies of annual verification of a household’s eligibility, income, assets and composition supported by rent/housing charge calculation sheets/documents and verification documentation for all included sources of income and/or assets
- Written notice of the outcome of all rent/housing charge calculations, with proper notification of all increases or decreases
- General correspondence to the household and records associated with lease compliance activities
- Following an RGI household move-out, a file retention period of seven (7) years is recommended (the minimum is 5 yrs.); longer if the household continues to owe arrears

As a best practice, housing providers should maintain a separate file for each RGI household occupying any given unit. Files containing information on various occupants of a unit that are not, nor have been, members of a given household are discouraged as households retain the right to view their files upon request.

Files containing information on more than one household may enable confidential information on one household to be viewed by another. Similarly, and generally, housing providers should maintain professional and pertinent filing regarding the households in their portfolios.

In accordance with the Housing Services Act, all information and/or files collected with respect of an RGI household are the property of the City of Brantford. Housing providers must make this information available to Housing Services, upon written request, during the normal hours of operation.

 Local Rules, Notices, and Guidelines	Section 8	
	Approval Date: Apr. 2012	Revision Date:
Title:	LEASE/OCCUPANCY AGREEMENTS	
Activity Area:	RGI	

Policy Intent: The intent of this policy is to identify the requirements for establishing a lease/occupancy agreement for a new tenancy/membership.


Where a new household has been offered an RGI unit with a transferred housing provider, a new lease or occupancy agreement is to be established and should identify:

- The full market rent / housing charge for the unit
- The RGI rent / housing charge to be paid by the household; and that the amount of RGI payable is subject to change if the household’s financial circumstances change
- Any additional allowable charges to be paid by the household (i.e. parking, etc.)
- All members of the household entitled to occupy the unit, along with a wording that notes only those approved household members are allowed to reside in the unit
- Notation stating the time frame wherein the RGI household must report changes in information regarding income, assets or requests for changes to occupancy

When a household has either a change in family/household composition, or the physical unit where the household resides is changing, a new lease or occupancy agreement is to be executed by the household.

In addition the housing provider’s lease/occupancy agreement must comply with the following processes or provisions:

- The provider must have a tenancy/occupancy agreement in place with the household before providing RGI
- The term must not exceed one year
- There is specific prohibition of the assignment or subletting of the tenancy/occupancy
- Must be executed by every individual whose income is considered/included in the RGI benefit, or who is a member of the household and at least 16 years old (except where they are in full time attendance at school)
- The provider cannot refuse to enter into a tenancy/occupancy agreement if the household is unable to pay the charges at signing, other than rent/housing charge, if the household agrees to a payment schedule
- Providers should comply with all other tenancy law and Landlord and Tenant Board requirements as applicable for community housing units

 Local Rules, Notices, and Guidelines		Section 9	
		Approval Date:	Revision Date:
Title:	Internal Review – System for Review of Decisions		
Activity Area:	RGI		

Policy Intent: The intent of this policy is to identify the process to allow applicants, or tenants/members an Internal Review of a decision that adversely affects their housing application or community housing occupancy.

The Service Manager and local Housing Providers (acting on behalf of the Service Manager) are required to provide an applicant, tenant, or member the opportunity to receive an internal review of certain decisions affecting their application/occupancy. The internal review must consist of an appeal committee whose members were not involved in the original decision.

Housing Providers shall ensure they establish and maintain an appeal/internal review committee, following appropriate policy and procedures to be in compliance with the Housing Services Act.

Decisions Subject to a Review:

A request for a review can be made for any of the following Housing Provider decisions related decisions:

- Eligibility for Rent Geared to Income (RGI) assistance
- Size and type of RGI unit
- Eligibility for a priority category
- Amount of RGI rent or housing charge payable
- Continuing eligibility for RGI assistance

For decisions that are not included in the above list households are to be notified that the decision is final, and not subject to review.

Notice that a Decision can be Reviewed:

When a decision is made that is eligible for review, a notice of the decision and information on how the household can request a review and the deadline to do so, must be provided to the household.

Notice of Decision:

When providing a household with a notice of decision*, the written notice must include:

- The date on which the decision was made
- If the decision is subject to review – the reason(s) for the decision, notification the decision is subject to a review, how to request a review and the timeline for requesting an internal review
- If the decision is not subject to review – notification the decision is final

***Note:** Written notice must be given within seven (7) days of the decision being made. Where a decision is subject to a review, a copy of the **Request for Review**

form will be enclosed with the letter.

Housing providers shall ensure there is no “opportunity to comment” provision in their letters or templates; households will move directly to the review process for any adverse decisions. The City of Brantford will allow households to provide clarification regarding an adverse decision resulting from third party information. If third party information (other than anonymous) results in an adverse decision (i.e., loss of RGI), a notice of decision letter is sent to the household providing 90 days’ notice of market rent, and requesting the household to provide clarification within 10 days.

If clarification is provided, the clarification will be reviewed and a decision made. If no information or response is received from the household, a final letter is sent to the household reminding them of their loss of subsidy together with information on the appeal process.

Delivering a Notice:

Where notice must be provided to a household, it is to be given to all household members who are 16 years of age or older, with the exception of notices relating to special priority status, which must be given only to the household member requesting the status. Where all members of the household live at the same address, only one notice needs to be given. Notices can be delivered by giving it directly to a person, leaving it at the household’s last known address or mailing it to the last known address.

A notice is considered to have been given to the household on the day it is given, left or mailed. A notice is considered to have been received by the household on the day it is given, the day after it is left at the household’s last known address, or five business days after it is mailed.

Requesting a Review:

Once a decision had been made and appropriate notice provided to the household, the household has ten (10) days after **receiving** the notice to submit a request for review. The Service Manager, or delegated housing provider, has the discretion to extend this time if extenuating circumstances exist.

Where a household has made a request for a review, they may only withdraw the request provided the review has not been completed.

Internal Review Process:

As outlined in the Housing Services Act, the Service Manager’s system for dealing with reviewable decisions includes the following requirements:

The review shall be conducted by an Impartial Review Committee, or Appeal Committee, that:

- May override the decision that is being reviewed,
- Must provide the decision, and the reasons for its decision in writing to:
 - the person who requested the review,
 - the person who made the decision, and
 - the housing provider(s) involved in the decision (i.e. size and type of unit, priority category)
- Decides the effective date of the decision (the date may be a date prior to when the decision was made)
- Reviews the file and makes a decision within ten (10) business days of receiving the request, and
- informs the appellant of the decision within five (5) business days of making the decision

Reviews of Special Priority Status Decisions (Service Manager):

- The review is to be completed and decision made within 10 business days of the request for review being received
- notice of the decision and the reasons for the decision is to be given within 5 business days of the decision being made, and
- notice of the decision shall only be given only to the household member who requested the review

The Review Committee:

The Internal Review and/or Appeal Committee will consist of:

- No individual who participated in making the decision
- Individual(s) who are knowledgeable about the Act and Regulations relevant to the decision being reviewed, and
- No individual who has discussed the decision being reviewed with the decision maker, except in relation to the request for review

Recording Internal Reviews:

An "Internal Review Log" shall be maintained to record all internal reviews requested and conducted, and the results of these requests and reviews. The log will be kept secure and available as necessary to allow the Service Manager to:

- Select reviewed decisions for file audit purposes
- Determine which regulatory/local policy requirements are being contested, and if there should be advocacy for change provincially, or local policy amendments, and
- Determine if there are areas where further training is required to implement policies more effectively

Guiding Principles:

The Appeal/Internal Review Committee will conduct reviews, and make decisions according to the following principles:

- Be knowledgeable, and make an objective review of the decision based on facts
- Decisions shall reflect fairness and consistency
- Decisions shall consider issues related to housing stability and homelessness prevention
- Decisions consider the impact on the community as a whole
- Written and verbal communication shall be "clear language", as user friendly as possible
- The review process shall be informal and as straightforward as possible for all parties (housing provider, appellant, their representative, and service providers)
- The committee will be sensitive to the appellant's circumstances and situation when making decisions and/or recommendations to remedy the issue(s) at hand (i.e. cultural, socio-economic, education, capacity and other similar factors)

Decision Making:

Decision making will take place after the Appeal/Internal Review Committee has heard and considered all the facts in the case. The Internal Review Committee will deliberate and make their decision in private. The Internal Review Committee will attempt to reach a consensus wherever possible. If this is not possible, a vote will be taken and the majority will determine the decision. Where there is a tie vote, the final decision will rest with the Service Manager.

See Also: HSA Sec 155-159; O. Reg. 367/11 Sec 138,139; PA Community Housing Review System – Terms of Reference



Local Rules, Notices,
and Guidelines

Section 10


Policy

Approval Date:

Revision Date:

Title:	LOCAL RULES & HOUSING PROVIDER NOTICES
Activity Area:	LOCAL RULES/NOTICES

- 10.1 Housing Provider Training & Succession Plans
- 10.2 Conflict of Interest & Minimum Number of Board Meetings
- 10.3 Remuneration of Directors – Provider Expenses
- 10.4 Temporary/Permanent Removal From Waiting List
- 10.5 Housing Provider Multi-Year Financial Plans
- 10.6 Local Priority Groups & Wait List Selections
- 10.7 Community Housing Application Ranking
- 10.8 Information Available to the Public
- 10.9 Housing Services Act – 2016 Regulatory Amendments
- 10.10 Property Management Services Standards
- 10.11 Operational Reviews
- 10.12 Annual Information Return Penalties
- 10.13 Information From Providers for Subsidy Estimates
- 10.14 Housing Provider Refusal to Offer

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.1
	Approval Date: Dec. 2015	Revision Date: May 2019
Title:	HOUSING PROVIDER TRAINING & SUCCESSION PLANS	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to ensure housing providers are informed and understand the mandatory requirements related to the Housing Services Act (HSA) and associated regulations related to housing provider training and succession plans.

Background:

The HSA requires that housing providers develop the following plans:

1. Plan for training staff and volunteers involved in the operation of the housing project;
2. Succession Plan for the board of directors; and,
3. For Housing Co-operatives, a plan for educating the members about the governance of the co-operative.

Policy:


Housing providers are required to develop and update plans for the ongoing training of staff/volunteers/members as noted above, and to develop an effective succession plan for the board of directors.

The Ontario Non-Profit Housing Association (ONPHA) has developed resources that can assist providers with board succession planning, from recruitment to developing governance strategies, and has other tools to assist providers in developing their plans.

The Co-operative Housing Federation (CHF) has online courses on board basics and other tools to assist co-operatives in developing their plans.

In addition there are other organizations with accredited and experienced staff and/or resources that may assist providers with training personnel on housing operations and competencies related to the Housing Services Act. If providers have any questions or concerns related to this requirement, please contact the Provider Services Coordinator at 519-759-3330, ext. 6277.

See Also: O.Reg. 367/11, s. 87

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.2
	Approval Date: Jan. 2016	Revision Date:
Title:	CONFLICT OF INTEREST & MINIMUM NUMBER OF BOARD MEETINGS	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to ensure housing providers are informed of the local rules related to Conflict of Interest and the Minimum Number of Housing Provider Board Meetings, as established by the City of Brantford Housing Services Department under the Housing Services Act (HSA).

Background:

The HSA provides Service Managers the authority to develop local rules related to conflict of Interest, and the minimum number of board meetings required to be held by housing providers on an annual basis.

Policy:

The former Social Housing Reform Act 2000 (SHRA) contained mandatory rules related to conflict of interest that all non-profits and co-operatives were required to follow. The City of Brantford Housing Services Department has established a local rule, which remains status quo, in compliance with the former SHRA and requires all housing providers to comply with the conflict of interest local rule.

Conflict of Interest:

Housing providers must avoid situations where an actual or potential conflict of interest may arise. A conflict of interest involves an actual or potential conflict situation, where the Board of Directors and/or the City of Brantford Housing Services Department have confirmed that a pecuniary interest or conflict exists. In all cases of conflict, a plan for the resolution of the conflict of interest should be developed by the housing provider and sent to the Housing Services Department. It should be noted that even the perception of a conflict of interest must be avoided and, in some cases, it may be necessary to declare and resolve a perceived conflict of interest.

Housing providers are required to establish a conflict of interest policy that includes the following procedures:

1. Conflict of interest should be a standing agenda item at every board meeting, general members meeting and/or annual general meeting, to provide everyone with the opportunity to declare an actual or potential conflict of interest.
2. All board members, officers, employees and agents of the housing provider should be made aware of the provider's Conflict of Interest Policy/Bylaw when they join the organization and must sign an acknowledgement form confirming they have received, read

and understood the Conflict of Interest Policy/Bylaw and this Notice.

3. The Board of Directors should deal with all declarations of a potential, perceived or actual conflict of interest in the manner indicated in the provider's approved Conflict of Interest Policy/Bylaw.
4. Where a conflict of interest is ongoing or not easily resolved, the provider is required to have clear and concise written procedures detailing how an ongoing conflict of interest is declared and resolved, which must be approved by both the board and The City of Brantford Housing Department.
5. The housing provider's Purchasing Policy/Bylaw must provide clear standards for how goods and services are to be acquired. The policy/bylaw should require a clause in all contracts and purchase orders of \$14,999 or more, that permits the provider to terminate the contract if a conflict of interest is determined to exist by the provider or The City of Brantford Housing Department.
6. Housing providers are required to maintain a separate conflict of interest file which includes:
 - a) Copy of the Conflict of Interest Policy/Bylaw;
 - b) Copy of all signed conflict of interest acknowledgement forms;
 - c) All declarations of an actual or potential conflict of interest, along with the process undertaken by the provider and Housing Department to resolve the declared or actual conflict of interest; and,
 - d) Other appropriate documentation.
7. All Board members, officers, employees and agents are required to sign a Conflict of Interest Acknowledgement Form (schedule C of sample bylaw attached) confirming that they have received, read and understood the Conflict of Interest Policy/Bylaw.

Housing providers are required to ensure their Board of Directors are informed about this and all local rules/guidelines and ensure their Conflict of Interest Bylaw/Policy complies with the requirements of this Notice.

It is not necessary for housing providers to adopt the attached sample Conflict of Interest By-Law/Policy. However, the housing provider's By-Law/Policy must be consistent with the example attached, and include the above procedures, notification to The City of Brantford for ongoing or not easily resolved conflicts, and signed Conflict of Interest acknowledgement forms from all directors, officers, agents, and employees.

Minimum Number of Housing Provider Board Meetings:

The City of Brantford Housing Services Department has established a local rule which requires housing provider boards to meet a minimum of four (4) times per year.

Attachments: Sample A – Sample By-Law/Policy
Sample B – Notification of a Potential, Perceived, or Actual Conflict
Sample C – Acknowledgement Form

See Also: O.Reg. 367/11, s. 100 (2)

Sample A

SAMPLE Bylaw/Policy No. XX Of (Legal Name of Non-Profit Provider)

CONFLICT OF INTEREST BYLAW/POLICY

BE IT ENACTED, as a By-law of the non-profit/co-operative to repeal and replace By-law No. XXX, Conflict of Interest as follows:

1. BACKGROUND

- a) The housing provider recognizes it is good business practice to avoid Conflicts of Interest.
- b) The City of Brantford Housing Services Department has issued Notice #16-01 which includes the local requirements relating to Conflict of Interest and other business practices.
- c) This By-Law sets out how the housing provider addresses Conflict of Interest including implementing the requirements of Notice #16-01.

2. DEFINITIONS – In this By-Law:

2.1 “Conflict of Interest” means a situation where:

- i) the personal or business interests of a director, officer, agent, or employee of a housing provider are in conflict with the interests of the housing provider; or
- ii) a personal gain, benefit, advantage or privilege is directly or indirectly given to or received by a director, officer, agent or employee or a person related to any one of them as a result of a decision by the housing provider; and includes
 - a) The housing provider giving a direct or indirect gain, benefit, advantage or privilege to a director, officer, agent or employee or a person related to any one of them;
 - b) A director, officer, agent or employee or a person related to any one of them receiving a direct gain, benefit, advantage or privilege from the housing provider as a result of the person’s position within the housing provider;
 - c) The housing provider, in offering housing accommodation or in setting rents or occupancy charges, giving any advantage or privilege to directors who are tenants/members that are not available to tenants/members who are not directors.

2.2 “Declaration” means a declaration in the form attached as Schedule “B” to this By-Law.

2.3 “Director” means a member of the board of directors of the housing provider.

2.4 “Officer” means the president, chair, vice-president, secretary, treasurer, manager and anyone else designated as an officer in the by-laws of the housing provider.

2.5 “Persons related to any one of them” means a parent, spouse, same-sex partner, child, household member, sibling, uncle, aunt, nephew, niece, mother-in-law, father-in-law, sister-in-law, brother-in-law, grandparent of the director, officer, agent, employee, a person with whom the director, officer, agent, or employee has a business relationship.

- 2.6 “Service Manager” means The City of Brantford Housing Services Department and includes any person exercising the powers of the service manager.

3. AVOIDING CONFLICT OF INTEREST

- 3.1 Exceptions – The housing provider shall not enter into a relationship, arrangement, contract or agreement with any person in a way that creates a Conflict of Interest, except that:
- a) Provided that a notice of potential, perceived or actual conflict of interest has been delivered to The City of Brantford Housing Services Department and the Housing Services Department agrees there is no reasonable, alternative, the housing provider may enter into a relationship, arrangement, contract or agreement that normally would be a Conflict of Interest, given specific conditions to limit the Conflict of Interest as set out by the housing provider and approved by the City of Brantford;
 - b) A Director who lives in a non-profit may be employed by the non-profit on a part-time basis to perform routine tasks such as administrative, maintenance or operational tasks with respect to the non-profit’s project/portfolio (**this clause does not apply to co-operatives**). However, as per the Charitable Corporations Act, a non-profit that is incorporated as a charity may not employ any of its Directors in any capacity.
 - c) A Director may be employed by the non-profit in a non-managerial or non-supervisory position (**this clause does not apply to co-operatives**), provided that where the board of directors consists of not more than five Directors, there shall be more than one Director so employed at any one time. If there are more than five Directors, the total number of Directors so employed may not exceed one-fifth of the board.
 - d) Some or all of the Directors may also sit as Directors of an organization that supplies essential support services for special needs clients residing in the non-profit’s portfolio, where the portfolio exists specifically so that residents can live in the community with the support services provided.
- 3.2 **Duty to Monitor and Avoid Conflict of Interest** – The housing provider shall closely monitor its relationships, arrangements, contracts and agreements, and not engage in any that may result in a Conflict of Interest. The Directors, individually and collectively, shall ensure compliance with this requirement.
- 3.3 **Termination** – Subject to employment law in force in Ontario and any collective-bargaining agreements to which the housing provider is party, all relationships, arrangements, contracts or agreements of the housing provider should include a clause permitting the housing provider to terminate the relationship, arrangement, contract or agreement if the housing provider or the City of Brantford requires such termination in order to resolve a Conflict of Interest.
- 3.4 **Directors Must Resign** – Except as set out in subsection 3.1, a Director shall resign from her/his position before the housing provider’s board of directors deliberates, issues a tender, or votes on a contract or employment position for which the Director intends to compete.
- 3.5 **Former Directors and Officers** – Except in the circumstances set out in subsection 3.1, no former director or officer may apply for employment with the housing provider or seek to enter into a contract to supply services to the housing provider directly or indirectly for a period of one (1) year following the date she/he ceases to be a Director or Officer.

- 3.6 **Purchase or Lease of Land** – Where the housing provider purchases or leases land, it shall not purchase or lease such land from:
- a) an individual; or
 - b) a corporation which has a shareholder, director or officer; who is a director, officer, agent, employee, development consultant/resource group, architect or other technical consultant, real estate agent, or environmental consultant of the housing provider or any persons related to one of them.

4. BOARD PROCEDURES

- 4.1 **Conflict of Interest** – The board shall have Conflict of Interest as a regular agenda item at the beginning of each meeting of the Directors, general members meeting or annual general meeting. Any director, officer, agent, member or employee who has a Conflict of Interest must submit their Declaration at that time.
- 4.2 **Declaration of Conflict of Interest** – Directors, officers, agents and employees of the housing provider must notify the Chair of the board of directors of the housing provider of every potential, perceived or actual conflict of interest no later than the first meeting of the board after the situation, arrangement or agreement that results in or may result in a conflict of interest. The form of such declaration is attached as Schedule “B”.
- 4.3 **Potential or Perceived Conflict of Interest** – When a potential or perceived conflict of interest is raised before or during a board meeting, then:
- a) the party to the potential or perceived conflict must leave the meeting during the discussion; and,
 - b) the board shall decide if there is a conflict of interest.
- 4.4 **Consideration of Notice** – The board of directors shall consider any declaration given under subsection 4.2 no later than the second meeting of the board after the notice is given. The consideration of the notice must be reflected in the minutes of the meeting.
- 4.5 **Resolution of a Conflict of Interest** – The board shall notify The City of Brantford of any declaration received under subsection 4.2. The notification to The City of Brantford shall include one of the following:
- a) if a person filed a declaration of a potential or perceived Conflict of Interest and the board decided there was in fact no such Conflict, a declaration to that effect and a request that The City of Brantford ratify this decision; or
 - b) if a Conflict of Interest exists which may be resolved in accordance with this By-Law, notification of how the housing provider has resolved the Conflict of Interest and a request that The City of Brantford ratify such resolution, or
 - c) if a Conflict of Interest exists which the board is unable to resolve in accordance with this By-Law, or the Conflict of Interest is of an “on-going” nature, a request that The City of Brantford issue instructions for resolving the Conflict of Interest. These requests are part of the attached Schedule “B”.
- 4.6 **Conflict to be Resolved to The City of Brantford’s Satisfaction** – If The City of Brantford issues instructions regarding an alternative to a decision made by the board under subsection 4.5a) or b) or a resolution under subsection 4.5c) the housing provider will act in accordance with The City of Brantford’s instructions.
- 4.7 **On-Going Conflict of Interest** – Where the Conflict of Interest is on-going or is not easily resolved, the housing provider is required to have clear, concise and written procedures

detailing how an on-going Conflict of Interest is declared, isolated and resolved which is approved by the board and The City of Brantford.

4.8 **Record-Keeping** – The housing provider shall maintain a Conflict of Interest file containing all declarations, reports and minutes pertaining to Conflict of Interest and Potential or Perceived Conflict situations.

4.9 **Requirement to Confirm Receipt and Knowledge of the Conflict of Interest By-Law** – The housing provider is required to have all directors, officers, agent and employees sign a form acknowledging that the individual has been provided with a copy of the Conflict of Interest By-Law, has read it and fully understand their responsibility to declare a potential or actual Conflict of Interest in accordance with the By-Law. The declaration should be signed when a director, officer, agent or employee first takes a position with the housing provider or begins their employment with the housing provider or when the revised Conflict of Interest By-law comes into force. A copy of the declaration must be retained on the Conflict of Interest file for the full period of the director, officer, agent or employee’s involvement or employment with the housing provider. A copy of the declaration is attached as Schedule “C”.

5. **PROMOTING FAIR AND OBJECTIVE BUSINESS PRACTICES**

5.1 **Tenders** – The housing provider shall invite as many contractors to bid on a job to ensure that at least three qualified bidders submit a bid, or publicly tender all contracts costing over \$14,999.99.

5.2 **Considering Tenders** – In considering tenders, the housing provider shall:

- a) consider the quality of the good and services to be provided; and,
- b) base its decision on written specifications outlining resources, timing, costs and fees.

5.3 **Not Choosing Low Bid** – Where the lowest bid is not chosen by the board of directors (or by the person ordinarily responsible for making this decision), the housing provider shall ensure that the reasons are documented and approved by the board in the form of a board resolution.

5.4 **Contracts Under \$15,000** – The housing provider shall obtain a minimum of three written quotes for any contract costing between \$2,000 and \$14,999.99 in any fiscal year, and adopt clear, fair and written procedures for the awarding of contracts under \$2,000. Contracts that are under \$2,000 should be awarded based on the best value for money.

5.5 **Participation in Co-operative Purchasing Programs** – Where the housing provider participates in a co-operative purchasing program, the procedures of the co-operative purchasing program shall replace the housing provider’s internal procedures for competitive acquisition of goods and services for the duration of the housing provider’s participation in the co-operative purchasing program. The housing provider shall reports its participation in such programs to The City of Brantford on an annual basis.

5.6 **Recommended Purchasing/Tendering Processes** – A housing provider will follow the recommended Purchasing and Tendering processes as outlined in this By-Law, including:

- a) For contracts with an estimated value of between \$2,000 and \$14,999.99 related to a specific project with a limited time-frame and which can be clearly defined, the housing provider shall seek an appropriate supplier by:
 - i) Preparing terms of reference for the work,
 - ii) Seeking three competitive bids with associated fixed-price quotations, and

- iii) Awarding the contracts based on an assessment of the qualifications of the supplier, the information provided in the proposal, and the price.
- b) For contracts with an estimated value exceeding \$15,000, which require ongoing provision of professional advice or specified goods and services to the housing provider, requiring knowledge of matters specific to the housing provider (such as legal advice, audit services or specialized technical advice), the housing provider shall seek an appropriate supplier by:
 - i) Preparing terms of reference for the work,
 - ii) Inviting offers of service by:
 - 1) Giving notice by public advertisement of the requirement to engage the services (Public Tender)
 - 2) Inviting submissions from those individuals or firms who appear best qualified to meet the requirement of the engagement or to pre-qualified firms (Invitational Tender)
 - iii) Rate the offers of service against the terms of reference to identify the offer of service which represents the best value for money based on the qualifications of the supplier, the information provided in the proposal, and the price; and,
 - iv) Select the firm offering the best value for money.
- c) The housing provider shall keep records of all contracts and tenders, the list of bidders, their submission and fees, the decisions of the non-profit/co-operative, and any other related materials in a Purchasing/Tendering file.

5.7 **Purchase of Professional Services** – Where the housing provider is purchasing professional or consulting services the same monetary limitations identified under Section 5.1, 5.4 and 5.7 will apply to all professional fees for service contracts or consulting contracts.

5.8 **Emergencies** – Where an emergency prevents the housing provider from following other provisions of this By-Law, the housing provider shall:

- a) Employ without a call for proposals the individual or firm in which the housing provider has the greatest confidence in regard to a particular requirement of the housing provider in dealing with this emergency;
- b) Ensure the employment of the individual or firm lasts no longer than necessary to deal with the emergency; and
- c) Keep records of the appointment of the employment and remuneration of the individual or firm.

5.9 **Employment Contracts** – The housing provider shall implement documented, open and competitive practices for employment opportunities which are not inconsistent with:

- a) Any collective bargaining agreement of the housing provider; and
- b) Other fair labour practices as set out in the Personnel Policy of the housing provider.

6.0 **Management Contracts** – The property manager/management or operational services company/development consultant of the housing provider shall not have a direct or indirect interest in any other business that provides advice, goods or services to the housing provider.

6.1 **Housing Provider Staff** – Management and staff who are responsible to assign contracted work, approve contracted work, authorize payment for contracted work and who may also be a payment authority for the housing provider, should not use these same contractors for personal purposes or in any way engage the services of these same contractors for work of a personal nature. This includes any contractor on an approved standing list of contractors of

regularly working for the housing provider. Housing provider staff must declare a potential, perceived or actual Conflict of Interest where this has occurred and the Conflict of Interest must be resolved to the satisfaction of the board of directors and The City of Brantford.

PASSED by the Board of Directors and sealed with the corporate seal of the Corporation on the _____ day of _____ 20 .

CONFIRMED at a general meeting of the Members on the _____ day of _____ 20

President

Secretary

**Sample B
To
SAMPLE By-Law No. XXX**

Notification of a Potential, Perceived or Actual Conflict of Interest

Part 1. Name of Non-Profit/Co-operative

Name: _____

Contact Person: _____

Address:

Part 2. To be completed by the director, officer, agent or employee with the conflict.

Name: _____

Address: _____

Briefly describe the potential, perceived, or actual conflict (add any relevant supporting documentation)

_____ Signature	_____ Date
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Part 3. To be completed by the Chair/President of the Board or Designate

Date of Receipt of Notice:

Date of Meeting where the Conflict was considered:

Did the board decide a conflict of interest existed as set out in Part 2 above?
(no – go to part (a), yes – go to part (b))

(a) If no, complete the following declaration:

“I certify that the Board of Directors described above decided that in fact no Conflict of Interest exists. I request ratification from The City of Brantford of this decision of the housing provider”.

_____ Signature	----- Date
--------------------	---------------

(b) Was the conflict resolved in accordance with the housing provider's By-Laws and The City of Brantford's local rule.

Complete only one of the two boxes below

Yes briefly describe the resolution of the conflict (add any relevant supporting documentation)

"I certify this is a true record of the Conflict of Interest and its resolution. I request ratification by The City of Brantford of the decision of the housing provider."

Signature

Date

No, briefly describe why the conflict could not be resolved (add any relevant supporting documentation)

"I certify this is a true copy of the conflict of interest and that the housing provider was unable to bring about a resolution. I hereby request instruction from The City of Brantford regarding resolution of this conflict of interest."

Signature

Date

Part 4. The City of Brantford Response/Direction

Signature

Date

**Sample “C”
To
SAMPLE By-Law No. XXX**

Acknowledgement of Receipt/Review of the Conflict of Interest By-Law

Part 1. Non-Profit/Co-operative Information

Contact Person:

Address/Phone Number:

Part 2. To be completed by the director, officer, agent or employee

Name:

Position:


This will acknowledge and confirm that I have received, read and understand the housing provider’s Conflict of Interest By-Law and acknowledge that as a director, officer, agent, employee, I am required to comply with all terms and conditions of the Conflict of Interest By-Law and of The City of Brantford’s local rule.

I further acknowledge my responsibility to disclose to the housing provider and The City of Brantford all potential or actual Conflicts of Interest, which may arise or exist while acting in my role with the housing provider, in accordance with the approved Conflict of Interest By-Law.

Signature

Date

Note: This declaration should be signed when a director, officer, agent or employee first takes a position with the housing provider or begins their employment with the housing provider or when the by-law comes into effect. A copy of the declaration must be retained in the Conflict of Interest file for the full period of the director, officer, agent, employee’s involvement or employment with the housing provider.

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.3
	Approval Date: May. 2016	Revision Date:
Title:	REMUNERATION OF DIRECTORS – PROVIDER EXPENSES	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to inform all housing providers of the local rules established by the Housing Services Department related to the Housing Services Act (HSA), and associated regulations, related to remuneration of directors and related provider expenses.

Policy:


The former Social Housing Reform Act (SHRA) prohibited remuneration for housing provider board members, other than to reimburse for reasonable expenses incurred in the performance of the director’s duties (i.e., mileage, parking, etc.). The HSA gives Service Managers the option to develop a local rule related to remuneration of directors.

The City of Brantford Housing Services Department has established a local rule that maintains status quo, where no remuneration is paid to housing provider board members (other than reimbursement for reasonable expenses), who are elected or appointed according to the provider’s established election processes.

Reasonable expenses may include food and beverages, and extends to all functions for the housing provider, its staff and/or representatives. Housing providers are to ensure they do not pay for any psychoactive substances, including alcohol and cannabis, for any function or gathering either in or out of the workplace.

Additionally, when necessary for certain meetings or board activities housing providers shall ensure any associated costs for food, travel and/or accommodation is within budget limits, is reasonable, and reflects a modest expense commensurate with working in the non-profit sector.

Housing providers are required to ensure compliance with this local rule, and ensure all staff and board members understand this policy. If you have any questions or concerns regarding this notice, please contact the Housing Services Provider Services Coordinator at 519-759-3330, ext. 6277.

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.4
	Approval Date: May. 2016	Revision Date:
Title:	TEMPORARY/PERMANENT REMOVAL FROM WAITING LIST	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to inform Housing Services staff and Housing Providers of the mandatory requirements related to the Housing Services Act (HSA) as related to the temporary or permanent removal from the waiting list.

Background:

The HSA specifies the conditions under which an applicant could be temporarily or permanently removed from the waiting list. Under the former Social Housing Reform Act (SHRA), applicants for affordable housing were removed from the waiting list if they accepted an offer of a rent-geared-to-income (RGI) unit anywhere in Ontario. Under the HSA, applicants are removed from the waiting list only if they accept an offer within that Service Manager area.

Policy:

Temporary Removal from Waiting List

By Applicant(s):

Temporary removal could take place at the applicant's request for a time period agreed to by the household and Housing Services Department staff.

By the Housing Services Department:

Applications will be cancelled by The City of Brantford if staff is unable to contact the applicant(s), but will be reinstated if the household contacts the City of Brantford within one year of the cancellation date. These applicant(s) will be placed on the waiting list with the original application date from their reinstated application. A household will be allowed this exemption once.

Permanent Removal from Waiting List

By Applicant(s):

Permanent removal from the waiting list takes place if the applicant requests to be removed from the waiting list. In some cases, permanent removal from the waiting list will take place by default if the applicant accepts a provincially provided housing allowance/supplement program wherein it is clear the client must be removed from the waiting list when they start to receive benefits from that program.

By The City of Brantford Housing Services Department:


Permanent removal from the waiting list takes place if the applicant:

- Ceases to be eligible for rent-geared-to-income (RGI); or,
- Accepts an offer of an RGI unit within the Service Manager area

An offer of an RGI unit in the Service Manager area does not apply to the acceptance of:

- An offer of emergency shelter; or,
- An offer of temporary housing that is provided while one or more members of the household are receiving treatment or counselling; or,
- An offer of a temporary or portable housing allowance, except where removal from the waiting list is required under a given housing allowance program (i.e. PHB-SPP program)

See Also: O.Reg. 367/11, s. 46 (4),(5)

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.5
	Approval Date: May. 2016	Revision Date:
Title:	HOUSING PROVIDER MULTI-YEAR FINANCIAL PLANS	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy to inform all housing providers of the local rule establishing multi-year financial plans as a requirement.

Background:

The Housing Services Act (HSA) provides Service Managers the option to develop a local rule related to housing provider multiyear financial plans. The previous Social Housing Reform Act (SHRA) did not contain any mandatory provisions related to multi-year financial plans. This Policy makes multi-year financial plans a requirement for housing providers.


Policy:

The City of Brantford Housing Services Department has established the following requirements for housing provider multi-year financial plans:

1. 5 or 10 Year Capital Plan – housing providers are required to submit a board-approved 5 or 10 year capital plan together with their annual information return (AIR) and audited financial statements, on an annual basis
2. Deficit Reduction Plan(s) – if the if the provider’s current audited financial statements report an accumulated deficit, the following additional reports are required to be submitted together with the provider’s annual information return (AIR) and audited financial statements:
 - a. An operating budget for the provider’s current year, approved by the board, showing the savings to be achieved in the current year;
 - b. An operating budget for the provider’s upcoming year, approved by the board, showing the savings to be achieved in the upcoming year

The deficit reduction plan(s) must be accompanied by written acknowledgement and commitment from the board of directors to reduce costs to eliminate the provider’s accumulated deficit. If you have any questions or concerns regarding this notice, please contact the Housing Services Provider Services Coordinator at 519-759-3330, ext. 6277.

See Also: O.Reg. 367/11, s. 100 (6)

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 10	Policy 10.6
			Approval Date: May. 2016	Revision Date:
Title:	LOCAL PRIORITY GROUPS & WAIT LIST SELECTIONS			
Activity Area:	LOCAL RULES/NOTICES			

Policy Intent: The intent of this policy is to ensure staff, all housing providers and stakeholders understand the local rules related to wait list priority groups (categories) and community housing wait list selections.

Background:

The Housing Services Act (HSA) provides Service Managers the option to develop local rules related to priority groups and the waiting list selection system.

Policy:

The City of Brantford Housing Services Department's local priority groups remains as follows:


1. Special Priority Policy (SPP) – this priority category continues to be mandated by the Province and remains the top priority on the Affordable Housing Waiting List; applicants who are approved as SPP applicants are survivors of domestic violence and/or human trafficking
2. Homeless (Urgent) – this category, formerly labelled Urgent, is now named Homeless and there are no changes to the priority category. Housing providers are to continue to offer one in every 10 vacancies (1 in 10) to applicants on the waiting list who have been identified as homeless and have been assigned the homeless category

Chronological Community Housing Waiting List:

For all community housing non-supportive housing applications, the City of Brantford will continue to select applicants based on a chronological system and date of application.

The only two exceptions are the mandatory SPP category and the locally established Homeless category (1 in 10 vacancies) as noted above.

See Also: H.S.A. Section 48, O.Reg. 367/11, s. 52

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.7
	Approval Date: May 2016	Revision Date: Jan. 2020
Title:	COMMUNITY HOUSING APPLICATION RANKING	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to ensure staff, all housing providers and stakeholders understand the local rules related to community housing application ranking and the ranking date.

Background:

The Housing Services Act 2011 provides Service Manager flexibility in determining application ranking date.

The priority of households will be determined by the date a household’s application for rent geared-to-income (RGI) assistance was complete. This means that applicants, who choose additional site selections (community housing buildings, properties) after their original application date, will maintain their original application date for the subsequent selections.

Policy:


The City of Brantford Housing Department has adopted the one-date ranking system for all applicants on the Community Housing Waiting List, with one exception (noted below).

Applicants on the waiting list who turn 60 years of age and are adding senior buildings to their choices will maintain their original application date for the community housing buildings mandated for seniors.

Exception to one-date application ranking:

- Local Priority Groups: Application dates for households with Special Priority Status and Homeless Status will continue to be the date the household requested inclusion in the respective local priority group

See Also: O.Reg. 367/11, s. 52-58

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.8
	Approval Date: May. 2016	Revision Date:
Title:	INFORMATION AVAILABLE TO THE PUBLIC	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to ensure all housing providers understand the local rule related to the Housing Services Act (HSA) regarding information to the public.

Background:


Local rules regarding provision of information to the public remains unchanged from the Social Housing Reform Act (SHRA). Service Managers are required to make certain information available to the public. Housing Providers are required to make certain information available to the public related to their own community housing properties.

Policy:

The City of Brantford Housing Department and housing providers will make the following information (as it relates to their own housing communities) available to the public, as local rules and guidelines are updated and/or developed under the HSA or any successor legislation associated with community housing.

1. Applications for rent-geared-to-income assistance, instructions and information about required documents
2. Local eligibility, application and priority rules, provincial priority rules
3. Occupancy Standards
4. Rules for selecting households
5. Information on rent geared-to-income (RGI) housing in Brantford/Brant County

See Also: O.Reg. 367/11, s. 62, 63

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.9
	Approval Date: May 2016	Revision Date: May 2019
Title:	HOUSING SERVICES ACT – 2016 REGULATORY AMENDMENTS	
Activity Area:	LOCAL RULES/NOTICES	

Intent: To inform all housing providers of the regulatory amendments under the Housing Services Act (HSA), the Municipal Act 2001 (MA) and the City of Toronto Act 2006 (COTA) and amendments to the Housing Policy Statement under the HSA.

In March 2016 the Province released the update to the Long-Term Affordable Housing Strategy (LTAHS Update). The strategy update supports the vision that every person has an affordable, suitable and adequate home to provide the foundation to secure employment, raise a family and build strong communities and continues the long-term transformation of Ontario’s housing and homelessness system that began in 2010 with the release of Building Foundations: Building Futures – Long-Term Affordable Housing Strategy.

As committed to in the LTAHS Update, the government is introducing a suite of regulatory amendments to support its implementation. The amendments noted below took effect on July 1, 2016 except for some amendments to O.Reg 367/11 which took effect on January 1, 2017.

Amendment Details	Effective Date
<u>Ontario Regulation 298/01: Determination of Geared-to-Income Rent under Section 50 of the HSA</u> <ul style="list-style-type: none"> Section 50 (3) is amended to provide that all scholarships and bursaries be exempt from rent-geared-to-income (RGI) calculations for students attending post-secondary institutions. Section 50(9.1) is amended to provide that the imputed income from non-interest bearing bank accounts be calculated based only on an average monthly balance exceeding \$5,000. 	July 1, 2016
<u>Ontario Regulation 367/11: General</u> <ul style="list-style-type: none"> Schedule 5, item 1 is amended to reflect that Service Managers can provide market units in addition to rent-geared-to-income (RGI) units in public housing. Section 92 and 93, and Schedule 5, item 6 is amended to reflect that Program 6 social housing projects can be owned by Service Managers or corporations wholly-owned by Service Managers. 	July 1, 2016
<u>Ontario Regulation 367/11: General</u> A new section, s.138.1, is added to: <ul style="list-style-type: none"> Prescribe Service Manager decisions for which reviews may be requested by housing providers under Section 157 of the Act Set rules for undertaking reviews requested by housing providers for prescribed Service Manager decisions 	Jan. 1, 2017

<p><u>Ontario Regulation 367/11: General</u></p> <ul style="list-style-type: none"> References to the “Day Nurseries Act” are replaced with the Child Care and Early Years Act, 2014 	July 1, 2016
<p><u>Ontario Regulation 368/11: Designated Housing Projects – Section 68 of the Act</u></p> <ul style="list-style-type: none"> Projects that are no longer part of the social housing portfolio are removed from Ontario Regulation 368/11. 	July 1, 2016
<p><u>Ontario Housing Policy Statement</u></p> <p>The Ontario Housing Policy Statement has been amended to:</p> <ul style="list-style-type: none"> Reflect a new title: “Policy Statement: Service Manager Housing and Homelessness Plans”. Reflect the overall vision and goals of the LTAHS Update, including the goal to end chronic homelessness. Reflect the current housing and homelessness policy context, including the new requirement for local homelessness enumeration. Provide direction to encourage collaboration between Service Managers and Local Health Integration Networks. Include a new section on Indigenous peoples that outlines new policy direction for Service Managers to work with Indigenous organizations and housing providers. <p>Service Managers’ housing and homelessness plans will be required to be consistent with the new policy statement by January 1, 2019.</p>	July 1, 2016


Changes to Municipal Act (MA) and City of Toronto Act 2006 (COTA) – Effective: July 1, 2016

Ontario Regulation 599/06: Municipal Services Corporation (MA)/Ontario Regulation 609/06: City Services Corporation (COTA)

- Section 15 of Ontario Regulation 599/06 and Section 15 of Ontario Regulation 609/06 is amended so that municipalities can financially assist Municipal/City Services Corporations to facilitate the provision by the corporation of affordable housing.

Ontario Regulation 603/06: Municipal and School Capital Facilities – Agreements and Tax Exemptions/Ontario Regulation 598/06: Municipal and School Capital Facilities – Agreements and Tax Exemptions

- Section 7 of Ontario Regulation 603/06 is amended so that all municipalities are able to financially assist housing providers that have entered into a Municipal Housing Capital Facilities Agreement. Housekeeping amendments are also made to Ontario Regulation 598/06.

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 10	Policy 10.10
			Approval Date: July 2016	Revision Date: June 2019
Title:	PROPERTY MANAGEMENT SERVICES STANDARDS			
Activity Area:	LOCAL RULES/NOTICES			

Policy Intent: The intent of this policy is to ensure all housing providers are aware of the local rule regarding property management services standards.

Background:

The City of Brantford Housing Department has established a local rule related to property management standards. Prior to January 1, 2012 property management requirements for housing providers were subject to the *Social Housing Reform Act*, under Ontario Regulation 339/01, s. 8.

Effective January 1, 2012 property management requirements (including the procurement of and contracts for property management services) are subject to a local rule at the discretion of the Service Manager.

Policy:

With flexibility under the Housing Services Act, 2011 (HSA) to implement local property management standards, the City of Brantford has adopted the standards prescribed under the Social Housing Reform Act, with some exceptions:

Property Management Contracts

A property management contract must include:

- Termination by the housing provider on 60-90 days written notice any time during the term of the contract and on 30 days written notice if the termination is for breach of contract
- Identify and describe the nature of the goods and services provided under the contract and the consideration to be paid by the housing provider
- Is non-assignable
- Includes a clause that the property management company agrees to give the housing provider notice of any changes in control of the corporation

Housing Provider Tendering Practices for Property Management Services

- A housing provider must establish and follow competitive practices in retaining property management services
- A property management contract can be up to 5 years which is an accepted contract term in the industry


Housing Provider Extension of Property Management Agreement

- To save provider's time and costs associated with tendering and to maintain service continuity for a longer period, which creates less frequent disruption and change for residents, the board has the option to extend the property management agreement
- The Board should be in a sound financial position before extending the property management agreement

Exception:

- If the housing provider believes that a competitive practice is not appropriate for their circumstances, the housing provider must submit to the City of Brantford the following:
 - their rationale on not employing a competitive process for property management
 - current property management costs compared to the industry
 - current accumulated surplus (from latest audited financial statements)
 - current arrears
 - current vacancy loss (from latest audited financial statements)
- The City of Brantford will review and, if the housing provider's proposal is acceptable, provide approval to the housing provider to deviate from a competitive process for their property management services

See Also: O.Reg. 367/11, s. 100

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.11
	Approval Date: May. 2016	Revision Date:
Title:	OPERATIONAL REVIEWS	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to inform housing providers of the local rule regarding operational reviews of housing providers under the Housing Services Act (HSA).

Background:

The operational review process and reporting requirements under the Housing Services Act (HSA) remains unchanged from the Social Housing Reform Act (SHRA).

Policy:


All housing providers will have an operational review completed every 4 years. Housing providers who are in financial difficulty or have other non-financial issues may be reviewed on a more frequent basis (i.e. annually or every two years). The operational report will be sent to the Board of Directors within 60 days of completing the review for their action.

Operational Review Report

The operational review report will contain Directions and Recommendations. Housing providers are required to comply with the directions noted in the report. Recommendations are suggested as a best business practice and Housing Services encourages housing providers to adopt recommendations.

A letter, signed by the President/Chair of the Board of Directors, will be required identifying the status of each direction within 60 days of receiving the report. The Provider Services Coordinator will follow up on all outstanding items until all directions have been addressed.

See Also: H.S.A. Section 82 (8)

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines		Section 10	Policy 10.12
			Approval Date: May. 2016	Revision Date:
Title:	ANNUAL INFORMATION RETURN PENALTIES (LATE RETURNS)			
Activity Area:	LOCAL RULES/NOTICES			

Policy Intent: The intent of this policy is to ensure all housing providers understand and comply with the local rule related to following established timeframes to avoid penalties for failing to submit year-end Annual Information Returns (AIR) in a timely manner.

Background:


Under the Housing Services Act (HSA), the timelines for the submission of a provider’s annual report remains unchanged from the Social Housing Reform Act (SHRA). Housing providers are required to submit an annual report to the Service Manager within five (5) months of their year-end.

However, the penalties for failing to submit within the 5 month period have increased under the HSA.

Policy:

Housing providers (under the HSA) are required to submit their annual reports to the City of Brantford within five (5) months of their year-end. If a housing provider fails to submit its annual report within the required time frame, the City may reduce the provider’s subsidy by 2% for the fiscal year or \$5,000 (whichever is less), for each month in which the report remains outstanding.

See Also: H.S.A. Section 80 (4)

 BRANTFORD Housing Services		Local Rules, Notices, and Guidelines		Section 10	Policy 10.13
				Approval Date: June 2016	Revision Date:
Title:	INFORMATION FROM HOUSING PROVIDERS FOR SUBSIDY ESTIMATES				
Activity Area:	LOCAL RULES/NOTICES				

Policy Intent: The intent of this policy is inform all housing providers of the local rule regarding information required from housing providers to assist with subsidy estimates as necessary under the Housing Services Act (HSA).

Background:


The requirement for certain budget information in the calculation of housing providers' annual operating subsidies remains unchanged from the Social Housing Reform Act (SHRA). Section 81 of the HSA requires housing providers to provide all reports, documents and information requested by the City of Brantford, at the time frame and in the form required by the City of Brantford.

Policy:

When requested by the City of Brantford, housing providers are required to submit any/either of the following information in order to calculate their subsidy estimates:

1. Number of Market units per bedroom size and estimated total RGI revenue (HSA providers);
2. Total revenue (federal housing providers);
3. Estimated property taxes for the upcoming fiscal year (County housing providers).

See Also: H.S.A. Section 81

 Local Rules, Notices, and Guidelines	Section 10	Policy 10.14
	Approval Date: Sept. 2016	Revision Date: Nov. 2019
Title:	HOUSING PROVIDER REFUSAL TO OFFER	
Activity Area:	LOCAL RULES/NOTICES	

Policy Intent: The intent of this policy is to inform all housing providers of the local rule related to refusal to offer a vacancy to household(s) under the Housing Services Act (HSA).

Background:

The Housing Services Act requires Service Managers to establish rules permitting a housing provider to refuse to offer a unit if:

- It would be contrary to the Housing Provider’s mandate
- The Housing Provider has reasonable grounds to believe, based on the household’s rental history, that the household may fail to fulfil its obligations to pay rent for the unit in the amount and at the times the rent is due
- The Co-operative Housing Provider has reasonable grounds to believe the household would not or could not accept its responsibilities as a member (Co-operatives only)
- It would be unreasonable in a shared-living situation
- For special needs Housing Providers, the level of supports offered by the provider are much more or less than required by the household
- A member of the household was previously evicted from a HSA governed housing community (designated under the HSA) through a Landlord & Tenant Board order based on an illegal act (i.e. through an “N6”); such refusals may only be made where the past eviction occurred within the past five years, the housing provider has reasonable grounds to believe the household would pose a risk to safety of their housing community, and the eviction was based on these specific types of serious illegal activity (O. Reg. 367/11 sec. 50):
 - Production, trafficking, or possession for the purpose of trafficking an illegal drug
 - Illegal production, distribution or sale of cannabis
 - Physical violence or attempted physical violence against another person
 - Physical harm, attempted physical harm, or a risk of physical harm to another person
 - Human trafficking
 - Use of threats to, intimidation of, and harassment of another person

Policy:

If a housing provider refuses to offer a vacant unit to a household, the following is required:

- The housing provider shall notify the household of the refusal;
- If the household so requests, the housing provider shall review the decision to refuse to make the offer;

- If a refusal is made for the first time, the housing provider must notify the household of the refusal and review the decision upon request. Only the first refusal may be reviewed by the housing provider; subsequent refusals by the housing provider with respect to the same household for the same issue(s) do not need a further review.

Housing Providers are required to comply with this policy, the Service Manager will verify compliance during the operational review process or when a refusal to offer circumstance merits review in the opinion of the Service Manager.

See Also: O.Reg. 367/11, s. 50



Local Rules, Notices,
and Guidelines

Section 11

Policy

Approval Date:

Revision Date:


Title:

APPENDICIES

Activity Area:

INFORMATION/FORMS

- 11.1 Rent Scales for Social Assistance Recipients
- 11.2 Standard Extra Charges
- 11.3 Heating Allowances
- 11.4 Pro-rated Rent/Housing Charge Table
- 11.5 Forms

 Local Rules, Notices, and Guidelines Housing Services	Section 11	Policy 11.1
	Approval Date:	Revision Date:
Title:	RENT SCALES FOR SOCIAL ASSISTANCE RECIPIENTS	
Activity Area:	RGI	

* See Housing Services Act, 2011 – O. Reg. 298/01, Tables 3, 4, & 5

COLUMN 1	COLUMN 2 For OW Recipients with no spouse or same-sex partner but with one or more other dependents		COLUMN 3 For OW Recipients with no spouse or same-sex partner and no other dependents, OR recipients with a spouse or same-sex partner, with or without dependents		COLUMN 4 For ODSP Recipients	
	Benefit Unit Size (# of individuals)	OW: Monthly Rent for benefit unit	OW: Monthly Non-benefit income limit	OW: Monthly Rent for benefit unit	OW: Monthly Non-benefit income limit	ODSP: Monthly Rent for benefit unit
1			85	360	109	440
2	191	791	175	737	199	817
3	226	907	212	861	236	941
4	296	1,051	254	1,001	278	1,081
5	311	1,191	296	1,141	321	1,224
6	353	1,331	339	1,284	363	1,364
7	396	1,474	381	1,424	405	1,504
8	438	1,614	423	1,564	448	1,647
9	480	1,754	466	1,707	490	1,787
10	523	1,897	508	1,847	532	1,927
11	565	2,037	550	1,987	575	2,071
12 or more	607	2,177	593	2,131	617	2,211



**Local Rules, Notices,
and Guidelines**

Section 11

Policy 11.2

Approval Date:

Revision Date:

Title: **STANDARD EXTRA CHARGES**

Activity Area: RGI

* See Housing Services Act, 2011 – O. Reg. 298/01, Table 6

Column 1	Column 2	Type of Unit			
		Column 3	Column 4	Column 5	Column 6
Item	Service of Utility	Hostel Bed or bachelor or one-bedroom unit	Two-bedroom unit	Three-bedroom unit	Four or more-bedroom unit
1.	Electricity, other than, (a) electricity provided for heating the unit, (b) electricity provided for heating the water supplied to the unit, (c) electricity provided as power for cooking facilities in the unit, or (d) electricity provided as power to operate a clothes dryer in the unit.	\$24	\$34	\$39	\$41
2.	Power for cooking facilities in the unit.	\$6	\$9	\$11	\$12
3.	Laundry facilities, other than coin-operated laundry facilities, in the housing project.	\$6	\$9	\$11	\$13
4.	Power to operate a clothes dryer in the unit.	\$6	\$9	\$11	\$13
5.	A washing machine, other than a coin operated washing machine, in the unit.	\$2	\$2	\$2	\$2
6.	A clothes dryer, other than a coin-operated clothes dryer in the unit.	\$2	\$2	\$2	\$2



**Local Rules, Notices,
and Guidelines**

Section 11

Policy 11.3

Approval Date:

Revision Date:

Title:

HEATING ALLOWANCES

Activity Area:

RGI

Heat Allowances for Electricity –

See Housing Services Act, 2011 – O. Reg. 298/01, Table 10

Item	Type of Unit	Central
1.	Apartment - Bachelor or one bedroom	\$45
2.	Apartment - Two bedrooms	\$47
3.	Apartment - Three or more bedrooms	\$57
4.	Row house	\$60
5.	Semi-detached house	\$80
6.	Single detached house	\$121

Heat Allowances for Gas –

See Housing Services Act, 2011 – O. Reg. 298/01, Table 9

Item	Type of Unit	Central
1.	Apartment - Bachelor or one bedroom	\$31
2.	Apartment - Two bedrooms	\$32
3.	Apartment - Three or more bedrooms	\$35
4.	Row house	\$37
5.	Semi-detached house	\$49
6.	Single detached house	\$74



**Local Rules, Notices,
and Guidelines**

Section 11

Policy 11.4

Approval Date:

Revision Date:

Title:


PRO-RATED RENT/HOUSING CHARGE TABLE

Activity Area:

RGI

Move-Out day	Use These Factors in Months With				Move-In Day	Use These Factors in Months With			
	28 Days	29 Days	30 Days	31 Days		28 Days	29 Days	30 Days	31 Days
1st	0.03571	0.03448	0.03333	0.03226	31st				0.03226
2nd	0.07143	0.06897	0.06667	0.06452	30th			0.03333	0.06452
3rd	0.10714	0.10345	0.10000	0.09677	29th		0.03448	0.06667	0.09677
4th	0.14286	0.13794	0.13333	0.12903	28th	0.03571	0.06897	0.10000	0.12903
5th	0.17857	0.17242	0.16667	0.16129	27th	0.07143	0.10345	0.13333	0.16129
6th	0.21428	0.20690	0.20000	0.19355	26th	0.10714	0.13794	0.16667	0.19355
7th	0.25000	0.24138	0.23333	0.22581	25th	0.14286	0.17242	0.20000	0.22581
8th	0.28571	0.27586	0.26667	0.25801	24th	0.17857	0.20690	0.23333	0.25806
9th	0.32143	0.31035	0.30000	0.29032	23rd	0.21428	0.24138	0.26667	0.29032
10th	0.35714	0.34483	0.33333	0.32258	22nd	0.25000	0.27586	0.30000	0.32258
11th	0.39285	0.37932	0.36667	0.35484	21st	0.28571	0.31035	0.33333	0.35484
12th	0.42857	0.41378	0.40000	0.38710	20th	0.32143	0.34483	0.36667	0.38710
13th	0.46428	0.44827	0.43333	0.41935	19th	0.35714	0.37932	0.40000	0.49135
14th	0.50000	0.48276	0.46667	0.45161	18th	0.39285	0.41378	0.43333	0.45161
15th	0.53572	0.51724	0.50000	0.48387	17th	0.42857	0.44827	0.46667	0.48387
16th	0.57143	0.55173	0.53333	0.51613	16th	0.46428	0.48276	0.50000	0.51613
17th	0.60715	0.58622	0.56667	0.54839	15th	0.50000	0.51724	0.53333	0.54839
18th	0.64286	0.62068	0.60000	0.58065	14th	0.53572	0.55173	0.56667	0.58065
19th	0.67857	0.65517	0.63333	0.61290	13th	0.57143	0.58622	0.60000	0.61290
20th	0.71429	0.68965	0.66667	0.64516	12th	0.60715	0.62068	0.63333	0.64516
21st	0.75000	0.72414	0.70000	0.67742	11th	0.64286	0.65517	0.66667	0.67742
22nd	0.78572	0.75862	0.73333	0.70968	10th	0.67857	0.68965	0.70000	0.70968
23rd	0.82143	0.79310	0.76667	0.74194	9th	0.71429	0.72414	0.73333	0.74194

24th	0.85714	0.82758	0.80000	0.77419	8th	0.75000	0.75862	0.76667	0.77419
25th	0.89286	0.86206	0.83333	0.80645	7th	0.78572	0.79310	0.80000	0.80645
26th	0.92857	0.89655	0.86667	0.83871	6th	0.82143	0.82758	0.83333	0.83871
27th	0.96429	0.93103	0.90000	0.87097	5th	0.85714	0.86206	0.86667	0.87097
28th	ρ	0.96552	0.93333	0.90323	4th	0.89286	0.89655	0.90000	0.90323
29th		ρ	0.96667	0.93548	3rd	0.92857	0.93103	0.93333	0.93548
30th			ρ	0.96774	2nd	0.96429	0.96552	0.96667	0.96774
31st				ρ	1st	ρ	ρ	ρ	ρ
ρ Full Rate									

 BRANTFORD Housing Services	Local Rules, Notices, and Guidelines	Section 11	Policy 11.5
		Approval Date:	Revision Date:
Title:	FORMS		
Activity Area:	RGI		

All currently available RGI related forms are now accessible through the City of Brantford website at: <https://www.brantford.ca/en/living-here/housing-providers.aspx> or upon request from either the Applicant Services Coordinator or Provider Services Coordinator.