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# Housing Division Notice

**Date:** July 4, 2002

**HDN#** 2002 - 19

This applicable legislation/policy is to be implemented by the housing provider(s) under the following programs:

Please note, if your program is **not checked**, this change is **not applicable** to your project.

<input type="checkbox"/>
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Federal Non-Profit Housing Program

Private Non-Profit Housing Program

Co-operative Non-Profit Housing Program

Municipal Non-Profit Housing Program (Pre-1986)

Local Housing Corporation

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**Subject: COMMUNICATION TO TENANTS**

## **Background:**

HDN 2002 – 04 Notice to Households – Opportunity to Comment, Decisions and Internal Reviews (Appeals) outlines the Housing Providers' responsibility to notify tenants of their right to comment and their right to appeal. The Social Housing Operational Advisory Committee at the April meeting requested the Housing Division to prepare a draft communication piece that could be provided to Housing Providers for their use.

The Social Housing Operational Advisory Committee reviewed and approved the attached Communication piece entitled "The Social Housing Reform Act and How It Affects You" at the May meeting. Included in this information, is a section on a local rule, which deals with the requirement that tenants have 30 days to report changes to the Housing Provider. This local rule required City Council approval, which was done at the July 2, 2002 meeting.

**Action:** Please provide a copy of this communication to all your tenants, including new tenants as they move in to your project.

Louise Stevens  
Director of Housing

Attachment: "The Social Housing Reform Act and How It Affects You"

# THE SOCIAL HOUSING REFORM ACT AND HOW IT AFFECTS YOU!

If you are receiving Rent-Geared-To-Income (RGI) assistance there have been important changes that could affect your tenancy. You, your Housing Provider and the Service Manager (City of London) are required to comply with the new legislation.

## **Opportunity to Comment**

If your Housing Provider receives third party information and uses that information to make a decision that negatively affects your household, you have the right to:

- review the information
- provide your comments within 30 days (in writing) to your Housing Provider, or
- waive your right to comment

## **You Have the Right to Appeal Decisions**

You may ask for an internal review of any of the following decisions:

- that you are not eligible for RGI assistance
- that you are not eligible for special needs housing
- the type of housing you are eligible for
- the category which you have been placed in on the waiting list
- the amount of geared-to-income rent you are required to pay
- a decision about a deferral of the geared-to-income rent payable

You have 10 business days after receiving notification of any of the above decisions to request a review and your request must be in writing. Your Housing Provider then has 15 days to complete the review and notify you of the outcome.

## **You Must Pursue All Sources of Income**

You are required to make “reasonable efforts” to pursue any income that you may be eligible to receive, including:

- Ontario Works
- Old Age Security or Canada Pension
- Employment Insurance
- Money promised to you under an immigration sponsorship agreement
- Child support payments (unless pursuing this income would put your safety at risk)

## **You Have 30 Days to Report Changes**

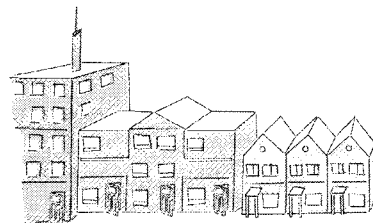
If you receive (RGI) assistance and:

- your income goes up
- a person moves into or out of your unit
- you are sent a notice asking for proof of your annual income, or
- your citizenship status changes

you must write to your Housing Provider within 30 days. **If you forget to notify the Housing Provider you will lose your RGI assistance and will have to pay market rent.**

## **Everyone 16 years and over must now sign the lease**

Contact your Housing Provider if you have any questions regarding this information.



Housing Division