

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 membership. 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 occupancy charge you are required to pay
- a decision about a deferral of the geared-to-income occupancy charge 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

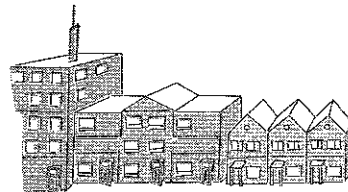
If you receive RGI assistance and:

- 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 the market charge.**

Everyone 16 years and over must now sign the occupancy agreement

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



Housing Division