



Niagara Regional Housing

# Notice No: 10-02

**APPLICABLE TO:**

**DATE: February 22, 2010**

<input checked="" type="checkbox"/>	<b>Municipal &amp; Private Non Profit</b>
<input checked="" type="checkbox"/>	<b>Co-operatives</b>
<input checked="" type="checkbox"/>	<b>Federal Non Profits</b>
<input type="checkbox"/>	<b>OCHAP/CSHP</b>
<input type="checkbox"/>	<b>Rent Supplement</b>

<input checked="" type="checkbox"/>	<b>Mandatory</b>
<input type="checkbox"/>	<b>For Information</b>

## Re: Provincial Arrears Database – Privacy Issues

In 2008, a complaint was filed with the Information and Privacy Commissioner of Ontario (IPCO) pertaining to a former market-paying cooperative member and the sharing of their personal information with the Provincial Arrears Database. The issue concerned a former member who moved out with arrears and had later re-applied for rent-geared-to-income assistance and was denied due to arrears owed to the co-operative.

In 2009, the Service Manager received a “Notice of Privacy Complaint under the Municipal Freedom of Information and Protection of Privacy Act” from the IPCO challenging the sharing of the former member’s arrears information with the provincial arrears database. The IPCO was provided with copies of the SHSC agreement re: use of the provincial arrears database, SHSC protocols, co-op housing agreements and their RGI application and consent form.

Although the IPCO was satisfied with the information provided, they did have concerns about adequate notification to market tenants/members of the potential sharing of information concerning arrears.

As a result of these concerns, NRH is requiring all housing providers to amend their application forms used by market households to include the following clause:

***“I/We understand that if I/We have any former arrears owing to any non-profit or co-operative housing provider and have not made acceptable payment arrangements or are not maintaining those arrangements, I/We will be deemed ineligible for rent-geared-to-income assistance. I/We further consent to sharing of any former tenant/member arrears with non-profit housing corporations/ cooperatives, and other municipal, provincial, and federal departments and agencies that assist in the provision of affordable housing.”***

Effective Date of Change: **Immediate**

**Service Manager's Role:**

NRH will review compliance with this Notice during the operational review process.

**Housing Provider's Role:**

Housing Providers are required to amend their market application forms to include the clause noted above.

Staff are required to forward this Notice to the Board of Directors for their information.

Staff are to continue to report all arrears owing by former market and RGI households to NRH for upload to the provincial arrears database.

If you have any questions regarding this notice, please contact your Housing Administrator at (905) 682-9201.

*(Original signed by Lora Beckwith)*

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Lora Beckwith, General Manager