



Notice

No: 09-10

APPLICABLE TO:**DATE: August 28, 2009**

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

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

SUBJECT: Centralized Waitlist – Housing Provider Reporting Requirements

Background

The Social Housing Reform Act, 2000 (SHRA) requires housing providers to use the centralized waitlist when filling their rent-geared-to-income (RGI) units. NRH's RGI Service Agreement and NRH Notice #02-01 outline the local procedures and reporting requirements. Subsequent Notices issued by NRH established policies related to Market-to-RGI (#05-06), Overhoused Households (#05-09), and the Provincial Arrears Database (#08-17).

This notice is intended to update and clarify the procedures and reporting requirements related to the mandatory use of the centralized waitlist. NRH's Community Programs Division is responsible for the administration of the centralized waitlist and is required to maintain up-to-date applicant information. Housing providers play a key role in maintaining an up-to-date system including offers, arrears, misrepresentation and/or changes in contact information.

Reporting Requirements

Housing Providers are required to ***promptly*** notify NRH (within 1 business day) when the following occurs:

A. Offers of Housing and Outcomes of Offers

Housing providers must notify NRH of:

1. all ***offers*** of housing as soon as the provider has contacted the applicant, including offers made to existing overhoused households on the provider's internal transfer list; and,
2. the ***outcome of all offers*** made to applicants, including the outcome of offers made to existing overhoused households, as soon as the household has made their decision.

Prompt notification will ensure that the applicant/household does not receive concurrent offers from other providers.

If an offer is accepted by an applicant or overhoused household, the provider must notify NRH and provide the household's name, move-in date, RGI/market, bedroom size, and unit number. In cases of new move-ins, NRH will send the applicant's file to the provider. The original application together with the supporting documentation must be filed in the tenant/member's file. NRH will then remove the household from the waitlist.

If an offer is refused by the household, NRH will track the refusal as part of the household's eligibility for RGI assistance. If the household has refused three offers of housing, NRH will notify the household that they are ineligible for RGI assistance and will remove them from the centralized waitlist.

Housing providers must also promptly notify NRH if they are unsuccessful in contacting an applicant to make an offer. All alternate phone numbers listed on the application form must be used to contact the applicant. NRH will follow up with the applicant to determine their eligibility to remain on the waitlist. The provider must include details of their attempts to contact the applicant.

In all cases, information is reported through the "*add comment*" button on the centralized waitlist.

B. Refusal to Offer Housing to Applicant

O. Reg. 339/01 provides limited reasons for refusing to offer a unit to an applicant. Refer to Appendix A for the legislative reference.

Housing providers are required to keep complete records of all refusals to offer, which may be requested by NRH at any time, and will be reviewed during the housing provider's operational review.

Housing providers must submit the following documents to NRH respecting all refusals to offer housing to an applicant:

1. A copy of the initial letter to the applicant advising them of the refusal within 5 business days of the letter being delivered to the applicant. (see Appendix B); and,
2. A copy of the internal review decision (*if one was requested/held*), together with all supporting documentation within 5 business days of the decision being delivered to the applicant.

C. An RGI Household Gives Notice to Vacate

Housing providers must notify NRH of all RGI households that give a notice to vacate. The information should include household name, move-out date, bedroom size and unit number. In all cases, information is reported through the "*add comment*" button on the centralized waitlist.

D. Arrears

Housing providers must notify NRH of all former member/tenant arrears (including rent/housing charges, damages or misrepresentation by orders of the courts respecting fraud) using the Former Tenant/Member Arrears Form (refer to NRH Notice 08-17).

E. Changes to Household/Applicant Information

Housing providers must advise NRH of all changes to the applicant's information. This includes changes to contact information, household composition or any other information that may be required by other providers at the time of an offer. Providers should also include relevant information regarding overhoused households that are placed on the centralized waitlist for an appropriate size unit. In all cases, information is reported through the “*add comment*” button on the centralized waitlist.

F. Reporting Vacancies

In 2002, NRH Notice #02-01 required housing providers to report every vacancy for purposes of monitoring compliance with new legislation, regulations, and local policies. We have reviewed this requirement and determined that reporting vacancies will only be required on an exceptional basis. Vacancies will be monitored in the following circumstances:

- a provider is significantly off target,
- a provider has a large vacancy loss, and/or,
- general waitlist concerns (i.e., no updates to the system).

When requested by your Housing Administrator, housing providers will be required to submit a Notice of Vacancy Form (see Appendix C) for every vacancy.

Service Manger's Role

NRH will monitor compliance with this notice during operational reviews and the provider's year end financial reconciliation.

Housing Provider's Role

Housing Providers are required to follow the requirements of this notice respecting the centralized waitlist.

Housing provider staff are required to forward this Notice to the Board of Directors for their review.

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

Lora Beckwith, General Manager

Attachments:

1. Appendix A – Refusal to Offer and Internal Review of Refusal
2. Appendix B – Notice of Refusal to Offer an RGI Unit
3. Appendix C – Notice of Vacancy Form

Appendix A

Refusal to Offer and Internal Review of Refusal

O. Regulation 339/01, section 18-20

Refusal to Offer

18(1) A housing provider may refuse to offer a unit to a household if:

- a) Selection of the household would be contrary to its mandate; (e.g. senior's only buildings, special needs units where household is not eligible etc.)
- b) The housing provider has reasonable grounds to believe, based on the household's rental history, that the household may fail to fulfill the obligation to pay rent for the unit in the amount and at the times it is due;
- c) The household does not agree to accept its responsibilities as a member of the housing provider, if the housing provider is a non-profit housing co-operative, or the housing provider has reasonable grounds to believe that the household will not accept or will be unable to accept those responsibilities; (In the case of a cooperative housing provider, responsibilities may include participating on various committees such as the social committee or special events committee).
- d) In the case of a unit in which individuals will reside in a shared living situation, the housing provider has reasonable grounds to believe that it is unreasonable for the household to reside in the shared accommodation.
- e) The housing provider has reasonable grounds to believe that the unit is not suitable for the household due to the physical characteristics of the unit in relation to the number, gender and ages of the members of the household; or
- f) In the case of special needs housing, the level of service required by the household is significantly greater or significantly less than the level of service provided to a household in the unit.

18(3) A housing provider who refuses to offer a household a unit shall notify the household of the refusal.

18(4) The following rules apply in respect of a notice under subsection 3:

- a) The notice must be in writing and given to the household not more than 10 days after the housing provider offers the unit to another household.
- b) The notice must contain the reasons for the provider's refusal to offer the unit to the household and set out the facts on which the provider relied in making its decision.
- c) The notice must set out the procedures established by the provider under section 20 for the internal review of the provider's refusal to offer the unit to the household.

Internal Review of Refusal

20(1) A housing provider shall establish procedures for the internal review of a refusal to offer a unit to a household.

20(2) The procedures established under subsection (1) must include the following:

- a) An internal review must be carried out if a written request for the review from the household is given to the housing provider within 10 business days after the housing provider gives notice of refusal to the household;
- b) The household may withdraw the request for an internal review by giving written notice of the withdrawal to the housing provider before the review is completed;
- c) An individual who participated in the making of the decision to refuse to offer the unit to the household shall not participate in an internal review of the decision.
- d) The internal review must be completed within 10 business days after the request for the review is received by the housing provider.
- e) The housing provider shall give written notice of the result to the internal review to the household within five business days after the review is completed.

The housing provider must maintain a record of the written notification of the internal review decision for a minimum of seven years after the date that the decision was issued to the household.

Note: In the case of a co-operative, if there is a committee of the board of directors responsible for membership selection, the members of the committee shall be deemed to be the individuals who participated in the decision to refuse to offer a unit (O.Reg. 557/05, s. 18(3.1)). Therefore, these members cannot participate in the internal review of the original decision.

Appendix B

Notice of Refusal to Offer an RGI Unit

Housing Provider Name
 Housing Provider Address Line 1
 Housing Provider Address Line 2

To: (Applicant)

Address:

Date:

You are currently on the waiting list for rent-geared-to-income (RGI) assistance. Your name is now at the top of the waiting list for an RGI unit at **<housing project>**.

We currently have a vacant RGI unit at this location. However, we are not offering this unit to you because:

- This is a seniors building and you are not 55 years of age or older.
- Your rental history is poor, and we have concerns that you may not pay your rent /housing charges in the amount and at the time that it is due.
- You have not or will not be accepted as a member of this Co-operative Housing Provider because:

- The vacancy is for a shared living situation and we believe it is unreasonable for you to live in the unit because:

- The vacant unit has _____ bedrooms and the largest unit you can be offered is a _____ bedroom unit.

- The unit is not suitable for your household because:

We have notified NRH Community Programs of the above information, and:

- your name will be removed from our waiting list
- your name will remain on our waiting list for a more suitable unit.

If you disagree with this decision, you may request an internal review of it within **10 business days**. To request an internal review, you must write to the address on this letter stating the reasons that you disagree with the decision.

If you have any questions, please contact **<name>** at **<phone number>**.

Sincerely,

<Name and Title>

cc. Supervisor, NRH Housing Access

Appendix C Notice of Vacancy

Name of Co-operative or Non Profit:			Date Notice to Vacate Received:	
Street #:	Street Name:	Unit #:	Available Date for Occupancy:	
City:			Date Household responsible for unit until:	
Unit Type:		Bedroom Size: (x above)		
Apartment		B	1	2
Townhouse			3	4
House			5	
Outgoing Households Name:			Actual Vacating Date:	
Reason for leaving: Check 1 box only				
<input type="checkbox"/> Retirement Home / Terminally Ill Not Returning Home From Hospital <input type="checkbox"/> Deportation <input type="checkbox"/> Health (moved in with family) <input type="checkbox"/> Deceased <input type="checkbox"/> Voluntary Left Under Notice - Rent <input type="checkbox"/> Voluntary Left Under Notice - Social	<input type="checkbox"/> Eviction Tribunal Rent <input type="checkbox"/> Eviction Tribunal Social <input type="checkbox"/> Eviction Tribunal Misrepresentation <input type="checkbox"/> Long Term Care Facility (30 days notice) <input type="checkbox"/> Private Rental (locally) <input type="checkbox"/> More suitable accommodation / cohabitation / relocated for employment	<input type="checkbox"/> Internal move to another unit <input type="checkbox"/> Moved to another Co-op or NP <input type="checkbox"/> Bought a Home <input type="checkbox"/> No Reason Given <input type="checkbox"/> Left without notice/abandoned unit/skipped/signed lease didn't move in		
Tribunal Order Number:				

Target Units		Actual Units		How will unit be filled: Internal Transfer: RGI Household from Centralized Waitlist: MKT Household from Centralized Waitlist: MKT Household from Internal Waitlist:
MKT		MKT		
RGI		RGI		
Total		Total		

Completed by: _____ Date: _____

Comments: _____

