

ADMINISTRATION MANUAL

SUBJECT:	Timelines – Processing Applications	POLICY/PROCEDURE #: C-19
SECTION:	C- General Administration	
IMPLEMENTATION DATE:	January 2012	APPROVED BY: Lora Beckwith, General Manager
REVISION DATE(S):		
REASON FOR CHANGE:	Implementation of Housing Services Act, (effective January 1, 2012)	SIGNATURE: <i>Original Signed by Lora Beckwith, General Manager</i>
RELEVANT LEGISLATION:	Housing Service Act, 2011, s. 61(2) O.Reg. 367/11, section 44	

PURPOSE

To inform all Niagara Regional Housing (NRH) staff and housing providers of the mandatory requirements, local rules and requirements related to the Housing Services Act and associated regulations related to the timelines for processing applications.

BACKGROUND

HSA O.Reg. 367/11, s. 44 allows Service Manager discretion in establishing timelines for “if an application for housing is not complete, the household shall be notified without delay” and “Once an application becomes complete, the determination of eligibility shall take place without delay”.

POLICY

NRH will continue to use the rigid timelines for processing applications as previously required by the Social Housing Reform Act (SHRA) as follows:

1. Written notice of both complete and incomplete applications will be sent “without delay” - within 7 days.
2. Once an application is complete, a decision of eligibility is required within 30 days.
3. For Special Priority applications, eligibility determination is required to be sent within 14 days.