

## Appendix A

<b>Special Needs Housing Administrator – Policy Requirements</b>	
Eligibility of Households – Basic Eligibility	The service manager will assess and determine basic eligibility for rent-geared-to-income for all special needs households. Applications from special needs households must be forwarded to the service manager for eligibility determination.
Eligibility of Households – Special Needs Eligibility	To be eligible at least one member of the household must require accessibility modifications or provincially funded support services to live independently
	The SNHA will determine whether a household is eligible; The SNHA may delegate the responsibility for eligibility review to their external support agency, but the SNHA is ultimately responsible to ensure compliance with the HSA; If a household is deemed ineligible, an appeal of the decision must be made available (See Review of Decision)
	Special needs eligibility for applicants is required to be reviewed every 24 months or more frequently as determined by the Special Needs Housing Administrator
	A household ceases to be eligible if: <ul style="list-style-type: none"> <li>○ They fail to notify the SNHA of changes to their information within the length of time established by the SNHA</li> <li>○ They fail to provide all of the information required to determine eligibility</li> </ul>
Special Priority Policy	SPP eligibility determination will be assessed by the service manager and sent within 14 days of receipt of completed application (NRH Policy C-19)
Waiting List Management	In some cases, the SNHA may have their own waiting list for their special needs units; in other cases, the SNHA may utilize the service manager’s centralized waiting list system.
	A household is added to the special needs waiting list once eligibility has been established <ul style="list-style-type: none"> <li>○ A household will also be added to the list if they already occupy a special needs housing unit and have requested a transfer</li> </ul>
	A household will be removed from special needs waiting list if: <ul style="list-style-type: none"> <li>○ the household requests to be removed,</li> <li>○ ceases to be eligible for special needs housing,</li> <li>○ or accepts a special needs unit in a Special Needs Housing Administrator’s housing project</li> </ul>
Selection of Applicants	The SNHA will establish criteria for the ranking of a household’s priority on the waiting list <ul style="list-style-type: none"> <li>○ A household in the special priority household category has priority over other households on the waiting list</li> </ul>
	Selected households must be in need of the specific supports and/or modifications that are connected with the unit
Refusing to offer a special needs unit to a household	Special Needs Housing Administrators must have a rule allowing for the refusal of a special needs household if: <ul style="list-style-type: none"> <li>○ Household does not meet mandate</li> <li>○ Based on rental history, household may not pay rent on time or in full</li> <li>○ The level of supports offered are significantly greater or significantly less than what is required by the household</li> </ul>
	If a SNHA refuses to make an offer, an appeal of the decision must be made available (See Review of decision for guidelines)
Review of decisions	Notify the household of the refusal to offer housing or of ineligibility for special needs housing
	Provide for an internal review of the decision. The SNHA is responsible for reviews of refusals to offer units and reviews of ineligibility for special needs housing. The responsibility for reviews of decisions may be delegated to their external support agency, but the SNHA is ultimately responsible to ensure compliance with the HSA related to reviews of decisions;
	The notices and reviews apply to the first refusal only

Information available to the public	<p>Special Needs Housing Administrators must make available:</p> <ul style="list-style-type: none"><li>○ The procedures for application to special needs housing (this includes the application form and information on documents required for application)</li><li>○ The rules established for selecting households</li><li>○ Information on the housing project</li><li>○ Information on the provincial eligibility and priority rules for special needs housing</li></ul>
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