



ADMINISTRATION MANUAL

SUBJECT:	Notification of Household Changes	POLICY/PROCEDURE #: C-30
SECTION:	C- General Administration	
IMPLEMENTATION DATE:	April 2012	APPROVED BY: General Manager
REVISION DATE(S):		SIGNATURE: <i>Original Signed by Lora Beckwith, General Manager</i>
REASON FOR CHANGE:	Implementation of Housing Services Act (effective January 1, 2012)	
RELEVANT LEGISLATION:	Housing Services Act, 2011, O. Reg 367/11, section 28	

PURPOSE

To inform all Niagara Regional Housing (NRH) staff and housing providers of the mandatory requirements, local rules and requirements related to the new Housing Services Act (HSA) and associated regulations related to notification of household changes.

BACKGROUND

A household ceases to be eligible for rent-geared-to-income assistance if the household fails to notify the service manager of a change in their circumstances. The HSA sets a minimum time period of 30 days for notification of changes. Changes relate to:

- A change to any information or document that the household previously provided to the Service Manager and that the household was required to provide for the purposes of determining the household’s eligibility or continued eligibility for rent-geared-to-income assistance; or,
- A change for the purposes of determining the amount of rent payable.

POLICY

The time period for tenants/members and applicants to report changes in their circumstances is 30 days, and allows extenuating circumstances.

PROCEDURE

NRH and all housing providers are to allow 30 days for all tenants/members to report a change in their circumstances, and allow for extenuating circumstances. Appropriate documentation must be included in the tenant file if a housing provider determines that the household remains eligible due to extenuating circumstances.