



# Notice No: 20-04

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**APPLICABLE TO:**

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

**DATE: April 15, 2020**

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

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**SUBJECT: COVID-19 Rent Calculations**

With the continually evolving COVID-19 situation Niagara Regional Housing is sending out this notice to inform Housing Providers about the most recent changes that will have an impact on your business.

We recognize this is a challenging time for you and your tenants/members while continuing to navigate through the constantly changing situation. While Niagara Regional Housing is closed to the public and visitors, your Housing Administrators remain available by email and phone to discuss any questions or concerns you may have.

**Rent and Income Changes**

As you are aware, job losses, income benefits and revenue losses are having major impacts on our business. It is understood that many households may experience a significant decrease in household income as many businesses and employers are experiencing temporary shutdowns. With additional costs related to self-isolation, cleaning and other COVID-19 issues, tenants/members should retain as much as they can to reduce pressures elsewhere in the system (food banks etc.). Households should not experience a rental increase during this time for increased income related to COVID-19. Rental increases due to non-related COVID-19 are to continue as normal (pensions, OW, ODSP, etc.)

During this period, the following will be put in place:

- Canadian Emergency Response Benefit (CERB) will not be included as income.
- Any household receiving this benefit or any other benefit that has increased their income will **not** have their rent/housing charge increased.

- Households should not be increased to market rent during this period of time, unless they are non-COVID related. Rules regarding absence from unit need to be lenient as self-isolation and travel restrictions continue.
- No rental increases due to increased hours for employees of essential businesses will be implemented.
- Reductions in rent/housing charge amounts are allowed. If someone has lost income and requires a re-calculation of rent, this can be done.
- If a household is currently at the minimum rent amount, the rent/housing charge will remain at this amount until they are no longer in receipt of CERB.
- Rental increases due to reasons non-related COVID are to continue as normal (pensions, OW, ODSP, etc.)

### **Income Verification**

During this period of time households are facing increased challenges in obtaining copies of income verification. In an effort to remove undue hardship please ensure you are working with your tenants/members to provide documentation, as they are able to supply.

Rents/housing charges are still expected to be paid and housing providers are expected to collect this revenue however it is important to support your tenants/members at this time.

### **Housing Provider Role**

Any households that have already had rent increases that are COVID-19 related or for the reasons stated above will have their rent/housing charge recalculated to comply with this Notice. Rent calculations, as per the HSA, will resume in accordance with the removal of restrictions put in place by the provincial and federal government.

### **Service Manager's Role**

NRH will monitor compliance with this Notice through Operational Reviews.

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

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Donna Woiceshyn, Chief Executive Officer