

DIVISION:	Social and Community Services		
POLICY SECTION:	Social Housing	EFFECTIVE DATE:	1/1/2011
SUBJECT:	Decisions and Notices		
POLICY NUMBER:	2020-NP-02	SUPERCEDES:	Directive 2002-02

1. PURPOSE

1.1 This policy is intended for use by all County of Simcoe housing providers that operate a designated housing project under the Housing Services Act (including former OCHAP/CSHP) and the Centralized Waitlist.

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Municipal & Private Non-Profit
 Co-Operatives
 Federal Non-Profit

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✓
✓

Rent Supplement *
**including former OCHAP/CSHP*
 CWL
 Simcoe County Housing

1.2 This policy is intended for use in the determination of the appropriate methods for making decisions and providing notice under the rent-g geared-to-income (RGI) program

2. POLICY STATEMENT

2.1 The County of Simcoe in its capacity as Service Manager is required to administer and enforce the requirements of the Housing Services Act, 2011 and its related Ont. Regulations. Under this Act and its regulations there are many decisions which will need to be made that require notices with specific details and timeframes.

3. REFERENCES

Housing Services Act, 2011, Sections 44(3), 50, 53, 60(3), & 66
 O. Reg. 367/11, sections 43, 61, 72, & 82

4. SCOPE

4.1 Decisions made under this policy are to comply with Housing Services Act and its regulations and are related to:

- a) A determination whether the household is eligible for rent-g geared-to-income assistance.

- b) A determination of the size and type of unit that would be permissible if the household received rent-geared-to-income assistance.
 - c) A determination whether the household is included in a category given priority over other categories.
 - d) A determination of the amount of rent payable by the household.
 - e) A determination that the household is no longer eligible for rent-geared-to-income assistance.
 - f) A determination as to whether or not rent will be deferred or forgiven.
 - g) A determination whether the household is eligible for special needs/modified housing.
 - h) A determination that the household is no longer eligible for special needs/modified housing.
- 4.2 A notice of a decision shall be given within seven business days after the decision is made or within such other time period after the decision is made as the service manager may establish.
- 4.3 If a decision relates to an application that included a request for inclusion in the special priority (SPP) household category, the notice of the decision shall be given to the member of the household who made the request but not to any other member of the household.
- a) If, after making reasonable efforts to contact the member referred to in 4.2 the member has been unavailable for contact and if the member has identified an individual to contact on their behalf, staff shall:
 - i. make reasonable efforts to contact the individual;
 - ii. request only that the individual advise the member to contact the service manager; and
 - iii. not provide to the individual any other information regarding the circumstances
- 4.4 If it is determined that an application is not complete, the reviewer shall notify the household, without delay, of what is necessary to complete the application.
- 4.5 For applications that include a request for inclusion in the special priority household category, the reviewer shall determine, within 14 days after the application is complete, whether the request would be granted and, if it would be, the reviewer shall also determine, within 14 days after the application is complete, whether the household is eligible for rent-geared-to-income assistance.
- 4.6 Where the Service Manager is making household decisions, the service manager shall also give the affected housing provider notice of the following decisions:
- a) A determination of the amount of rent payable by the household.
 - b) A determination that the household is no longer eligible for rent-geared-to-income assistance.
 - c) A determination that rent is being deferred or forgiven.

- 4.7 A notice shall be issued to all individuals of the family unit who are considered the leaseholder and are **not** deemed to be a child and in full-time attendance at a recognized educational institution.

5. PROCEDURES

- 5.1. Housing Providers and/or County staff are required to make a determination on the above-noted decisions.
- 5.2. Once a decision has been determined a written notice of a decision must be issued as per the timelines outlined in this policy and within the Act and its regulations, and it must include the following:
- a) A statement of the reasons for the decision.
 - b) A statement of the date of the decision.
 - c) The following notices must accompany the notice of a decision that the household is eligible for RGI assistance:
 - i. Notice of the type of accommodation that is permissible
 - ii. If a request for special priority status was made with the RGI application, notice of the decision about this request
 - iii. If special needs/modified housing was applied for at the same time as an application for RGI assistance, notice about the decision on special needs eligibility.
 - d) If a review of the decision may be requested under section 156 of the Act,
 - i. a statement that a member of the household may request a review,
 - ii. information about how to request a review and what the deadline is for doing so
 - e) If a review of the decision may not be requested under section 156 of the Act, a statement indicating that a review may not be requested.
- 5.3. Contact your Program Supervisor with any questions or concerns as to the application of this policy.