
Policies and Procedures

Subject: Time Period to Notify of Changes

Date: February 15, 2024

Replaces: July 1, 2021

Applicable to The policy and procedures contained in this document apply to:

- Municipal & Private Non-Profit Federal Subsidies
- Co-operatives Rent Supplement*
*incl. former OCHAP/CSHP
- Centralized Waitlisting List (CWL)
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Content This document contains the following information:

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Legislation *Housing Service Act, 2011 (HSA)* [s.42](#), [Ontario Regulation 367/11](#)
[Ontario Regulation 316/19](#)

Purpose This document outlines the Region's local policy regarding the:

- Time period that a rent-geared-to-income (RGI) household must notify their Housing Provider of changes in information, circumstances, or documents
 - The consequences of failing to report a change within the specified time
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Policy

All households in receipt of RGI must report any changes in income, household composition, full-time student status or eligibility within 30 days.

The 30-day period may be extended by the Housing Provider if the household meets an extenuating circumstance (described in the Extenuating Circumstances section).

If documentation is not available at the time the change is reported, it may be provided later, as specified by the Housing Provider.

Although households must report all changes, Housing Providers may only complete an in-year review for the following reasons:

- 1) The average family net income (AFNI) has decreased by 20% or more (please note this can only be requested **once** by a household in between annual reviews)
- 2) A permanent change in household composition has occurred
- 3) During the annual review, the Housing Provider issued a Pursuit of Income notice to a member(s) within the household
- 4) A household member(s) income taxes have been reassessed by the Canada Revenue Agency (CRA)

NOTE: please see In-year Review HIP policy for further information and instruction regarding the above.

If a household fails to report changes as outlined above, they may be deemed ineligible to receive RGI unless extenuating circumstances exist.

Rationale: A household's failure to report a change that will reduce their rent or housing charge has a greater (negative) impact on the household than it does on the Service Manager or Housing Provider. In these circumstances Housing Providers should:

- Determine why the change was not reported by the household within the 30 days
- Reinforce the policy with the household and only determine the household is ineligible for RGI if evidence exists that the household deliberately withheld or conceal information

Housing Providers are to inform all new and existing households who receive RGI assistance of this requirement in writing.

Note: This policy will not apply to a household occupying a unit that falls under section 76 of the HSA (i.e. mandate to provide housing to homeless or hard to house) if the Housing Provider advises the Service Manager that in their view, compliance with this policy is inappropriate given the circumstances of the household.

Extenuating Circumstances

Housing Providers may extend the 30 calendar daytime period one or more times if extenuating circumstances prevent the household from reporting a change.

Examples of extenuating circumstances are:

- severe illness (may include severe depression)
- hospitalization
- death in the family

Housing Providers should:

- request verification of the extenuating circumstances, and
 - exercise best judgment to determine when extenuating circumstances exist within a household.
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Consequences for Households

The following section outlines the consequences for failing to report the following changes within 30 calendar days:

1. The households AFNI has decreased by 20% or more will:
 - Remains eligible for RGI
 - Decrease in rent, but the decrease may not be applied retroactively.
2. A permanent change in household composition:
 - Becomes ineligible for RGI assistance **unless** the 30-day time-period was extended by the Housing Provider due to extenuating circumstances.
3. During a review, the Housing Provider issued a Pursuit of Income notice will:
 - Becomes ineligible for RGI assistance unless the 30-day time-period was extended by the Housing Provider due to extenuating circumstances.
4. Income taxes have been reassessed will:
 - Becomes ineligible for RGI assistance unless the 30-day time-period was extended by the Housing Provider due to extenuating circumstances

A household made ineligible for RGI assistance must be given a 90-day notice of increase. The notice must inform the household of their right to submit a [Service Manager Appeal](#) within 30 calendar days of receiving their loss of subsidy decision letter. ([Service Manager Appeal Form](#)).

Questions

If you have questions pertaining to this document, please contact your Housing Specialist at the Region of Peel.