



Region of Waterloo

## **Coordinated Access Administrative Guide**

July 1, 2020

# Table of Contents

## Contents

Table of Contents.....	2
Section 1: Introduction .....	4
Section: 2.0 Confidentiality/Freedom of Information .....	7
Section 3: Roles and Responsibilities.....	8
Section 3.1: Housing Provider Roles and Responsibilities.....	9
Section 3.2: Regional Staff Roles and Responsibilities .....	10
Section 3.3: Roles and Responsibilities of Applicants.....	11
Section 4: Reviews and Complaints .....	12
Standard 4.1: Handling Complaints .....	13
Standard 4.2: Community Housing Review System – Waiting List Reviews.....	14
Section 5: Eligibility Requirements .....	16
Standard 5.1: Eligibility Requirements.....	17
Standard 5.2: Residency Requirements.....	19
Standard 5.3: Age and Ability to Live Independently .....	20
Standard 5.4: Housing Arrears.....	21
Standard 5.5: Misrepresentation of Income.....	23
Standard 5.6: Divestment of Residential Property .....	24
Standard 5.7: Income Limits .....	25
Standard 5.8: Occupancy Standards.....	26
Standard 5.9: Eligibility for Wheelchair Modified Units .....	30
Standard 5.10: Special Priority for Victims of Domestic Violence.....	31
Standard 5.11: Special Priority for Victims of Human Trafficking .....	34
Standard 5.12: Terminally Ill Priority .....	37
Standard 5.13: Overhoused Priority .....	38
Standard 5.14: Sunnyside Priority.....	40
Standard 5.15: Local Statuses .....	41
Standard 5.16: RGI Households That No Longer Meet Provider’s Mandate.....	44
Standard 5.17: RGI Tenant Application to Move Units.....	45
Standard 5.18: Requests for Deferrals.....	46
Standard 5.19: Reporting Changes in Applicant Information.....	47
Section 6: Application Process .....	48

Standard 6.1: Receiving Applications.....	49
Standard 6.2: Assessing for Eligibility .....	50
Standard 6.3: Unit Size/Site Selection .....	51
Standard 6.4: Joining or Splitting Applications.....	52
Standard 6.5: Processing Requests for Special Priority Victims of Domestic Violence or Human Trafficking.....	53
Standard 6.6: Processing Requests for Local Priorities and Statuses .....	56
Standard 6.7: Ranking of Applications on Centralized Waiting List.....	57
Section 7: Waiting List Management .....	58
Standard 7.1: Changing the Status of an Application .....	59
Standard 7.2: Reinstating and Backdating of Applications.....	60
Standard 7.3: Updating and Reassessing Applicant Information .....	63
Standard 7.4: Physical Applicant Records.....	65
Standard 7.5: Security of Personal Information Regarding Special Priority Applicants .....	66
Section 8: Tenant Selection Process .....	67
Standard 8.1: Suitability Assessment.....	68
Standard 8.2: Offers to Applicants.....	70
Standard 8.3: Outcome of Offers/Refusals.....	73
Standard 8.4: Monitoring Provider Compliance in Selecting Applicants from the Centralized Waiting List .....	74
Appendices.....	75
Appendix 1: Forms and Letters .....	76
Appendix 2: Housing Catalogue .....	78

# Section 1: Introduction

The Regional Municipality of Waterloo owns or oversees the administration of several thousand Community Housing units, including Co-operative and Non-Profit housing units. This administrative guide sets the local standards where the Region of Waterloo, as a Service Manager, has the flexibility to do so under the Housing Services Act. This guide is intended to clarify our interpretation of the Housing Services Act requirements as they relate to the centralized waiting list. These policies will be used as a tool to ensure that applications and the centralized waiting list for publicly funded housing units and rent assistance programs are treated consistently and in accordance with applicable provincial legislation and local policies / procedures. This guide will assist Region of Waterloo staff, housing providers and applicants in understanding and following the rules and requirements for the centralized waiting list.

## HISTORY

### Social Housing Reform Act

In December 2000, the Province of Ontario proclaimed the Social Housing Reform Act (SHRA), to shift responsibility for publicly funded housing from the Provincial to the Municipal level. The SHRA and its related regulations established an operating framework, including the administration of coordinated access and the new centralized waiting list. The Regional Municipality of Waterloo became one of 47 service managers across Ontario, responsible for administering the transferred housing programs. On October 1, 2001, in accordance with the SHRA, the Region of Waterloo took on the administration of approximately 5,500 transferred Non-Profit and Co-operative housing units along with 2,772 units in the Local Housing Corporation now known as Waterloo Region Housing.

The Act gave some flexibility to the Region of Waterloo to determine who should be responsible for managing access functions, including administration of the centralized waiting list. Following a consultation process with social housing providers and other social service agencies, Regional staff assumed responsibility for the overall administration of coordinated access and its related functions.

### Housing Services Act

On January 1, 2012, the Housing Services Act (2011), also referred to throughout this document as the “HSA” or the “Act”, replaced the Social Housing Reform Act (2000). Between the introduction of the HSA in 2011 and September 19, 2019, the Province made further amendments to the associated regulations. The most recent changes impact the rules that govern the waiting list and rent-gear-to-income administration. When regulatory changes occur the information in this guide will be updated to reflect current legislative and regulatory requirements. The purpose of the HSA is “to provide for community based planning and delivery of housing and homelessness services with general provincial oversight and policy direction; and to provide flexibility for service managers and

housing providers while retaining requirements with respect to housing programs that predate [the HSA] and housing projects that are subject to those programs.”<sup>1</sup>

As with the Social Housing Reform Act, housing providers retain ownership of their properties and are responsible for the day-to-day administration of their housing programs. Service agreements are in place between the housing providers and the Service Manager (Regional Municipality of Waterloo) to ensure providers are performing all access-related functions in accordance with the Act, its related regulations as well as any Regionally established policies and procedures. Where a housing provider fails to perform their duties accordingly, there are provisions in the agreements that allow for termination of the agreement with proper notice, and the re-assignment of these duties elsewhere

The HSA continues to define eligibility criteria for placement on the centralized waiting list but has given service managers the authority to set local priorities for placement on the list and establish local eligibility criteria in addition to what the province requires. Under the HSA, service managers must establish an appeals process, set timelines for applicants to report changes in information, determine how many offers of housing applicants can decline before their application is cancelled, et cetera. Policies established by the Region of Waterloo for the administration of the centralized waiting list are included in this document.

#### PROGRAMS ADMINISTERED USING THE CENTRALIZED WAITLIST

The centralized waiting list is used for a variety of rent assistance programs (i.e. Rent Geared to Income, Below Average Market Rents, Portable Home Based Support et cetera) currently administered by the Region of Waterloo. Applicants have the option to select from a variety of different housing programs (i.e. cooperatives, not for profit, and Waterloo Region Housing). The application guide includes a list and description of the rent assistance and housing programs available.

The Region of Waterloo also administers federally funded non-profit housing programs. Some of the units also receive provincial funding under the Ontario Community Housing Assistance Program (OCHAP) or Community Sponsored Housing Program (CSHP) rent supplement programs. While the HSA rules do not apply to federal non-profit housing providers, it does apply to units in their program receiving this provincial funding.

#### USING THIS DOCUMENT

The guide has been structured into distinct sections, each addressing a specific subject area. Each subsection within the guide is formatted to be self-contained, and to enable easy replacement when changes or updates are provided, subject to provincial regulatory changes or changes to local standards. A glossary of terms and list of acronyms has been included in the appendices.

Each policy will start by stating the ‘Policy Intent’ in order to clearly identify the purpose of that policy. Where applicable, policies will list the eligibility criteria, operational considerations, procedural requirements, documentation requirements and/or other subheadings to improve the usability of the

---

<sup>1</sup> <https://www.ontario.ca/laws/statute/11h06#BK0>

overall document. Standardized forms and letters have been established to ensure consistent service and communication for community housing programs. Reference to these documents will be listed in the 'Documentation Requirements' section of each policy.

For ease of use, references to the Act, its related regulations and other Region of Waterloo policies and/or procedures are provided throughout this guide. References to policies or procedures made throughout the guide will appear in the following format: See Standard 5.1 - Eligibility Requirements, whereas references to the Act, provided to support a policy section of the guide, will appear at the end of the page of each policy section, in the following format:

See Also:

O. Reg. 339/01 Sec. 18 While references to relevant policies and legislation have been noted throughout this Guide, it is the user's responsibility to ensure all relevant policies and legislation are considered when making decisions.

Updates

Housing Services will review local standards and practices on a periodic basis to ensure they continue to reflect legislative requirements and the needs of the community. Minor changes to this guide may occur periodically for administrative purposes (i.e. to update references in terminology or to address accessibility requirements), and will result in the posting of a revised version.

Significant updates due to legislative changes or changes in local policy directions will require the approval of the Community Services Department leadership team which includes the Commissioner and program area Directors. At the discretion of the Commissioner, the changes may also need to be presented to and receive the approval of Regional Council.

When updates or changes to this guide occur, the Region of Waterloo will provide copies of all revised sections or sub-sections of the guide directly to housing providers. The complete guide, in addition to all revised sections, will be available in electronic format on the Region of Waterloo's web site at: [www.regionofwaterloo.ca](http://www.regionofwaterloo.ca)

Questions or Comments

Questions or comments relating to this document can be directed to the Supervisor of Housing and Support Providers, the contact information for whom is provided below:

Housing Services  
Region of Waterloo  
99 Regina Street South, 4<sup>th</sup> Floor  
Waterloo, Ontario, N2J 4V6  
Tel: (519) 575-4400 ext. 4675  
E-mail: [housing@regionofwaterloo.on.ca](mailto:housing@regionofwaterloo.on.ca)

## Section: 2.0 Confidentiality/Freedom of Information

In order to apply for Rent Geared-to-Income (RGI) assisted housing, or any other Region of Waterloo rent assistant program, applicants are required to complete an application form and provide a range of information that enables the Region of Waterloo to assess each applicant household's eligibility in accordance with the provincial requirements of the Housing Services Act and its related regulations.

In developing the common application form, which allows applicants to complete a single application form for all programs required to participate in coordinated access, consideration was given to the type and volume of information being requested.

Due to the confidential nature of the information collected about households through the application process, all reasonable caution must be taken to ensure the privacy of applicants and that only information required to verify an applicant's basic eligibility, unit size required and eligibility for Special Priority Policy (SPP) Status, Local Priority or Local Status is collected.

In order to ensure that applicants are fully aware of the reason for the collection of the information and how the information will be used by Regional staff and participating housing providers, all applicants are required to sign a declaration and consent on the application form and/or supplementary application forms. The declaration is the applicant's assurance that the information provided is true and accurate; the consent is the applicant's acknowledgement of the purpose for the collection of the information and permission for the information to be shared for the purposes identified.

All members of the applicant household who are 16 years of age or older are required to sign the declaration and consent section of the application, or have it signed on their behalf by a designate as identified in the provincial regulations – See Ontario Regulation 367/11 Section 146.

All information collected through the application process is done in accordance with the Housing Services Act (Sections 23 – 85), its related regulations, the Freedom of Information and Privacy Act and the Municipal Freedom of Information and Protection of Privacy Act.

All information collected for each applicant household is contained in an individual household file. Applicant files are currently stored at Region of Waterloo's Housing Services office at 235 King Street East, Kitchener, 6<sup>th</sup> floor. These files can be viewed by applicants during normal business hours with seven (7) days day's notification provided. Applicant files contain the original application form and any accompanying forms or documents. (See Section 7.8 - Record Keeping)

See Also:

HSA Sec.23 and 85; Freedom of Information and Privacy Act; Municipal Freedom of Information and Protection of Privacy Act.

## Section 3: Roles and Responsibilities

This sections contains the following standards:

- 3.1 Housing Provider Roles and Responsibilities
- 3.2 Regional Staff Roles and Responsibilities
- 3.3 Roles and Responsibilities of Applicants

## Section 3.1: Housing Provider Roles and Responsibilities

The Region of Waterloo has delegated responsibilities for the following under the Housing Provider Service Agreements:

- Utilizing the central waiting list to fill vacant RGI units and reporting requirements (Section 8 – Tenant Selection Process)
- Being familiar with and able to use the technology relating to the centralized waiting list.
- Educating themselves and their Boards on the new requirements and future changes. (It is intended that this guide will assist in providing some education around both the legislative requirements and any local policies that have been developed relating to access issues. Housing providers are also required to select applicant households from the centralized waiting list in accordance with these requirements and local policies and procedures.)
- Assisting in managing the centralized waiting list by reporting the outcomes of all offers made to applicants on the waiting list, identifying applicants who can no longer be contacted at the phone number or addresses showing on their application, Conducting Internal Reviews for applicants that the Housing Provider refuses to offer based on suitability (See Standard 8.1 - Suitability Assessment)
- Attending training sessions as required by the Region of Waterloo
- Ensuring they are using the most current standards (such as the standards in this guide) and any related documents or forms (See Appendix 1 – Forms and Letters)
- Responding to requests for review (See Section 4 – Reviews and Complaints)
- Referring questions regarding provider roles and responsibilities to the designated Housing Programs Advisor.

Approval Date:

October 1, 2002

Revision Date:

November 22, 2019

## Section 3.2: Regional Staff Roles and Responsibilities

The administration of the transferred Social Housing Programs lies directly with the Housing Services Division of the Community Services Department. The various staff that comprise the Housing Services Division all have distinct roles in overseeing the ongoing administration of housing programs.

### **Responsibilities of the Region as Service Manager:**

- Deliver, fund, plan and administer community housing programs and services
- Manage a centralized waiting list for households wanting to access community housing programs
- Establish local standards in accordance with the HSA that address program delivery requirements including local waiting list eligibility criteria and waiting list priorities
- Ensure housing providers adhere to all legislated and local requirements

### **Responsibilities of Housing Programs and Development:**

- Ensuring compliance with legislated and local requirements;
- Establish local standards and related forms;
- Provide technical support and guidance to housing providers relating to use of the waiting list.

### **Responsibilities of the Community Housing Access Centre (CHAC):**

- Manage the local waiting list system including processing applications and assessing applicant eligibility,
- Support clients in maintaining active and up to date applications,
- Establish internal administrative processes to ensure effective delivery of the housing application process.

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

## Section 3.3: Roles and Responsibilities of Applicants

Applicants wishing to be added to the centralized waiting list for community housing are responsible for the following:

- Submitting a completed application with all required supporting documentation
- Understanding the eligibility requirements and seeking clarification when needed
- Ensuring information provided is true, accurate and complete
- Ensuring all information remains current and up to date
- Responding in a timely manner to all requests for further information or documentation
- Making informed choices regarding which rent assistance and housing programs they are interested in
- Responding to an offer in a timely manner and providing clear direction to the housing provider as to whether or not a housing offer will be accepted
- Reporting concerns regarding the waiting list system to the appropriate person (See Section 4 – Reviews and Complaints)

Failure to meet these responsibilities may result in delays in services, ineligibility for placement on the centralized waiting list or for the application to be cancelled.

Providing false or misleading information may result in the cancellation of the application or removal of a priority or local status.

Approval Date:

November 22, 2019

Revision Date:

New: November 22, 2019

## Section 4: Reviews and Complaints

This sections contains the following standards:

- 4.1 Handling Complaints
- 4.2 Community Housing Review System

## Standard 4.1: Handling Complaints

The Region of Waterloo is committed to ensuring that all concerns and complaints relating to the Region of Waterloo Co-ordinated Access System are brought to the attention of Regional staff and addressed in a timely and professional manner.

Concerns, complaints or feedback relating to the community housing application process, related service or policies can be directed to Housing Services using one of the following options:

By Mail - Please direct your written comments to:

Housing Services

99 Regina Street South, 4<sup>th</sup> Floor

Waterloo, ON N2J 4V6

By E-mail - Please direct your e-mail to: [housing@regionofwaterloo.ca](mailto:housing@regionofwaterloo.ca)

By Phone - Please call 519-575-4400

By Fax – Please direct faxes to 519-575-4026

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

# Standard 4.2: Community Housing Review System – Waiting List Reviews

## Policy Intent:

To identify the process regarding waitlist related requests for review to the Region of Waterloo's Community Housing Review System.

As the Service Manager, the Region of Waterloo has direct oversight of the local community housing application process and waiting list. The Region is responsible for administering and facilitating a review process for decisions made regarding community housing applications. For more information about the review system see "Terms of Reference – Region of Waterloo Community Housing Review System"

## Decisions by the Community Housing Access Centre (CHAC) subject to a Review

Section 155 of the Housing Services Act requires Service Managers to have a system and review body in place for dealing with reviews for the following waiting list related determinations:

- Eligibility for Rent Geared to Income (RGI) assistance;
- Eligibility for special needs housing;
- Size and type of RGI unit;
- Eligibility for a priority category.
- Offer for housing has been refused and the household has been removed from the waiting list

## Notice that a Decision can be Reviewed

When a decision is made relating to any of the above categories, it must be communicated in writing to the applicant household within seven (7) business days.

A notice of decision will only be sent when an actual decision has been made. Where insufficient information or documentation prevents a decision from being made, the request will be considered incomplete and not subject to a review. In this case the staff person responsible for the application will follow up with the household to support them in providing any outstanding information or documentation that will allow for a decision to be made.

When issuing a notice of decision, the written notice must include:

- The date on which the decision was made
- The name and contact information for the person making the decision

- The reason(s) for the decision
- Information about how to request a review and the timeline for doing so
- Where the decision is not subject to a review - that the decision is final.

#### Delivering a Notice of Decision

When issuing a notice of decision, it should be directed to all household members on the application who are 16 years of age or older. The exception being notices relating to special priority status, which will only be issued to the household member(s) requesting the status. Notices can be delivered by giving it directly to a member of the household who is 16 years of age or older, by e-mailing to an e-mail address provided on the application form or by mailing it to the last known address. Notices may be sent by e-mail only where the applicant household has given consent for e-mail to be used as a means of correspondence.

A notice is considered to have been issued on the day it is given, e-mailed or mailed to the household. A notice is considered to have been received on the day it is given, the day after it is e-mailed or five business days after it is mailed.

#### Requesting a Review

Once a decision had been made and written notice provided to the household, the household has thirty (30) days to submit a request for review to the Region of Waterloo's Community Housing Review System. The household can do this by completing the form provided with the notice of decision and submitting it along with any supporting information and documentation to the address listed on the form.

Once a request for review has been made by a household, only the household may withdraw the request, provided the review has not been completed.

#### Documentation Requirements:

- Completed Request for Review of a Decision – Community Housing Access Centre

#### See Also:

HSA Sec 155-159; O. Reg. 367/11 Sec 32.2 and Sec 138,139; PA Community Housing Review System – Terms of Reference

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

## Section 5: Eligibility Requirements

This sections contains the following standards:

- 5.1 Eligibility Requirements
- 5.2 Residency Requirements
- 5.3 Age and Ability to Live Independently
- 5.4 Housing Arrears
- 5.5 Misrepresentation of Income
- 5.6 Divestment of Residential Property
- 5.7 Income Limits
- 5.8 Occupancy Standards
- 5.9 Eligibility for Wheelchair Modified Units
- 5.10 Special Priority for Victims of Domestic Violence
- 5.11 Special Priority for Victims of Human Trafficking
- 5.12 Terminally Ill Priority
- 5.13 Overhoused Priority
- 5.14 Sunnyside Priority
- 5.15 Local Statuses
- 5.16 RGI Households That No Longer Meet Provider's Mandate
- 5.17 RGI Tenant Application to Move Units
- 5.18 Requests for Deferrals
- 5.19 Reporting Changes in Applicant Information

# Standard 5.1: Eligibility Requirements

## Policy Intent:

To identify the criteria that must be met in order for a household to qualify to be placed on the centralized waiting list for Rent Geared-to-Income (RGI) assistance and any other Region of Waterloo rent assistance programs.

## Eligibility Criteria:

In order for a household to qualify for placement on the centralized waiting list for RGI assistance, they must be assessed to ensure that they meet ALL of the following requirements as prescribed by the Housing Services Act, 2011 and Ont. Reg. 367/11:

- Each household member must be a Canadian Citizen; have made an application for status as a permanent resident under the Immigration and Refugee Protection Act (Canada); or have made a claim for refugee protection under the Immigration and Refugee Protection Act (Canada) AND no removal order has become enforceable against any member of the household. See Standard 5.2 – Residency Requirements for details.
- At least one member of the household must be 16 years old and able to live independently. See Standard 5.3 – Age and Ability to Live Independently for details.
- No member of the household has outstanding Social Housing arrears owing to any government funded housing program either as rent, or as money owed as a result of damages caused by a household member. See Standard 5.4 – Social Housing Arrears for exemptions.
- No household member received RGI assistance they were not entitled to receive, or misrepresented their income to receive RGI assistance. See Standard 5.5 – Misrepresentation of Income for details.
- Any household member must divest themselves of any residential property owned by them, within 180 days of being housed. See Standard 5.6 - Divestment of Residential Property for exemptions.
- Income cannot exceed applicable maximum thresholds for individual programs. See Standard 5.7 – Income Limits and Application for Community Housing.

## Operational Considerations:

- If any of the above conditions are not met, the applicant household is ineligible to be placed on the centralized waiting list.
- Further details regarding each of these criteria are outlined in the policies in this section of the guide.
- Expired identification cannot be accepted as documentation
- Applicant households reserve the right to appeal any decision relating to Eligibility Requirements through the Community Housing Review System (See Section 4 – Reviews and Complaints).

## Documentation Requirements:

- As outlined in each specific policy.
- Completed Application for Community Housing including declaration and consent signed by all applicant household members 16 years and older.

See Also:

Eligibility Requirements (Section 5); HSA Sec 42; O. Reg. 367/11 Sec 23-41; Section 6

Approval Date:

Revision Date:

Oct. 1, 2002

Dec. 6, 2011

## Standard 5.2: Residency Requirements

### Policy Intent:

To identify the residency criteria that must be met in order for a household to qualify to be placed on the centralized waiting list for RGI assistance and any other Region of Waterloo rent assistance programs.

### Eligibility Criteria:

A household is eligible for placement on the centralized waiting list if each member of the household meets the following residency criteria:

- the member is a Canadian Citizen, or
- the member has made an application for status as a permanent resident under the Immigration and Refugee Protection Act (Canada), or
- the member has made a claim for refugee protection under the Immigration and Refugee Protection Act (Canada), AND
- no removal order has become enforceable under the Immigration and Refugee Protection Act (Canada) against any member of the household.

### Operational Considerations:

- Any household with any member who does not meet the legal residency requirements is ineligible for placement on the centralized waiting list for RGI assistance.
- Any changes regarding residency requirements must be reported to CHAC within 30 calendar days of the change.
- Applicant households reserve the right to appeal any decision relating to Eligibility Requirements through the Community Housing Review System (See Section 4 – Reviews and Complaints).

### Documentation Requirements:

- Documentation verifying that all household members meet one of the required statuses
- Verification of the outcome of an application or claim for status once a decision is made
- Privately sponsored immigrants must also submit a Declaration of Sponsorship (Form F022)

### See Also:

Eligibility Requirements (Sections 5); HSA Sec 42; O. Reg. 367/11 Sec 24, 25

### Approval Date:

Oct. 1, 2002

### Revision Date:

November 22, 2019

# Standard 5.3: Age and Ability to Live Independently

## Policy Intent:

To identify the age and level of independence required in order for a household to qualify to be placed on the centralized waiting list for RGI assistance and any other Region of Waterloo rent assistance programs.

## Eligibility Criteria:

- To be eligible for placement on the centralized waiting list at least one member of the applicant household must be 16 years of age or older and able to live independently. Being able to live on their own means that they can perform normal activities like cooking a meal, dressing, bathing, taking medication, shopping for basic needs and using public or private transportation.
- The application and consent must be signed by each member of the household who is 16 years or older, attesting to their ability to live independently with or without supports.
- An individual shall be considered to be able to live independently, if the individual is able to do so with the aid of support services and can demonstrate that those support services will be provided to him or her as required.

## Operational Considerations:

- If a member of the applicant household who is 16 years or older does not have the capacity to sign the application and consent on their own behalf, the application and consent may be signed on the member's behalf by another individual who,
  - a) is the parent or guardian of the member; OR
  - b) is otherwise authorized to make the application and consent on the member's behalf.
- Expired identification cannot be accepted as documentation
- Applicant households reserve the right to appeal any decision relating to Eligibility Requirements through the Community Housing Review System (See Section 4 – Reviews and Complaints).

## Documentation Requirements:

- Verification of Date of Birth for all members 16 years and older. See Guide to Applying for Community Housing for accepted forms of documentation.
- Documents indicating support services will be provided to enable independent living as required, as detailed in a letter on agency letterhead. The letter must be from the agency that will be providing the direct support.

## See Also:

Eligibility Requirements (Sections 5); HSA Sec 42; O. Reg. 367/11 Sec 24 and 146

Approval Date:

Revision Date:

Oct. 1, 2002

Dec. 11, 2007

## Standard 5.4: Housing Arrears

### Policy Intent:

To ensure households applying for RGI assistance, or any other Region of Waterloo rent assistance programs, are accountable for any outstanding arrears or damages owing to a former social housing provider in the Province of Ontario, prior to placement on the centralized waiting list.

### Eligibility Criteria:

- When any member of the applicant household has outstanding former rent/housing charge arrears and/or damages to any social housing provider under any social housing program in the Province of Ontario, the household is not eligible for placement on the centralized waiting list.
- If the applicant household has a repayment agreement or repayment schedule and has shown proof of ongoing payments, and continues to fulfill the requirements of the repayment agreement/schedule, the household is eligible for placement on the centralized waiting list.
- Where the arrears/damages owing resulted from a joint tenancy of which the applicant was a party, the applicant is responsible for their proportionate share of the total arrears owing.

---

Example: if a household consists of two adults, each adult will be responsible for 50%, or half, of the arrears owing.

---

- Where an applicant/household neglected to disclose social housing arrears, or has defaulted on a repayment agreement or repayment schedule, they will be ineligible to remain on the centralized waiting list and their application will be marked as “Ineligible”.
- Applicant households removed from the waiting list due to outstanding arrears and/or damages, may re-apply and be given a new application date, once the arrears/damages owing are paid in full or an approved repayment agreement or schedule is established or reestablished.

### Operational Considerations:

- All applicants will be screened for arrears through both a local and provincial arrears database.
- Where discrepancies about the amount of social housing arrears/damages exist, the applicant household must resolve the discrepancy directly with the housing provider to whom the arrears are owed.
- Housing providers should report all outstanding social housing arrears and/or damages to CHAC so the information can be entered into the arrears section of the data base.
- Ineligibility for the waitlist due to social housing arrears is not a reviewable decision. Households disputing the arrears will be directed to connect with the provider to whom the arrears are owing to resolve the issue.

Documentation Requirements:

- Written verification with provider or repayment schedule and verification of payments.
- Documentation confirming arrears/damages paid in full or arrears/damages discharged under a bankruptcy.

See Also:

Eligibility Requirements (Sections 5); HSA Sec 42; O. Reg. 367/11 Sec 26

Approval Date:

Revision Date:

Oct. 1, 2002

November 22, 2019

# Standard 5.5: Misrepresentation of Income

## Policy Intent:

To identify how misrepresenting a household's income for the purpose of receiving RGI assistance or any other Region of Waterloo rent assistance program can impact on a household's eligibility to be placed on the centralized waiting list.

## Eligibility Criteria:

- Where a member of an applicant household has been convicted of an offence under section 55 of the Housing Services Act or a crime under the Criminal Code (Canada) in relation to the receipt of RGI assistance or any other Region of Waterloo rent assistance program, to have misrepresented his/her or their household's income in relation to the receipt of RGI assistance, the household is not eligible to be placed on the centralized waiting list for RGI assistance for a period two years.

## Operational Considerations:

- Applicant households with a member who has been found to have misrepresented their income for the purpose of receiving RGI assistance will be ineligible to be placed on the centralized waiting list until it is confirmed that their period of ineligibility has expired.
- Housing Providers should report all convictions or findings for misrepresentation to CHAC. Applicant households convicted or found to have misrepresented their income should be entered into the arrears database in order to track their period of ineligibility.
- An applicant household ineligible due to misrepresentation shall not be permitted to re-apply for assistance for two years from the date of the offence, crime or the date of the misrepresentation.
- Applicant households who are ineligible to apply for RGI assistance due to misrepresentation will be assigned a status of "Ineligible" in the centralized waiting list, until such time as their penalty period has expired.
- Applicant households reserve the right to appeal any decision relating to Misrepresentation of Income through the Community Housing Review System (See Section 4 – Reviews and Complaints).

## Documentation Requirements:

- A copy of a criminal court conviction is required from the housing provider to confirm the misrepresentation, before the household will receive an Ineligible status.
- Documentation verifying that the household's period of ineligibility has expired is required before a household can have their name added to the centralized waiting list.

## See Also:

Eligibility Requirements (Sections 5); HSA Sec 42; O. Reg. 367/11 Sec 36

Approval Date:

Oct. 1, 2002

Revision Date:

Dec. 6, 2011

## Standard 5.6: Divestment of Residential Property

### Policy Intent:

To identify how owning residential property suitable for year-round occupancy can impact on a household's eligibility to be placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

### Eligibility Criteria:

- Applicant households must sign a Declaration of Intent to Sell Property form (F004) for any residential property (in Canada or abroad) owned or jointly owned by them that is suitable for year-round occupancy in order to be eligible for placement on the centralized waiting list.

### Operational Considerations:

- This policy applies to properties suitable for year-round occupancy and located in or outside of Ontario.
- Applicant households reserve the right to appeal any decision relating to Divestment of Residential Property through the Community Housing Review System (See Section 4 – Reviews and Complaints).

### Documentation Requirements:

- Declaration of Intent to Sell Property form (F004)
- Documentation verifying an applicant has relinquished their legal right to the property such as a separation agreement.

### See Also:

Eligibility Requirements (Sections 5); HSA Sec 42; O. Reg. 367/11 Sec 32

Approval Date:

Oct. 1, 2002

Revision Date:

Dec. 6, 2011

## Standard 5.7: Income Limits

### Policy Intent:

To set out the income limits for applicants to the centralized waiting list.

### Eligibility Requirements:

- The gross annual household income must not exceed the Household Income Limits as published on the Region of Waterloo website and in the Application Guide.
- Applicants must submit verification of income. Acceptable documentation of income is listed in the Application Guide.
- If the gross annual household income exceeds the House Income Limits, the household will not be eligible to be placed on the centralized waiting list.
- Alternative income limits apply for applicants to a Local Status. See Standard 5.15 – Local Statuses.
- Applicant households reserve the right to appeal any decision relating to Eligibility Requirements through the Community Housing Review System (See Section 4 – Reviews and Complaints).

### Documentation Requirements:

- Proof of all sources of household income (See Application Guide)

### See Also:

Eligibility Requirements (Section 5); HSA O. Reg. 370/11

### Approval Date:

November 22, 2019

### Revision Date:

New: November 22, 2019

# Standard 5.8: Occupancy Standards

**Policy Intent:**

To identify the size of unit for which an applicant household will qualify when placed on the centralized waiting list and any exceptions that may apply.

**Eligibility Criteria:**

- The largest size of unit to be assigned to a household is one bedroom for any two members of the household who are spouses, and one bedroom for each additional member of the household.
- The smallest size of unit to be assigned to a household is one bedroom for every two household members, and an additional bedroom if there is an odd number in the household.
- Where there is one adult and one child in the household, the minimum number of bedrooms should be two bedrooms.
- Despite the above statement, where a household is composed of one individual or two people who are spouses, the smallest unit the household would be eligible for would be a bachelor unit.
- Despite the above statement, large households whose needs would exceed the occupancy standards based on the number of members in the household, may qualify for a smaller unit than the smallest size they would qualify for under the occupancy standards, should a provider agree to house the household.
- The following table summarizes the minimum and maximum number of bedrooms that applicants are eligible for according to household side:

<b>People in Household</b>	<b>Minimum Number of Bedrooms</b>	<b>Maximum Number of Bedrooms</b>
1 Single Adult	Bachelor	1 Bedroom
2 Adult who are spouses	Bachelor	1 Bedroom
2 Adults who are not spouses	2 Bedrooms	2 Bedrooms
1 Parent and 1 Child	2 Bedrooms	2 Bedrooms
1 Parent and 2 Children	2 Bedrooms	3 Bedrooms
1 Parent and 3 Children	2 Bedrooms	4 Bedrooms
1 Parent and 4 or more Children	3 Bedrooms	5 Bedrooms
2 Parents and 1 Child	2 Bedrooms	2 Bedrooms
2 Parents and 2 Children	2 Bedrooms	3 Bedrooms
2 Parents and 3 Children	3 Bedrooms	4 Bedrooms
2 Parents and 4 or more Children	3 Bedrooms	5 Bedrooms
1 or 2 Parents, 1 or 2 adult relatives (such as grandparents), 1 or two children	3 Bedrooms	4 Bedrooms
1 or 2 Parents, 1 or 2 adult relatives (such as grandparents), 3 or more	4 Bedrooms	5 Bedrooms

Example: the largest unit for a household with one parent with one child would be a

two-bedroom unit.

---

---

Example: the smallest unit for a household with two parents and three children would be a three- bedroom unit.

---

Exceptions to the above number of bedrooms that an applicant may be eligible for are outlined under Operational Considerations below. Operational Considerations:

- Housing providers reserve the right to determine that an applicant household is not suitable for a specific unit where they have reasonable grounds to believe the unit is not suitable for the applicant household due to both the unit’s physical characteristics and the number, gender or ages of the household members. (See Standard 8.1 – Suitability Assessments).
- Where the household consists of a large family (e.g. 10 members) which would qualify for units larger than the largest size units available, housing providers can agree to under house an applicant household providing they feel the household can be accommodated appropriately in their largest sized units and the household acknowledges that they will not contravene any laws or bylaws prohibiting the use of basement space for sleeping accommodation.
- An additional bedroom can be assigned to the household if requested and approved where:
  - Special Needs Applicants provide the documentation verifying the need for Special Needs housing (See Policy 5.9 - Eligibility for Wheelchair Modified Units).
  - One of the spouses or same-sex partners requires a separate bedroom because of a significant disability or diagnosed chronic (long-term) and serious medical condition, with symptoms that do not go away.
  - An additional bedroom is required to store life sustaining assistive devices or medical equipment required due to a significant disability or a diagnosed chronic (long-term) and serious medical condition. Must be verified with Request for Additional Bedroom Form (F027).
  - An additional bedroom is such an absolute necessity for a serious medical condition that the lack of the additional bedroom would result in extreme hardship. Must be verified with Request for Additional Bedroom Form (F027).
  - To accommodate a caregiver who will reside with the household full time for the purpose of providing required daily and/or overnight support services to a member of the household with a significant disability or a diagnosed chronic (long-term) and serious medical condition. The caregiver cannot be a relative and will not be included on the lease/occupancy agreement.
  - A member of the household is pregnant. (Proof of pregnancy with due date is required)
- Students who are a child of a member of the household who live away from home, who demonstrate that they are financially dependent on the household and reside in the household when not attending school may be counted as part of the household when determining the number of bedrooms as outlined above.
- Dependent children of non-custodial parents will be included in the household composition as outlined below until the child reaches the age of 21, where the child remains in full time

attendance at a recognized educational institution, or until the age of 18 if the child is not attending school full-time.

- Where a non-custodial parent has joint custody or overnight access/visitation rights for a child/children, an additional bedroom/bedrooms will be granted if the bedroom/bedrooms are required to reasonably accommodate the child/children. In this case, housing providers have the discretion of applying the occupancy standards for the smallest size unit only. Verification of custody/access arrangements are required and can include any of the following:
  1. Current court order, separation agreement or other legal documentation, or
  2. Statutory Declaration by an individual who has knowledge of the custody/access arrangements and who has known the applicant for at least the last two years and is one of the following:
    - Chief of a band recognized under the Indian Act (Canada)
    - Judge or Justice of the Peace
    - Lawyer
    - Mayor
    - Member of the Legislative Assembly of Ontario (MPP)
    - Municipal clerk or treasurer (a member of the Association of Municipal Managers, Clerks and Treasurers of Ontario)
    - Notary public or legal clinic staff
    - Physician or Psychologist
    - Police officer (Municipal, Provincial, RCMP, First Nations)
    - Principal or Vice-Principal (primary or secondary school)
    - Teacher or guidance counselor in a primary or secondary school
    - Senior administrator (at a community college)
    - Senior administrator or professor (at a university)
    - Social worker or social service worker (accredited)
- For households requiring a wheelchair modified unit, See Standard 5.9 – Eligibility for Wheelchair Modified Units.
- Applicant households reserve the right to appeal any decision regarding Occupancy Standards through the Community Housing Review System (See Section 4 – Reviews and Complaints).

#### Documentation Requirements:

- Documentation to verify the applicant requires a wheelchair modified unit. (See Policy 5.9 – Eligibility for Wheelchair Modified Units.)
- Documentation to verify the applicant requires an additional room for a caregiver
- Documentation to verify the student is in attendance at a recognized educational institution (such as receipt for tuition or class schedule) and financially dependent on the household for support.
- Court order, separation agreement or other legal document that is current within the last two years; statutory declaration or sworn affidavit outlining joint custody or overnight access arrangements
- Request for Additional Bedroom Form (F027)
- Proof of pregnancy with due date

See Also:

Eligibility Requirements (Sections 5); HSA Sec 43 (1)(2); O. Reg. 367/11 Sec 42 (1) 1; O. Reg. 367/11 Sec 42 (1) 2

Approval Date:  
Nov. 27, 2012

Revision Date:  
Nov. 27, 2012

# Standard 5.9: Eligibility for Wheelchair Modified Units

## Policy Intent:

To identify the eligibility requirements for wheelchair modified units for applicants applying to be placed on the centralized waiting list.

## Eligibility Criteria:

- A household is eligible for wheelchair modified housing if one or more of its members require accessibility modifications related to the regular in-home use of a wheelchair.
- Applicants for wheelchair modified units must provide written verification of the reason(s) the household is requesting wheelchair modified housing and any other information or documents required by the housing provider.
- If an accessible unit becomes available and no one on the waitlist meets the eligibility requirements for that unit, housing providers should contact their Housing Programs Advisor to authorize the alternative use of the unit.

## Operational Considerations:

- Different units will have different accessibility modifications and not all wheelchair modified units will meet the needs of all applicants. Details on modifications are available in the Housing Catalogue.
- All requests for wheelchair modified housing must be supported by written documentation from someone in a professional capacity with first hand knowledge of the applicant's special needs. See Standard 5.8 - Occupancy Standards.
- Where a household requires support services to live independently, written verification that the support services will be in place at the point of move in must be provided before the household will be permitted to occupy a unit.
- Households requiring a wheelchair modified unit cannot be considered overhoused (See Standard 5.13 – Overhoused Priority) as long as a member of the household continues to require the modifications.
- Applicant households reserve the right to appeal any decision relating to eligibility for wheelchair modified units through the Community Housing Review System (See Section 4 – Reviews and Complaints).

## Documentation Requirements:

- Medical Form (Form F014)
- Documents indicating support services will be provided to enable independent living as required, as detailed in a letter on agency letterhead. The letter must be from the agency that will be providing the direct support.

## See Also:

Eligibility Requirements (Section 5); HSA, Sec 59-61; O. Reg. 367/11, Sec 68-73

Approval Date:

Oct. 1, 2002

Revision Date:

Dec. 6, 2011

# Standard 5.10: Special Priority for Victims of Domestic Violence

## Policy Intent:

To identify the criteria that must be met in order for applicants to be given Special Priority for Victims of Domestic Violence (SPP-DV) when placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

## Eligibility Criteria:

In order to qualify for Special Priority for Victims of Domestic Violence (SPP–DV), applicants must meet the following criteria as prescribed by the Housing Services Act, 2011 and Ont. Reg. 367/11:

- Any member of the applicant household aged 16 years or older may request that the household be given SPP-DV on the waiting list.
- All requests for SPP-DV must be made in writing.
- All requests for SPP-DV must indicate that a member of the household has been subject to abuse from another individual who is or was living with the member in a familial relationship, or is sponsoring the member as an immigrant.
- All requests for SPP-DV must indicate that the abused member intends to permanently separate from the abusing individual.
- All requests for SPP-DV must be made within three (3) months of the applicant and abusing individual ceasing to live together.
- Applicants must be otherwise eligible for placement on the centralized wait list (See Section 5 – Eligibility Requirements).

## Operational Considerations:

- To qualify for SPP-DV, an applicant must complete a Request for Special Priority for Victims of Domestic Violence (F007). If no form is completed, the request is considered incomplete.
- To qualify for SPP-DV, the abuse must have been done by one of the following individuals:
  - A person who is related to any other member of the household,
  - A person who is, or has been, in an intimate partner relationship with the member or any other member of the household,
  - A person on whom the member or any other member of the household is emotionally, physically or financially dependent,
  - A person sponsoring the member or any other member of the household as an immigrant.
- To qualify for SPP-DV, an applicant must have a qualified individual with first-hand knowledge of the abuse complete the verification section of the Request for Special Priority for Victims of Domestic Violence form (F007). The following individuals, in their professional capacity, are qualified to complete this form:
  - A doctor
  - A registered nurse or registered practical nurse
  - A lawyer
  - A Law Enforcement officer

- A minister of religion authorized under provincial law to perform marriages
- A registered early childhood educator
- A teacher
- A guidance counselor
- An individual in a management or administrative position with a housing provider
- An Indigenous Elder, Indigenous Traditional Person or Indigenous Knowledge Keeper
- A member of the College of Midwives of Ontario
- An aboriginal person who provides traditional midwifery services
- A registered social worker
- A registered social services worker
- A psychotherapist, register psychotherapist or registered mental health therapist
- To qualify for SPP-DV, the verification provided must indicate that the applicant is being, or has been subjected to one or more incidents of (or threatening to do) the following:
  - Physical or sexual violence,
  - Controlling behaviour,
  - Intentional destruction of or intentional injury to property,
  - Words, actions or gestures that threaten the member or lead the member to fear for his or her safety.
- Examples of abusive behaviours could include:
  - Physically harming or threatening to physically harm the member or another member of the household,
  - Killing or intentionally injuring pets, or threatening to do so,
  - Threatening to remove the member's children from the household, or to prevent the member from having access to his or her children,
  - Forcing the member to perform degrading acts,
  - Terrorizing the member,
  - Threatening to withdraw from sponsoring the member as an immigrant,
  - Forcing undue or unwarranted control over the member's daily personal or financial activities.
- When assessing any request for SPP-DV, the decision making process needs to factor in whether:
  - The abused member is at risk of further abuse from the abusing individual,
  - The abused member is at risk of resuming living with the abusing individual due to financial hardship which could be alleviated by the provision of rent-geared-to-income assistance,
  - The abused member is in need of rent-geared-to-income assistance to alleviate financial hardship arising from legal proceedings in relation to the previous abuse,
  - The abused member is attempting to use the provision of rent-geared-to-income assistance as part of an overall program of recovery and re-establishment of a safe and normal life,
  - The abused member is living in an emergency shelter, living in temporary housing and receiving treatment or counselling; or there are any other extenuating circumstances.
- Applicant households granted SPP-DV can request deferral from the waiting list for up to one year if,

- The member who made the SPP-DV request advises the service manager that the abused member is or will be living with the abusing individual, and
- The service manager has not previously removed the household for the same reason.
- SPP-DV applicants temporarily removed from the waiting list will be reinstated on:
  - The date on which the household makes the request to be reinstated, or
  - One year after the household was removed from the list.
- Applicants with SPP-DV priority may add a partner to the application without impacting their priority, as long as the addition to the household is not the abuser and meets the eligibility requirements. (See Section 5 – Eligibility Requirements).
- 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.
- Applicant households reserve the right to appeal any decision relating to SPP-DV through the Community Housing Review System (See Section 4 – Reviews and Complaints).

#### Maintaining Eligibility:

Once an applicant household has been assigned SPP-DV on the waiting list, it can only be removed while active on the waiting list if:

- The household accepts an offer of an RGI assisted unit, OR
- The household member who made the request notifies the service manager that he or she wants the abusing individual to be part of the member’s household for the purposes of the member’s application for rent-geared-to-income assistance, OR
- The abusing individual is deceased.

#### Documentation Requirements:

- Request for Special Priority for Victims of Domestic Violence (Form F007)
- The household must provide proof of cohabitation (current within the last three months of the date the SPP-DV request was received), that shows the applicant and abuser residing at the same location at the same time, such as, but not limited to: lease agreement, real estate listing, joint assets/RRSP statements, government letter/statement, Ontario Works or Ontario Disability statement, loan documents, tax statements, OSAP statements, utility bills, or legal documents.

See Also:

Eligibility Requirements (Section 5); HSA, Sec 48; O. Reg. 367/11, Sec 32.2 and Sec 52-58

Approval Date:

Revision Date:

Oct. 1, 2002

July 1, 2020

# Standard 5.11: Special Priority for Victims of Human Trafficking

## Policy Intent:

To identify the criteria that must be met in order for applicants to be given Special Priority for Victims of Human Trafficking (SPP – HT) when placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

## Eligibility Criteria:

In order to qualify for Special Priority for Victims of Human Trafficking (SPP–HT) on the waiting list, applicants must meet the following criteria as prescribed by the Housing Services Act, 2011 and Ont. Reg. 367/11:

- Any member of the applicant household aged 16 years or older may request that the household be given SPP–HT on the waiting list.
- All requests for SPP–HT must be made in writing.
- All requests for SPP–HT must indicate that a member of the household has been subject to human trafficking.
- All requests for SPP–HT must indicate that the abused member intends to permanently separate from the abusing individual.
- All requests for SPP–HT must be made within three (3) months of the trafficking having stopped. Human trafficking includes sex trafficking and labour trafficking.
- Applicants must be otherwise eligible for placement on the centralized wait list (See Section 5 – Eligibility Requirements).

## Operational Considerations:

- To qualify for SPP–HT, an applicant must complete a Request for Special Priority for Victims of Human Trafficking form (F008). If no form is completed, the request is considered incomplete.
- To qualify for SPP–HT, a member of the applicant household is being or was being subjected to human trafficking.
- To qualify for SPP–HT, an applicant must have a qualified individual with first-hand knowledge of the abuse, complete the verification section of the Request for Special Priority for Victims of Human Trafficking form (F008). The following individuals, in their professional capacity, are qualified to complete this form:
  - A doctor
  - A registered nurse or registered practical nurse
  - A lawyer
  - A Law Enforcement officer
  - A minister of religion authorized under provincial law to perform marriages
  - A registered early childhood educator
  - A teacher
  - A guidance counsellor
  - An individual in a management or administrative position with a housing provider

- An Indigenous Elder, Indigenous Traditional Person or Indigenous Knowledge Keeper
- A member of the College of Midwives of Ontario
- An aboriginal person who provides traditional midwifery services
- A registered social worker
- A registered social services worker
- A psychotherapist, register psychotherapist or registered mental health therapist
- When assessing any request for SPP-HT, the decision making process needs to factor in whether:
  - any member of the household knew that he or she could request that the household be included in the special priority household category;
  - any member of the household knew the required timelines for submitting a request;
  - the trafficked member is at risk from an individual engaged in trafficking, including risk due to financial hardship which could be alleviated by the provision of rent-geared-to-income assistance;
  - the trafficked member is in need of rent-geared-to-income assistance to alleviate financial hardship arising from legal proceedings in relation to the trafficking;
  - the trafficked member is attempting to use the provision of rent-geared-to-income assistance as part of an overall program of recovery and re-establishment of a safe and normal life;
  - the trafficked member is living in an emergency shelter, living in temporary housing and receiving treatment or counselling; or there are any other extenuating circumstances.
- Applicants with SPP-HT priority may add a partner to the application without impacting their priority, as long as the addition to the household is not the abuser and meets the eligibility requirements.
- 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.
- Applicant households reserve the right to appeal any decision relating to SPP-HT through the Community Housing Review System (See Section 4 – Reviews and Complaints).

#### Maintaining Eligibility:

Once an applicant household has been assigned SPP-HT on the waiting list, it can only be removed while active on the waiting list if:

- the household accepts an offer of an RGI assisted unit

#### Documentation Requirements:

- Request for Special Priority for Victims of Human Trafficking (F008)
- Written notice to the applicant household indicating if the request is complete (within seven (7) business days of receiving the request)

See Also:

Eligibility Requirements (Section 5); Application Process (Section 6); HSA Sec 48; O.Reg. 367/11, Sec 32.2 and Sec 52-58

Approval Date:

Mar. 20, 2018

Revision Date:

July 1, 2020

## Standard 5.12: Terminally Ill Priority

### Policy Intent:

To identify the criteria that must be met in order for applicants to be given the Terminally Ill Priority when placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

### Eligibility Criteria:

In order to qualify for Terminally Ill Priority on the waiting list, applicants must meet the following criteria:

- A member of the applicant household has been medically diagnosed as having a terminal illness with a life expectancy of two years or less.
- The household must be eligible for placement on the centralized waiting list.

### Operational Considerations:

- Households applying for Terminally Ill Priority must complete a Request for Terminally Ill Priority form (F013) which includes medical verification of the terminally ill individual's medical diagnosis and life expectancy of two years or less.
- In order for a household to be considered for Terminally Ill Priority, all required documentation must be provided at the time the request is made.
- Households receiving Terminally Ill Priority will be ranked according to the applied date on which their priority was assigned and according to Policy 6.7 – Ranking of Applications on the Centralized Waiting List.
- Applicant households reserve the right to appeal any decision relating to Terminally Ill Priority through the Community Housing Review System (See Section 4 – Reviews and Complaints).

### Maintaining Eligibility:

Terminally Ill Priority will be removed while active on the waiting list if:

- The applicant no longer meets the eligibility requirements outlined in Section 5 OR
- If the terminally ill household member removes themselves from the application OR
- The terminally ill household member is permanently hospitalized or becomes deceased after the household is added to the waiting list

### Documentation Requirements:

- Request for Terminally Ill Priority (F013)
- Medical Form (F014)

### See Also:

Eligibility Requirements (Section 5); HSA Sec 48; O. Reg. 367/11, Sec 32.2 and Sec 52.

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

## Standard 5.13: Overhoused Priority

### Policy Intent:

To identify the criteria that must be met in order for applicants to be given the Overhoused Priority when placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

### Eligibility Criteria:

- A current RGI household will be assigned Overhoused Priority if their household composition changes such that they have more bedrooms that they are eligible for as outlined in Standard 5.8 - Occupancy Standards AND
- Based on their income they continue to qualify for RGI for the smaller sized unit.

### Operational Considerations:

- See RGI Standard 3.10 - Overhoused RGI Households for notification and site selection requirements
- Overhoused applicants will be assigned an Overhoused Priority and will be ranked on the waiting list according to Standard 6.7 - Ranking of Applicants on the Centralized Waiting List, using the date that they became over housed (See RGI Standard 3.10 - Overhoused RGI Households).
- If the current housing provider has an appropriately sized unit, the overhoused household may wait on the provider's internal transfer list for one year before being required to apply to the centralized waitlist.
- If the current housing provider does not have an appropriately sized unit, the overhoused household must apply to the centralized waitlist.
- The overhoused household may have their name placed centralized waiting list with Overhoused Priority while also waiting on their housing provider's internal transfer list. Households requiring a wheelchair modified unit cannot be considered overhoused as long as a member of the household continues to require the wheelchair modifications.

### Maintaining Eligibility:

The applicant household would have their Overhoused Priority removed while active on the waiting list if:

- The household voluntarily goes to market rent (See RGI Standard 3.15 – Market to RGI), or
- The household composition changes so that they meet the occupancy standards (See Standard 5.8 - Occupancy Standards), or
- The household's subsidy is removed for not complying with the requirements of RGI Standard 3.10 - Overhoused RGI Households including not maintaining the minimum number of sites required and wishes to remain on the chronological waiting list

### Documentation Requirements:

- Overhoused Site Selection Form for Non-Senior Singles or Couples Requiring a Bachelor to Two Bedroom Unit (HP Form 002)

- Overhoused Site Selection Form for Families with Dependents Requiring a 2 to 4 Bedroom Unit (HP Form 003)

See Also:

Eligibility Requirements (Section 5); HSA Sec 43; O. Reg. 367/11, Sec 32.2 and Sec 38 and 42; RGI Guide Policy 3.10.

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

# Standard 5.14: Sunnyside Priority

## Policy Intent:

To identify the criteria that must be met in order for applicants to be granted the Sunnyside Priority on the centralized waiting list for RGI assistance.

## Eligibility Criteria:

In order to qualify for Sunnyside Priority on the waiting list, applicants must meet the following criteria:

- The applicant household has a spouse, partner, sibling or other immediate family member who is a resident of Sunnyside Home and for whom they play an active role in the family member's life, care or well-being.
- The applicant household meets the mandate for senior's housing and qualifies for rent-g geared-to-income assistance on the waiting list for community housing.
- The housing preferences include one or both of 233 & 239 Franklin Street North (both located on the Sunnyside campus).

## Operational Considerations:

- All required documentation must be provided at the time the request is made.
- Households receiving Sunnyside Priority will be ranked according to the applied date on which the priority was granted.
- Households granted the Sunnyside Priority will be selected from the waiting list according to Standard 6.7 - Ranking of Applications on the Centralized Waiting List.
- Applicant households reserve the right to appeal any decision relating to Sunnyside Priority through the Community Housing Review System (See Section 4 – Reviews and Complaints).

## Maintaining Eligibility:

The applicant household would have their priority removed while active on the waiting list if:

- The spouse, partner, sibling or other immediate family member no longer resides at Sunnyside Home
- The applicant no longer meets the eligibility requirements outlined in Section 5

## Documentation Requirements:

- Letter from Sunnyside Home staff confirming the residency of an immediate family member.

## See Also:

Eligibility Requirements (Section 5); HSA Sec 48; O. Reg. 367/11, Sec 32.2 and Sec 52

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

## Standard 5.15: Local Statuses

### Policy Intent:

To identify the criteria that must be met in order for applicants to be given Local Status when placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

The Region of Waterloo has established three Local Status categories for the waitlist:

- Homeless Status
  - Separated Families Status
  - Escaping Violence Status.
- 
- Eligibility Criteria for all Local Statuses: The applicant(s) has/have resided in the Region of Waterloo for the last twelve consecutive months.
  - The household qualifies for rent-geared-to-income assistance (See Standard 5.1 – Eligibility Requirements).
  - All required documentation must be provided at the time the request is made.
  - The total gross monthly household income (from all sources) must not exceed the High Need Household income limits as set out in the Housing Services Act.
  - The household must have completed an exhaustive market rent housing search to be verified by a local housing stability partner agency and submit a Housing Search Form (F051).
  - Local Status will be given to applicants/co-applicants where one or both meet the criteria. The person the Local Status is assigned to must be independently eligible to apply for housing and become one of the leaseholders once housed.
  - Any applicant with a Local Status must be willing to select and accept any appropriately sized RGI housing unit within at least one municipality of their choice (e.g. Kitchener, Waterloo, Cambridge or the townships)
  - Applicant households reserve the right to appeal any decision relating to Local Status through the Community Housing Review System.

### Eligibility Criteria for Homeless Status:

- The applicant household is on the PATHS list; OR
- The applicant household is living on the street (no shelter) or using an emergency shelter as their primary residence; OR
- Have no permanent home as a result of it being destroyed by fire or natural disaster within the last three (3) months; OR
- Be awaiting release from hospital or other time limited treatment facility and cannot return to former place of residence and will not be released until suitable housing is found (e.g. assigned ALC status by their physician).
- Homelessness Status will only be granted to applicant households where all members meet the criteria.

### Eligibility Criteria for Escaping Violence Status:

In order to be eligible for Escaping Violence Status on the centralized waiting list, the applicant household must meet the following criteria:

- Meet all the criteria for SPP priority (Policy 5.12a) with the exception of the co-habitation requirement OR
- Is experiencing exceptional risk due to criminal activity

Eligibility Criteria for Separated Families Status:

In order to be eligible for Separated Families Status on the centralized waiting list, the applicant household must meet the following criteria:

- Be a family whose children will not be returned by a child protection agency due to the household not having adequate housing, AND
- The lack of adequate housing is the only protection issue outstanding.

Operational Considerations:

- Local statuses are ranked equally with one another on the waitlist (See Standard 6.7 – Ranking of Applications on the Centralized Waiting List).
- At a minimum, housing providers must offer housing to applicants with a Local Status for every tenth (10th) vacancy per provider's portfolio. Housing providers may choose to offer units to applicants with Local Status more frequently, such as for every 5<sup>th</sup> vacancy.
- Households granted Local Status will be ranked according to the date on which they applied for status. See Standard 7.2 – Reinstating and Backdating of Applications
- Applicant households reserve the right to appeal any decision relating to Local Statuses through the Community Housing Review System (See Section 4 – Reviews and Complaints).

Maintaining Eligibility for All Local Statuses:

- If the applicant or household ceases to satisfy the eligibility criteria for the local status, or the household income increases beyond the income criteria for the local status, the Local Status will be removed.

Maintaining Eligibility for Homelessness Status:

In addition to the above criteria, Homelessness Status would be removed if:

- The applicant signs a lease or enters into a tenancy relationship that is governed under the Residential Tenancies Act (RTA) (Examples of tenancies not governed by the RTA would be couch surfing, living in a seasonal trailer park, student residents, units where the tenant shares a kitchen or bathroom with the landlord or the landlord's immediate family.)
- The applicant may choose to remain on the waiting list without the Homeless Status if their status is removed for any other reason than refusing an offer.

Maintaining Eligibility for Escaping Violence Status:

In addition to the above criteria, Escaping Violence Status would be removed if

- the household member who made the request for Escaping Violence status notifies the service manager that he or she wants the abusing individual to be part of the member's household for the purposes of the member's application for rent-geared-to-income assistance,
- that the abusing individual is deceased.

Maintaining Eligibility for Separated Families Status:

In addition to the above criteria, Separated Families Status would be removed if

- The applicant household permanently lose custody or access to the child/children
- The child/children are permanently returned to the custody of the applicant

Documentation Requirements for Homeless Status:

- If the applicant is on the PATHS list, they do not require additional documentation for Homeless Status. The applicant should write on the front of the application that they are on the PATHS list and housing services will verify their status.
- If the applicant is not on the PATHS list, the following forms are required:
- Request for Homelessness Status (F009)
- Housing Search Form (F051)

Documentation Requirements for Escaping Violence Status:

- Request for Escaping Violence Status (F050)
- Housing Search Form (F051)

Documentation Requirements for Separated Families Status:

- Request for Separated Families Status (F010)
- Housing Search Form (F051)

See Also:

Eligibility Requirements (Section 5); HSA Sec 48; O. Reg. 367/11, Sec 32.2 and Sec 52; O. Reg. 370/11

Approval Date:

Revision Date:

Oct. 1, 2002

July 1, 2020

# Standard 5.16: RGI Households That No Longer Meet Provider's Mandate

## Policy Intent:

To identify the requirements for transferring an RGI household who no longer meets a provider's mandate in accordance with the Housing Services Act and no longer qualifies for their current housing, but still requires RGI assistance.

## Eligibility Criteria:

- Where a household who is currently receiving RGI assistance in a unit, no longer meets the housing provider's prescribed mandate (in accordance with the Housing Services Act), the household becomes ineligible to reside in the unit and continue receiving RGI assistance.
- Prescribed mandates only relate to:
  - Seniors
  - Physically Disabled
  - Alternative/Supportive Housing
- Where such a situation arises, but the household continues to require RGI assistance, they shall apply to the CHAC for a transfer to a site where they would meet the provider's mandate.

## Operational Considerations:

- Where an application has been received and it has been determined that the household is eligible for placement on the centralized waiting list (see Section 5 – Eligibility Requirements), the application will be assigned the date as when they originally applied for RGI assistance for their current housing.

---

For example, if the household originally applied to live at their current housing site on September 21, 1999, this is the date that would be assigned to their application.

---

- Before placement of a household that no longer meets a provider's mandate on the common waiting list, verification must be provided from the housing provider, confirming the household's original application date.
- Tenants are eligible to remain in their unit as long as they remain active on the centralized waiting list and do not refuse an offer from the sites selected on their application.
- Applicant households reserve the right to appeal any decision relating to No Longer Meeting a Provider's Mandate through the Community Housing Review System (See Section 4 – Reviews and Complaints).

## Documentation Requirements:

- Verification of applicant's original apply date to their current housing

## See Also:

Eligibility Requirements (Section); HSA Sec 47(2) & Sec 48; O. Reg. 367/11 Sec 47 (1).

Approval Date:

Oct. 1, 2002

Revision Date:

Feb. 28, 2003

# Standard 5.17: RGI Tenant Application to Move Units

## Policy Intent:

To clarify that the process for households already living in a Region of Waterloo rent assisted unit who wish to apply for a unit with another housing provider are the same as all other waitlist processes.

## Eligibility Criteria:

- Where a community housing resident currently receiving rent assistance from a Region of Waterloo rent assistance program wishes to request to transfer to another social housing provider's site and receive RGI assistance, the same eligibility criteria will apply as for a new application.
- Community housing residents applying to the centralized wait list for an RGI unit with another provider, must complete an Application for Community Housing form, provide required documentation, be assessed for eligibility, and have their name placed on the centralized waiting list for RGI assistance.
- The applied date assigned to an external transfer application will be the date the application was considered complete.
- The one offer rule applies to all transfers. After refusing a unit from sites selections on their application, the application is removed from the centralized waiting list.

## Operational Considerations

- Where a community housing resident currently receiving RGI assistance has their name added to the centralized waiting list, they are to appear on the waiting list for statistical purposes as a "Transfer".
- The date the transfer request is received will be used for the applied date on the centralized waiting list.
- Housing providers will have internal transfer policies which should be consulted first

## Documentation Requirements:

- Application for Community Housing and supporting documentation

## See Also:

Eligibility Requirements (Section 5); HSA Sec 42-46; O. Reg. 367/11 Sec 32.2 and Sec 48

## Approval Date:

Oct. 1, 2002

## Revision Date:

July 1, 2020

# Standard 5.18: Requests for Deferrals

## Policy Intent:

To identify under what circumstances an applicant on the centralized waiting list may request a deferral of their application for housing due to a temporary situation.

## Eligibility Criteria:

- Making a request for a deferral will prevent a household on the centralized wait list from receiving an offer of housing for up to one year.
- Requests for deferral must meet the following conditions:
  - A Request for Deferral form (F021) is submitted and signed by all adult members of the household;
  - Requests should not exceed 12 months;
  - Requests should be limited to one deferral per applicant household;
  - Requests should only be approved where an applicant can demonstrate and verify that they have just signed a one year lease, are unable to move presently due to medical reasons (e.g. recent heart attack, stroke, surgery), the primary applicant is completing education in another service area, the applicant becomes incarcerated or involved in a legal process that prevents them from being able to move, need to leave the area to attend to a family emergency or are/will be in a time-limited treatment program or facility.

## Operational Considerations:

- All requests for deferrals must indicate the reason and the expiry date for the request.
- See Standard 8.2 – Offers to Applicants

## Documentation Requirements:

- Request for Deferral (F021).
- Documentation to support the request for the deferral – e.g. Recent lease agreement, doctor's note, death certificate, etc.

## See Also:

Eligibility Requirements (Section 5); HSA Sec 47(3), O. Reg. 367/11 Sec 46 (7 and 8)

Approval Date:

Oct. 1, 2002

Revision Date:

Sept. 27, 2007

## Standard 5.19: Reporting Changes in Applicant Information

### Policy Intent:

To identify the time frame within which applicant households must report changes in order to continue to be eligible to remain on the centralized waiting list.

### Eligibility Criteria:

- All changes in applicant information and/or documentation must be reported to CHAC within thirty (30) calendar days of the change.
- Where an applicant household fails to provide the new information or documentation within the specified time period, the applicant household could have their application status changed to “Cancelled”.
- See Standard 7.2 – Reinstating and Backdating of Applications.

### Documentation Requirements:

- Annual Update Letter and Form (F019) and other requested/required supporting documentation
- Applicant Information Change Form (F003)

### See Also:

Eligibility Requirements (Section 5); HSA Sec 44(1), (2)(a)(b); O. Reg. 367/11 Sec 28.

Approval Date:

Nov. 27, 2012

Revision Date:

Nov. 27, 2012

## Section 6: Application Process

This sections contains the following standards:

- 6.1 Receiving Applications
- 6.2 Assessing for Eligibility
- 6.3 Unit Size/Site Selection
- 6.4 Joining or Splitting Applications
- 6.5 Processing Requests for Special Priority Victims of Domestic Violence or Human Trafficking
- 6.6 Processing Requests for Local Priorities and Statuses
- 6.7 Ranking of Applications on Centralized Waiting List

# Standard 6.1: Receiving Applications

## Policy Intent:

To identify how new applications from households wanting to be placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program will be processed.

## Procedural Requirements:

- Applications can be accepted at any of the locations listed in the Application Guide.
- Applications for the centralized waiting list can only be processed by staff at the Community Housing Access Centre.
- All pages of the application and any supporting documents must be date stamped with the date received.
- All applications should be reviewed upon receipt to determine if the application is complete according to the Applicant Information/Documentation Checklist (F020).
- Where an application is considered complete at the time of receipt, the date assigned will be the date the application was received. See Standard 6.2 – Assessing for Eligibility.
- An applied date can only be assigned when an application is considered complete.
- Incomplete applications will not be added to the waitlist.
- Confirmation of receipt of the application and the applied date will be provided for complete applications.

## Documentation Requirements:

- Application for Community Housing
- Application Guide
- Applicant Information/Documentation Checklist (F020)
- All documentation required to confirm eligibility must be provided with the application (See Section 5 – Eligibility Requirements).

## See Also:

Eligibility Requirements (Section 5); HSA Sec 44; O. Reg. 367/11 Sec 43-44.

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

# Standard 6.2: Assessing for Eligibility

## Policy Intent:

To identify the process to be used for assessing the eligibility of applicants wanting to be placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

## Procedural Requirements:

- All applications must be checked against each of the eligibility criteria to ensure the household meets all requirements and supporting documentation was provided where required. (See Section 5 – Eligibility Requirements).
- When a household meets all the eligibility requirements, they are eligible for placement on the centralized waiting list and will receive a Notice of Decision letter verifying their eligibility and confirming that they will only receive one offer.
- When a household does not meet all the eligibility requirements, they are ineligible for placement on the centralized waiting list and will receive a Notice of Decision letter indicating they are ineligible and the Request for Review of a Decision – Community Housing Access Centre form.
- The applied date for the application will be the date the application is considered complete.

---

Example: An applicant submits a complete application on January 1 but is ineligible to be placed on the waitlist due to a conviction of misrepresentation. The applicant may reapply after the required wait period is complete. The applied date will be given based on the date that the new and complete application is received.

---

Example: An applicant submits an application on January 1 but does not have all required documentation. The applicant provides the required documentation on February 1. The applied date will be February 1.

---

- An Eligibility Screening Form (F002) should be attached and completed for each application received.
- Applicant households reserve the right to appeal any decision relating to Assessing for Eligibility through the Community Housing Review System.

## Documentation Requirements:

- All documentation required to confirm eligibility must be provided with the application. See Section 5 – Eligibility Requirements and Application Guide.
- Eligibility Screening Form (F002)
- Notice of Decision Letter
- Request for Review of a Decision – Community Housing Access Centre

## See Also:

Eligibility Requirements (Section 5); HSA Sec 42-45; O. Reg. 367/11 Sec 23-41

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

## Standard 6.3: Unit Size/Site Selection

### Policy Intent:

To identify the process to be used for assigning building selections and determining unit size allocation for applicants wanting to be placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

### Procedural Requirements:

- All applicant households must be eligible the unit size(s) as detailed in the occupancy standards in Standard 5.8 – Occupancy Standards.
- All building selections noted on the building selection form must be reviewed to ensure that the household meets the project mandate and qualifies for the requested bedroom size(s).
- Where a household does not specify any preferred unit size, it will be assumed that they have chosen all unit sizes for which they would qualify according to local occupancy standards.
- Applicant households reserve the right to appeal any decision relating to size and type of unit through the Community Housing Review System.

### Documentation Requirements:

- Community Housing Access Centre Building Selection Form OR
- Community Housing Access Centre Building Selection Form for Senior Sites Only OR
- Overhoused Site Selection Form for Non-Senior Singles or Couples Requiring a Bachelor to 2 Bedroom Unit (HP 002) OR
- Overhoused Site Selection Form for Families with Dependents Requiring a 2 to 4 Bedroom Unit (HP 003)
- Documentation confirming a household meets specified provider's mandates. (i.e. seniors and special needs units).

### See Also:

Eligibility Requirements (Section 5); HSA Sec 43; O. Reg. 367/11 Sec 42 (1) 1.

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

## Standard 6.4: Joining or Splitting Applications

### Policy Intent:

To identify the process to be used for joining or splitting applications on the centralized waiting list for RGI assistance, or any other Region of Waterloo rent assistance program, and to enable these applicants to retain the appropriate applied date.

### Procedural Requirements:

- Applicants may request to join with or split from another applicant household on the centralized wait list.
- Two or more applicant households with active applications on the centralized wait list may request their applications be joined. Where the request is made by all parties, a new application should be added to the centralized waiting list, with an applied date that corresponds with the earliest of the applied dates of the individual applications. The original individual applications will have their status changed to 'Cancelled'.
- Two or more members of a household with an Active application on the centralized wait list may request that their application be split and each party of the split household have a separate application for housing. Where such a request is made, the joint application should be 'Cancelled' and a new application established for each household member with their corresponding information. These applicants should submit a new Application for Community Housing to CHAC along with a Request for Name to be Removed from Community Housing Application form (F045). Where an application has been split, both new applications will be given the original Active applied date.
- Should a joined or split application result in a change in the unit size that the household is eligible for, new building selections will be assigned the original Active applied date. See Standard 5.8 - Occupancy Standards and Standard 6.3 - Site/Unit Size Selection.
- Where the applicants of a joined application subsequently request to split their application, the original applications should be re-instated with the original applied dates and building selections (if applicable).

### Documentation Requirements:

- For joined applications, a new Application for Community Housing must be completed with the joint household information/signatures
- For split applications, Request for Name to be Removed from Community Housing Application (F045).

### See Also:

Eligibility Requirements (Section 5)

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

# Standard 6.5: Processing Requests for Special Priority Victims of Domestic Violence or Human Trafficking

## Policy Intent:

To identify the process to be used for processing requests for Special Priority for Victims of Domestic Violence or Human Trafficking for new or existing applicants for RGI assistance or any other Region of Waterloo rent assistance program.

## Procedural Requirements:

- Applicants must first be assessed to ensure they meet the eligibility requirements for placement on the centralized waiting list and only if they are eligible, will they be assessed for the requested priority.
- Applicants requesting Special Priority for Victims of Domestic Violence (SPP–DV) must be assessed to ensure they meet the eligibility and documentation requirements as listed in Standard 5.10 – Special Priority for Victims of Domestic Violence, including proof of cohabitation.
- Applicants requesting Special Priority for Victims of Human Trafficking (SPP–HT), must be assessed to ensure they meet the eligibility and documentation requirements as listed in 5.11 – Special Priority for Victims of Human Trafficking.
- All applicants for community housing are required to provide information and/or documentation to verify their eligibility for placement on the waiting list. Applicants requesting Special Priority Status are additionally required to provide information and/or documentation verifying they meet the Provincial requirements for Special Priority Status, with the exception of the following:
  - If the member making the request believes that he or she will be at risk of being abused by the abusing individual if he or she attempts to obtain information or a document. If this situation arises, housing staff should connect with the Service Manager (Housing Programs team) to explore alternative verification methods.
- Where an applicant is making a request for Special Priority Status and no safety issues have been identified, Community Housing Access Centre staff will work closely with the applicant to try to obtain any outstanding information and/or documentation.

## Operational Requirements:

- Applicants requesting Special Priority status who do not provide the required documentation will be considered to have made an incomplete request and be sent a letter specifying why the request was incomplete.
- Where an applicant that submits the application and priority request together, and is awarded SPP Status, the applied date will correspond with the date that the eligible application was considered complete.

- Where the applicant had an active application and is later granted SPP status, the applied date will be changed to the date that the local priority or status was requested.
- SPP Applicants should submit the appropriate building selection form with their application.
- Where SPP–DV or SPP-HT has not been assigned but the applicant is otherwise eligible for placement on the waiting list, the application will be placed on the waiting list according to the date that the application was originally considered complete.
- When a household does not meet all the eligibility requirements for SPP-DV or SPP-HT, they are ineligible for placement on the centralized waiting list with that priority and will receive a Notice of Decision letter indicating they are ineligible for SPP-DV or SPP-HT and the Request for Review of a Decision – Community Housing Access Centre form.
- When an applicant is awarded SPP-DV or SPP–HT status, the priority remains with the applicant until the household is housed in a subsidized housing unit, requests to have the abuser added to the application, the abuser is deceased or the applicant refuses an offer of a unit from their selected sites on their application.
- Any 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.

#### Documentation Requirements for SPP-DV:

- Request for Special Priority for Victims of Domestic Violence (F007)
- The household must provide proof of cohabitation (current within the last three months of the date the SPP-DV request was received), that shows the applicant and abuser at the same location at the same time, such as, but not limited to: lease agreement, real estate listing, joint assets/RRSP statements, government letter/statement, Ontario Works or Ontario Disability statement, loan documents, tax statements, OSAP statements, utility bills, or legal documents.
- Written notice to the applicant household indicating if the request is complete (within seven (7) business days of receiving the request), and/or
- Once a request is complete, written notice of the decision whether or not to grant the applicant’s request for SPP-DV and the reason for not granting the request.
- If the applicant’s request is approved, SPP-DV Applicant Insert (F032) will be sent to the applicant
- SPP Assessment Form – Domestic Violence (F016)
- Request for Review of a Decision – Community Housing Access Centre
- Community Housing Access Centre Building Selection Form OR
- Community Housing Access Centre Building Selection Form for Senior Sites Only OR

#### Documentation Requirements for SPP-HT:

- Request for Special Priority for Victims of Human Trafficking (F008)
- Written notice to the applicant household indicating if the request is complete (within seven (7) business days of receiving the request), and/or
- Once a request is complete, written notice of the decision whether or not to grant the applicant’s request for SPP–HT and the reason for not granting the request.
- If the applicant’s request is approved, SPP-HT Applicant Insert (F046) will be sent to the applicant
- SPP Assessment Form – Human Trafficking (F016)

- Request for Review of a Decision – Community Housing Access Centre
- Community Housing Access Centre Building Selection Form OR
- Community Housing Access Centre Building Selection Form for Senior Sites Only

See Also:

Eligibility Requirements (Section 5); HSA Sec 44; O. Reg. 367/11 Sec 32.2, Sec 43-44 and Sec 53-58.

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

# Standard 6.6: Processing Requests for Local Priorities and Statuses

## Policy Intent:

To identify the process to be used for processing requests for Local Statuses and Local Priorities for existing applicants or applicants wanting to be placed on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

## Procedural Requirements:

- Local Priorities include
  - Terminally Ill Priority (See Standard 5.12 for eligibility criteria)
  - Overhoused Priority (See Standard 5.13 for eligibility criteria)
  - Sunnyside Priority (See Standard 5.14 for eligibility criteria)
- Local Statuses include
  - Homeless Status (See Standard 5.15 for eligibility criteria)
  - Escaping Violence Status (See Standard 5.15 for eligibility criteria)
  - Separated Families Status (See Standard 5.15 for eligibility criteria)
- Applicants requesting a Local Priority or Local Status must first be assessed to ensure they meet the eligibility requirements for placement on the centralized waiting list and only if they are eligible, will they be assessed for the requested priority or status.
- Applicants should submit the appropriate building selection form with their application.
- Where an applicant that submits the application and priority request together, and has been awarded Local Priority or Local Status, the applied date will correspond with the date that the eligible application was considered complete.
- Applicants for Homeless Status may request to have their application backdated to the date they became homeless, the date they entered the emergency shelter system or the date they were added to the PATHS list (See Standard 5.15 – Local Statuses for documentation requirements Standard 7.2 – Reinstating and Backdating of Applications).
- Where the applicant had an active application and is later granted a local priority or status, the applied date will be changed to the date that the local priority or status was requested.
- Where Local Priority or Local Status is not assigned but the applicant is otherwise eligible for placement on the waiting list, the application will be placed on the waiting list according to the date that the application was originally considered complete.

## Documentation Requirements:

- See Documentation Requirements for each Location Priority or Local Status in Section 5
- Application for Community Housing
- Community Housing Access Centre Building Selection Form OR
- Community Housing Access Centre Building Selection Form for Senior Sites Only

## See Also:

Eligibility Requirements (Standard 5.13); HSA Sec 44; O. Reg. 367/11 Sec 43-44.

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

## Standard 6.7: Ranking of Applications on Centralized Waiting List

### Policy Intent:

To identify how completed applications will be ranked on the centralized waiting list.

### Procedural Requirements:

- Applications will be ranked on the centralized waiting list in a modified chronological format as follows:
  1. Special Priority applications (SPP-DV or SPP-HT)
  2. Terminally Ill Priority applications
  3. Overhoused Priority applications (to take effect June 2013)
  4. Sunnyside Priority applications (233/239 Franklin buildings only)
  5. Local Status applications (Homeless Status, Escaping Violence Status, Separated Families Status – each ranked equally)
  6. Chronological applications
- Applications within each of the above categories will be ranked based on the date the applied date.
- The applied date is based on the date on which the application is considered complete or in accordance with Section 5 – Eligibility Criteria and Standard 7.2 - Reinstating and Backdating of Applications.

### See Also:

Eligibility Requirements (Section 5); Application Process (Section 6); HSA Sec 48; O. Reg. 367/11 Sec 47 and Sec 52.

Approval Date:

Oct. 1, 2002

Revision Date:

Aug. 23, 2012

## Section 7: Waiting List Management

This sections contains the following standards:

- 7.1 Changing the Status of an Application
- 7.2 Reinstating and Backdating Applications
- 7.3 Updating and Reassessing Applicant Information
- 7.4 Physical Applicant Records
- 7.5 Security of Personal Information Regarding Special Priority Applicants

# Standard 7.1: Changing the Status of an Application

## Policy Intent:

To identify the process to be used for changing the status of an application on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

## Procedural Requirements:

- The status of applications must be edited as required to maintain an accurate waiting list and to ensure offers are being made to eligible households.
- Applications considered to be complete and eligible will be shown as 'Eligible'.
- Applications currently under review, awaiting information, unable to be reached for an offer, or requiring an update, will be indicated as 'Pending'.
- Households which are currently being reviewed as a potential tenant/member will be shown as 'On Offer'.
- Where the household does not meet or continue to meet the eligibility criteria in Section 5 – Eligibility Criteria, the application will be categorized as 'Ineligible'.
- Households who decline an offer of housing, do not respond to updates, do not return requested information and/or documentation, or who request their application be withdrawn, will be shown as 'Cancelled'. See to Standard 7.3 – Updating and Reassessing Applicant Information.
- Households who accept an offer of housing are to be indicated as 'Housed'.
- Households that are housed from an internal transfer list while on the centralized waiting list and they do not wish to remain on the centralized waiting list, will be shown as 'Cancelled'.
- Housing providers shall submit an Offer Reporting Form to CHAC to notify CHAC of any changes they have made to the status of an application on the centralized waiting list, with the exception of 'Housed'.

## Documentation Requirements:

- Documentation as requested by the housing provider and/or CHAC to verify the household's status.
- Standard letter to the household indicating that their application on the centralized waiting list has been cancelled and stating the reason(s) for this action.
- Offer Reporting Form

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

# Standard 7.2: Reinstating and Backdating of Applications

## Policy Intent:

To identify when an application on the centralized waiting list may be reinstated or backdated.

## Eligibility Criteria for Reinstating an Application:

- Reinstating an application means that a cancelled application is reactivated with the original application date.
  - Applications may be reinstated if:
    - The application was cancelled by mistake, or
    - The application was cancelled when the applicant was unable to respond to a request for information or an offer due to extenuating circumstances such as those listed in Standard 8.3 - Offers to Applicants and Standard 5.19 Requests for Deferrals, or
    - The applicant was experiencing homelessness at the time the application was cancelled.
- 

Example: An applicant had their application cancelled because they did not respond to requests for information while hospitalized. The applicant can verify their hospitalization and their application is reactivated with the original apply date.

---

## Eligibility Criteria for Backdating an Application:

- Backdating an application means that an application is given a date that is earlier than the date that the application was considered complete. The application may or may not have already been on the centralized waiting list.
- Applications may be backdated if:
  - The applicant is moving from supportive housing to community housing because they no longer require the supportive housing, or
  - The applicant is moving from their current community housing unit to other community housing because they no longer meet their current provider's mandate (See Standard 5.17 – RGI Households that No Longer Meet Provider's Mandate), or
  - An applicant with Special Priority, Local Priority or Local Status has had their status removed for any reason other than for refusing an offer.
  - The applicant is granted Market to RGI (See RGI Standard 3.15 – Market to RGI), or
  - The applicant is overhoused (See Standard 5.13 - Overhoused Priority and RGI Standard 3.10 - Overhoused RGI Households), or
  - The applicant is eligible for Homeless Status (See Standard 5.15 - Local Statuses), or
  - An application that was received was never entered into the system but documentation exists that verifies the application was in fact received, determined to be complete and eligible for placement on the waiting list.

### Operational Considerations:

- Applicants who are overhoused will have their application backdated to the date they became overhoused (See RGI Standard 3.10 – Overhoused RGI Households)
- Applicants who have their application backdated because they no longer meet the provider’s mandate or no longer require supportive housing will have their application backdated to their original application date for their current housing.
- If an applicant cannot verify their original application date, the date they moved into their current housing unit will be used as for the applied date on the centralized waiting list.

---

Example: An application is submitted and considered complete on May 1. The applicant is applying to the centralized waiting list because they no longer require supportive housing. This applicant will be given an apply date of the date that they originally applied for their current housing.

---

---

Example: A senior is living in a one-bedroom senior’s unit and obtains custody of a child and needs to move to a non-senior unit. This applicant will be given an apply date of the date that they original applied for their current housing.

---

---

Example: A household living in a wheelchair modified unit no longer requires the modifications but there is no record of their original apply date. The household will apply to the centralized list waiting list and be given an apply date of the date that they moved into their current housing.

---

- If the application was cancelled because the household was unable to respond to an offer or update letter due to extenuating circumstances (such as hospitalization, experiencing homelessness), they may request to have their application reassessed and backdated to their original date of application or the date they became homeless. See Standard 5.15 – Local Statuses and Standard 8.2 – Offers to Applicants.
- Applicants who are eligible for Homeless Status may have their application backdated to the date they were added to the PATHS list, the date they entered the emergency shelter system or another date that verifies when they became homeless as per Standard 5.15 – Local Statuses and Standard 6.6 – Processing Requests for Local Priorities and Statuses.
- Where a cancelled application had a priority or status at the time of cancellation, the status will only be reinstated if the applicant meets the requirements of the status or priority at the time of backdating or reinstating the application and continued to meet the requirements of the priority or status for the duration of the cancellation. However, if the application was cancelled due to refusing an offer of suitable housing, the applicant must reapply to the centralized waiting list and for their priority or status.

- Applicants requesting their application be backdated or reinstated because their application was cancelled by mistake, they were unable to respond to a request for information due to extenuating circumstances or the application was received but not entered into the system, must fill out a Request to Backdate Housing Application (F012).
- CHAC will send the applicant a Backdate Request Letter to confirm whether the request was approved or not.
- Applications may only be backdated to the date of the original application, the date of becoming overhoused, the date they became homeless or were added to the PATHS list, or the date they moved into their current housing.

Documentation Requirements:

- Request to Backdate Housing Application (F012)
- Documentation that verifies extenuating circumstances when the application was cancelled
- Notice of Decision Letter

See Also:

Eligibility Requirements for RGI Units (Sections 3.1 to 3.13), HSA Sec 50; O. Reg. 298/01 Sec. 50

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

# Standard 7.3: Updating and Reassessing Applicant Information

## Policy Intent:

To identify the circumstances under which an update is warranted for applications on the centralized waiting list for RGI assistance or any other Region of Waterloo rent assistance program.

## Operational Considerations:

Updates to applications may be scheduled or informal. A scheduled update will take place at a minimum of every 24 months and will require the applicant to confirm information relating to eligibility. A scheduled update may be initiated either by the applicant or by CHAC. An informal update will take place each time there is contact with the applicant.

### Scheduled Updates

- When a scheduled update is required, CHAC will send the Annual Update Letter and Form (F019) to the applicant, using the applicant's preferred method of correspondence.

### Informal Updates

- Every contact with the applicant should include confirmation of contact information.
- If a housing provider attempts to contact an applicant to make an offer, but the information appears to be outdated (e.g. the phone number is out of service or is a wrong number), the provider will notify CHAC and CHAC will send an Unable to Contact/Change Letter to the applicant.
- When there is contact with an applicant, staff should determine when the last update was performed. If the last scheduled update occurred longer than six months ago, information on the application form should be verified with the household to ensure the information is current and that the applicant is still eligible for placement on the centralized waiting list.
- Information that must be verified for an application to be considered current includes:
  - contact information,
  - income, and
  - household composition.
- If there is a significant change to the above information that may impact eligibility, an Additional Information Required Letter will be sent to the applicant.

### Responses to Updates

- If an Update Letter is returned by the post office as undeliverable, or no response is received within thirty (30) calendar days, the application status is to be changed to 'Cancelled'. (See Policy 7.1 – Changing the Status of an Application.)
- Any changes received from applicants will be recorded in the database.
- If the annual update information that is returned includes changes that could impact eligibility (See Section 5 – Eligibility Requirements), the application will be reassessed for eligibility. The household will be notified if their eligibility has changed.

- If an “Active” applicant on the waiting list submits a new application, it will generally be treated as an update to the application and the household’s eligibility should be reassessed. Where extenuating circumstances exist (e.g. SPP applications), CHAC may opt to allow more than one active application.

---

Example: A household on the centralized waiting list has a household member who now requires a wheelchair modified unit. The household contacts CHAC and identifies that their needs have changed. CHAC will advise what additional paperwork is required and will reassess the application for eligibility when the paperwork is submitted and make any required changes to the application.

---

#### Operational Considerations:

- Applicant households reserve the right to appeal any decision relating to Eligibility Requirements through the Community Housing Review System (See Section 4 – Reviews and Complaints).

#### Documentation Requirements:

- Annual Update Letter and Form (F019)
- Unable to Contact/Change Letter
- Additional Information Required Letter

See Also:

Waiting List Management Section 7.3 and 7.6. HSA O. Reg. 367/11 sec 46(6).

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

## Standard 7.4: Physical Applicant Records

### Policy Intent:

To identify the need for accurate and detailed record keeping in relation to applicant files and the process for maintaining these files.

### Procedural Requirements:

- As applications to the centralized waiting list contain highly confidential information (See Section 2 - Confidentiality and Freedom of Information) it is extremely important that accurate and detailed record keeping occur. In order to ensure applicant confidentiality and that the HSA requirements for record retention is met, the following requirements apply: No file should be left unattended or unsecured
- All applications must be contained in a separate file folder with the name of both the applicant and co-applicant.
- A single file is to be maintained for each applicant household. All information and/or documentation pertaining to that household is to be contained in this single file and every page of all documents should have a date stamp confirming when the information was received.
- Anytime a file is transferred to a different address, a note should be made in the electronic file notes indicating which files have been transferred and to what location.
- The household's application and documentation that relates to eligibility will be forwarded to their housing provider once the application status is changed to 'Housed'. Any documentation that does not relate to eligibility (e.g. annual updates, correspondence, etc.) will be removed from the file.
- Where an applicant household with either a special priority, local priority or local status has been Housed, any documentation with respect to the priority/status request will be removed from the file prior to the files being transferred to the provider and retained in accordance with legislated and Regional retention requirements. See Standard 7.5 – Security of Personal Information Regarding Special Priority Applicants.
- All Cancelled and ineligible files are retained for seven (7) years after which they will be destroyed.
- Applicants wishing to view their files will be permitted to do so at the centralized file location during normal business hours within seven (7) business days of their request. They will be permitted to photocopy any information in the files at their own expense.

### See Also:

Application Process Standard 6.6; HSA Sec 169, Sec 2

Approval Date:

Oct. 1, 2002

Revision Date:

November 22, 2019

# Standard 7.5: Security of Personal Information Regarding Special Priority Applicants

## Procedural Intent:

The intent of this procedure is to ensure the security of personal information provided by Special Priority applicants.

## Procedural Requirements:

- When an application for Special Priority status has been received by CHAC, all documents must be date stamped, a file created and the application promptly entered into the database.
- Once entered into the database, the file must be placed in a locked storage area, accessible only to authorized CHAC staff.
- CHAC Housing Access and Support Coordinators will only remove applications for Special Priority from the locked storage area for the purpose of processing or updating the file.
- Where CHAC staff have removed a file from the locked storage area, they must ensure the file is placed in a locked drawer or cabinet in their work area when not actively working with the file. Where an applicant has been granted Special Priority, the file will remain in the locked storage area until such time as the applicant has been housed or removed from the waiting list and retained in accordance with legislated and Regional retention requirements.
- All lockable storage areas will be locked and secured when authorized staff are not available to restrict access to these areas and files.
- See Standard 7.4 – Physical Applicant Records.

## See Also:

HSA Sec 146-147.

Approval Date:

Oct. 1, 2002

Revision Date:

Mar. 19, 2005

## Section 8: Tenant Selection Process

This sections contains the following standards:

- 8.1 Suitability Assessment
- 8.2 Offers to Applicants
- 8.3 Outcome of Offers/Refusals
- 8.4 Monitoring Provider Compliance in Selecting Applicants from the Centralized Waiting List

# Standard 8.1: Suitability Assessment

## Policy Intent:

To identify how a provider's suitability screening process may impact on the decision of whether or not to offer an RGI assisted unit to an applicant on the centralized waiting list.

## Procedural Requirements:

- Prior to offering an RGI unit to applicant households from the centralized waiting list, housing providers may review the file to determine if the applicant household is a suitable tenant/member.
- Housing providers may refuse to offer a unit to a household if:
  1. The housing provider has a mandate under section 76 of the Act and offering the unit to the household would be contrary to that mandate.
  2. The housing provider has reasonable grounds to believe that, based on the household's rental history, the household may fail to fulfill its obligations to pay rent for the unit in the amount and at the times the rent is due.
  3. The housing provider is a non-profit housing co-operative and the household does not agree to accept its responsibilities as a member of the housing provider or the housing provider has reasonable grounds to believe that the household will not accept or will be unable to accept those responsibilities.
  4. The unit is one in which individuals will reside in a shared living situation and the housing provider has reasonable grounds to believe that it is unreasonable for the household to reside in the shared accommodation.
  5. All of the following criteria are satisfied:
    - i. Within the last five years,
      - A. the tenancy of a member of the household was ordered terminated by the Landlord and Tenant Board based on a notice of termination given under section 61 of the *Residential Tenancies Act, 2006*, or
      - B. the occupancy of a member of the household in a member unit of a non-profit housing co-operative was ordered terminated by the Landlord and Tenant Board based on a notice of termination given under paragraph 5 of section 94.2 of that Act.
    - ii. The tenancy or occupancy that was ordered terminated was in a designated housing project.
    - iii. The order terminating the tenancy or occupancy has not been cancelled under section 21.2 of the *Statutory Powers Procedure Act* or overturned under section 210 of the *Residential Tenancies Act, 2006*.
    - iv. The order terminating the tenancy or occupancy was grounded on an illegal act, trade, business or occupation involving one or more of the following:
      - A. An illegal act, trade, business or occupation described in clause 61 (2) (a) or 94.4 (4) (a) of the *Residential Tenancies Act, 2006*.
      - B. The illegal production, distribution or sale of cannabis.
      - C. The trafficking of persons.

- D. The use or attempted use of physical violence against another person.
  - E. Physical harm, attempted physical harm, or a risk of physical harm to another person.
  - F. The use of threats to, intimidation of, or harassment of another person.
  - v. The housing provider has reasonable grounds to believe that accommodating the household would pose a risk to the safety of one or more other persons at the housing project.
  - 6. The housing provider has reasonable grounds to believe that the physical characteristics of the unit are not suitable for the household based on the occupancy standards detailed in Standard 5.8 - Occupancy Standards.
- Housing providers may not refuse to offer a unit to an applicant household based on:
    1. the household having pets; OR
    2. a member of the household's criminal history; OR
    3. a member of the household's credit history, unless it relates to the household's housing history (i.e. rental arrears, frequent late or non-payment); OR
    4. the applicant's physical appearance or demeanor; OR
    5. any other reason not permitted under legislation.
  - Where an applicant household has been refused housing by a provider for reasons relating to their suitability, the provider must provide the household with written notification of the decision and the reason for the decision within ten (10) days.
  - Applicant households wishing to appeal any decision that results in a refusal to offer will need to contact, in writing, the housing provider who made the decision to request a review of the decision.

Documentation Requirements:

- Refusal to Offer a Unit Letter
- Offer Reporting form

See Also:

O. Reg. 367/11 Sec 50.

Approval Date:

Oct. 1, 2002

Revision Date:

July 1, 2020

# Standard 8.2: Offers to Applicants

## Policy Intent:

To identify how offers are to be made to applicants on the centralized waiting list.

## Procedural Requirements:

### Choosing who to offer:

- Applicant households will be offered RGI units based on their ranking on the provider's internal transfer list and the centralized waiting list (See Standard 6.7 – Ranking of Applications on the Centralized Waiting List).
- When housing providers receive a notice of a vacant RGI unit, they may offer it to a suitable RGI household on their internal transfer list, prior to offering it to applicants from the centralized waiting list.
- Applicants with Special Priority status are offered available units in order of applied date, prior to any other applicants on the centralized waiting list.
- Applicants with Terminally Ill Priority are to be offered an available unit in order of applied date, if there are no eligible or suitable applicants with Special Priority and prior to any other applicants on the centralized waiting list.
- Applicants with Overhoused Priority are to be offered available units in order of applied date if there are no eligible or suitable applicants with Special Priority or Terminally Ill priority and prior to other applicants on the centralized waiting list.
- Applicants with Sunnyside Priority are to be offered available units in order of applied date, if there are no eligible or suitable applicants with Special Priority or Terminally Ill Priority and prior to other applicants on the centralized waiting list for vacant units at either 233 or 239 Franklin Street.
- Applicants with Local Status are offered a minimum of every 10<sup>th</sup> vacancy within the housing provider's portfolio.
- Chronological Applicants are offered units based on their applied date.

### What counts as an offer?

In order to be considered a valid offer, the following conditions must be met:

- It must be clearly communicated to the applicant household that their one offer of housing is being made. In addition, the applicant must be advised of the following:
  - Name, organization and contact information of individual making offer,
  - Location, size and type of unit (e.g. Waterloo, 3 bedrooms, townhouse),
  - Details of what is included with the unit (e.g. utilities, appliances, parking, etc.),
  - Date unit is available,
  - Deadline for household to respond to the offer (verbal or electronic responses within 48 hours and mailed offers within 7 days).
- Telephone voice message; text message and e-mail messages will only count as an offer if addressed to the primary applicant and include the date of contact along with the above requirements.

- Messages left with an alternate contact should only be for the purpose of requesting the applicant contact the caller and will not count as an offer, unless specifically noted that the alternate should be receiving the offer on behalf of the household.
- Once contact has been made with the applicant household, the household has been given the opportunity to view either the available unit or a comparable unit located at the same site.
- For applicants with current lease obligations, the proposed move in date allows for them to give proper written notice, to a maximum of 60 days, or in accordance with the Residential Tenancies Act.
- Where in the course of an offer, the applicant being offered identifies they are currently on offer with another housing provider (even when not noted in the centralized waiting list), CHAC should be notified that a previous offer is outstanding so that the centralized waiting list can be updated and the housing provider extending the current offer may withdraw the offer and proceed to the next applicant on the centralized wait list.

#### **What counts as a refusal by the applicant household?**

- Providing that all requirements under “What counts as an offer” have been met, any resulting refusals will be counted, with the following exceptions:
  - An SPP household identifies the location is not safe due to the proximity to their abuser or the abuser’s immediate family/circle of friends or place of employment.
  - A special needs applicant identifies that the modifications in the unit do not match their documented needs.
  - An applicant household with mobility limitations (i.e. cannot do stairs, requires an elevator) is offered a unit that does not address the limitations identified on their application.
  - An applicant household is offered a site that was not listed on their current site selections.
  - An applicant can verify extenuating circumstances prevented them from receiving or responding to an offer prior to the deadline (e.g. in the hospital, incarcerated, staying at a time-limited residential treatment center.)
- If an applicant believes that a refusal should not have been counted, the applicant may contact CHAC. See Section 4 – Reviews and Complaints
- Only CHAC staff may exclude a refusal from the household’s limit of one refusal.

#### **Other Considerations:**

- Applicants will receive one offer from their building selection list and if they refuse the offer will be removed from the centralized waiting list (See Standard 7.1 - Changing the Status of an Application).
- Housing providers must report all outcomes that do not result in an application being housed to CHAC in order for appropriate follow up to happen (i.e. Notice for removal from wait list).
- See Standard 8.1 – Suitability Assessment
- See Standard 5.19 - Requests for Deferrals
- If, during the offer process, the household shares information that indicates their housing needs have changed and/or they no longer qualify for the size/type of unit being offered (See Standard 5.8 – Occupancy Standards), the housing provider should not proceed with the offer

and should notify CHAC immediately with the Offer Reporting Form. This would not count as a refusal. CHAC will be responsible for updating the file and eligible site selections.

- Where the household's income results in the household being at market rent (based on the provider's market rents), the provider should not proceed with the offer. This would not count as a refusal.

Documentation Requirements:

- Offer Reporting Form
- Refusal to Offer a Unit Letter

See Also:

Eligibility Requirements (Standard 5.19 - Requests for Deferrals); HSA Sec 14; O. Reg. 367/11 Sec 32.2 and 47.

Approval Date:

Nov. 27, 2012

Revision Date:

July 1, 2020

## Standard 8.3: Outcome of Offers/Refusals

### Policy Intent:

To identify the process to be used by housing providers for notifying CHAC of the outcome of all offers to applicants on the centralized waiting list.

### Procedural Requirements:

- Outcomes of all housing offers from the centralized waiting list must be tracked in the database in order to maintain accurate information, avoid duplicate offers to the same applicant, and ensure applicant refusals are recorded and appropriate action taken to cancel the applicant file.
- The housing provider will change the status to 'On Offer' until an outcome is determined, at which time they will update the database accordingly.
- Housing providers are required to provide CHAC with outcome of offer information using the Offer Reporting Form within three (3) days of the applicant declining a unit or the housing provider refusing to offer based on Standard 8.1 – Suitability Assessments.
- CHAC will enter this information into the database and record whether this will result in the file being cancelled. The housing provider and date will also be recorded.
- Following a refusal, an applicant's file will be cancelled
- If the applicant has accepted the offer of housing, the housing provider will change the status to 'Housed'. The housing provider and date of acceptance are also recorded in the database.
- If the household refuses the offer of a unit, the application is 'Cancelled'. The household will be informed in writing by the Region that their application has been cancelled and the reason for the decision. If they wish to remain on the centralized waiting list with a new applied date and it has been less than one year since the file was cancelled, the applicant will not be required to complete a new application form. If however, more than 12 months have passed since the file was cancelled, the applicant will need to re-apply by completing a new application form.
- Where a housing provider is unable to contact an applicant household, CHAC will change the application status to 'Pending', and an Unable to Contact/Change Letter will be sent to verify if the correct phone number and/or address are on file.
- Where a housing provider has refused to offer an applicant housing in accordance with the HSA or Region of Waterloo policy/procedure, the housing provider may request the applicant's name be removed from their waiting list. See Standard 8.1 – Suitability Assessment.

### Documentation Requirements:

- Offer Reporting Form
- Cancelled Letter (Refusal)
- Unable to Contact/Change Letter

### See Also:

O.Reg. 367/11 Sec 32.2, Sec 39 and Sec 50

Approval Date:

October 1, 2002

Revision Date:

July 1, 2020

## Standard 8.4: Monitoring Provider Compliance in Selecting Applicants from the Centralized Waiting List

### Policy Intent:

To identify the process for monitoring / ensuring housing providers are in compliance with the requirements for selecting housing applicants from the centralized waiting list.

### Procedural Requirements:

- Where it is identified that a housing provider is not reporting outcome of offers, has not made an offer in accordance with the Housing Services Act or the Standards within this Guide, the responsible Housing Programs Advisor must be notified for follow up with the provider.

### See Also:

Tenant Selection Process Standards – Standard 8.1 - Suitability Assessments, Standard 8.2 - Offers to Applicants and Standard 8.3 - Outcome of Offers/Refusals

### Approval Date:

Oct. 1, 2002

### Revision Date:

November 22, 2019

# Appendices

This sections contains the following:

Appendix 1: Forms and Letters

Appendix 2: Housing Catalogue

# Appendix 1: Forms and Letters

The following is a list of all the forms and standard letters developed for use by the Region of Waterloo Coordinated Access System. Forms are listed in the order they appear in the Standards.

## Standard Forms:

- Application for Community Housing
- Declaration of Sponsorship (F022)
- Declaration of Intent to Sell Property (F004)
- Request for Additional Bedroom Form
- Medical Form (F014)
- Request for Special Priority for Victims of Domestic Violence (F007)
- SPP-DV Applicant Insert (F032)
- SPP Assessment Form – Domestic Violence (F016)
- Request for Special Priority for Victims of Human Trafficking (F008)
- SPP-HT Applicant Insert (F046)
- SPP Assessment Form – Human Trafficking (F044)
- Request for Homeless Status (F009)
- Housing Search Form (F051)
- Request for Escaping Violence Status (F050)
- Request for Separated Families Status (F010)
- Annual Update Letter and Form (F019)
- Applicant Information Change Form (F003)
- Overhoused Site Selection Form for Non-Senior Singles or Couples Requiring a Bachelor to Two Bedroom Unit (HP Form 002)
- Overhoused Site Selection Form for Families with Dependents Requiring a 2 to 4 Bedroom Unit (HP Form 003)
- Request for Deferral (F021)
- Applicant Information/Documentation Checklist (F020)
- Eligibility Screening Form (F002)
- Request for Review of a Decision – Community Housing Access Centre
- Community Housing Access Centre Building Selection Form
- Community Housing Access Centre Building Selection Form for Senior Sites Only
- Request for Name to be Removed from Community Housing Application (F045)
- Offer Reporting Form
- Request to Backdate Housing Application (F012)

## Standard Letters:

- Notice of Decision Letter (various)
- Confirmation Your Application has been Re-Activated on the Waiting List (F043)
- Backdate Request Letter
- Refusal to Offer a Unit Letter
- Unable to Contact/Change Letter
- Cancelled Letter (Refusal)

All of the above listed information is available either on the Region's website at [regionofwaterloo.ca/housing](http://regionofwaterloo.ca/housing) or by request from the Community Housing Access Centre at [chac@regionofwaterloo.ca](mailto:chac@regionofwaterloo.ca).

Approval Date:

October 1, 2002

Revision Date:

July 1, 2020

## Appendix 2: Housing Catalogue

The housing catalogue is a tool developed to help applicants make informed choices about their housing options. The catalogue includes information about location, available unit sizes and types, program mandates as well as building and site amenities.

All of the sites listed on the various versions of the Building Selection Form are listed in the catalogue with the exception of the Rent Supplement sites.

The Region of Waterloo Co-ordinated Access System's housing catalogue can be accessed on the Region's website at: <https://housingcatalogue.regionofwaterloo.ca/>

To report changes or updates to information included in the catalogue, please contact Housing Services at [hreporting@regionofwaterloo.ca](mailto:hreporting@regionofwaterloo.ca).

Approval Date:

Oct. 1, 2002

Revised Date:

November 22, 2019