Housing Division Notice

Date: July 4, 2002

This applicable legislation/policy is to be implemented by the housing provider(s) under the following programs:

Please note, if your program is not checked, this change is not applicable to your project.

Federal Non-Profit Housing Program
Private Non-Profit Housing Program
Co-operative Non-Profit Housing Program
Municipal Non-Profit Housing Program (Pre-1986)
Local Housing Corporation

Subject: COMMUNICATION TO TENANTS

Background:

HDN 2002 – 04 Notice to Households – Opportunity to Comment, Decisions and Internal Reviews (Appeals) outlines the Housing Providers’ responsibility to notify tenants of their right to comment and their right to appeal. The Social Housing Operational Advisory Committee at the April meeting requested the Housing Division to prepare a draft communication piece that could be provided to Housing Providers for their use.

The Social Housing Operational Advisory Committee reviewed and approved the attached Communication piece entitled “The Social Housing Reform Act and How It Affects You” at the May meeting. Included in this information, is a section on a local rule, which deals with the requirement that tenants have 30 days to report changes to the Housing Provider. This local rule required City Council approval, which was done at the July 2, 2002 meeting.
**Action:** Please provide a copy of this communication to all your tenants, including new tenants as they move in to your project.

Louise Stevens  
Director of Housing

Attachment: “The Social Housing Reform Act and How It Affects You”
THE SOCIAL HOUSING REFORM ACT
AND HOW IT AFFECTS YOU!

If you are receiving Rent-Geared-To-Income (RGI) assistance there have been important changes that could affect your tenancy. You, your Housing Provider and the Service Manager (City of London) are required to comply with the new legislation.

Opportunity to Comment

If your Housing Provider receives third party information and uses that information to make a decision that negatively affects your household, you have the right to:
- review the information
- provide your comments within 30 days (in writing) to your Housing Provider, or
- waive your right to comment

You Have the Right to Appeal Decisions

You may ask for an internal review of any of the following decisions:
- that you are not eligible for RGI assistance
- that you are not eligible for special needs housing
- the type of housing you are eligible for
- the category which you have been placed in on the waiting list
- the amount of geared-to-income rent you are required to pay
- a decision about a deferral of the geared-to-income rent payable

You Must Pursue All Sources of Income

You are required to make “reasonable efforts” to pursue any income that you may be eligible to receive, including:
- Ontario Works
- Old Age Security or Canada Pension
- Employment Insurance
- Money promised to you under an immigration sponsorship agreement
- Child support payments (unless pursuing this income would put your safety at risk)

You Have 30 Days to Report Changes

If you receive (RGI) assistance and:
- your income goes up
- a person moves into or out of your unit
- you are sent a notice asking for proof of your annual income, or
- your citizenship status changes

you must write to your Housing Provider within 30 days. If you forget to notify the Housing Provider you will lose your RGI assistance and will have to pay market rent.

Everyone 16 years and over must now sign the lease

Contact your Housing Provider if you have any questions regarding this information.

Communication to Tenants