



**THE CORPORATION OF THE CITY OF LONDON
NON-SOCIAL ASSISTANCE RECIPIENT APPLICATION
DISCRETIONARY BENEFITS - FREQUENTLY ASKED QUESTIONS**

1. **How long will it take to process my application?**
You application will be processed within 10 days from the date it is received.
2. **How will I know if I have been approved?**
You will be notified via mail if you have been approved, denied or if we require more information.
3. **How can I submit my application?**
Applications can be submitted in 4 ways, whichever is most convenient for you.
 1. FAX to 519-661-6488
 2. Email to socialservices@london.ca
 3. Mail to 1-1835 Dundas St. E., London ON., N5W 3E7
 4. In-person Drop Box locations
 - Citi Plaza, 355 Wellington Street
 - South London Community Center, 1119 Jalna Boulevard
 - Northland Mall, 107-1275 Highbury Avenue
 - London East, 1-1835 Dundas Street East
 - Westmount Mall, 785 Wonderland Road South
 - Canada Games Aquatics Center, 1045 Wonderland Road North
 - Carling Heights Optimist Community Center, 656 Elizabeth Street
4. **If I have a Roommate, do I include their income on my Application?**
No, you do not need to include the income of a roommate, just the income for yourself, your spouse, and your dependents.
5. **Why does my Purchase Voucher for glasses say \$0.00 dollars?**
Purchase Vouchers for glasses are specifically for Hakim or Vouge Optical. Prices are contracted so no dollar amount is listed. The vendor will provide us with the correct amount for payment.
6. **I have been approved, now what?**
You will receive a Purchase Voucher in the mail that you can take with you to the Supplier listed on your Voucher. Your Purchase Voucher will expire 60 days from the date of issue.
7. **What is the income requirement to be eligible for the Non-Social Assistance program?**
Your current income must be below the Low Income Cut Off After-Tax (LICO-AT) see chart below.

Size of family or household unit	LICO After Tax (2021)
1 person	\$ 22,801
2 person	\$ 27,750
3 person	\$ 34,555
4 person	\$ 43,110
5 person	\$ 49,090
6 person	\$ 54,442
7 person	\$ 59,794