

Please note if your program is not checked, this Program Instruction is not applicable to your project(s)

- ✓ Public Housing
- ✓ Provincial Reform Housing Programs
- Municipal Non-Profit Housing Programs
- Federal Unilateral Housing Programs
- ✓ Rent Supplement - Commercial
- ✓ Rent Supplement - OCHAP & CSHP
- ✓ Rent Supplement Homelessness

Subject **Interim Application Process Before Establishment of the Centralized Waiting List**

Authority

- S. 65-70 of the *Social Housing Reform Act, 2000*, as amended
- S. 10 of *Ontario Regulation 339/01*, as amended
- Service Agreement and the Schedules attached thereto including:
 - *Region of York Community Housing Access Program System* (Schedule A)
 - *Ministry of Municipal Affairs and Housing Directive 97-17 dated July 4, 1997* (excluding the section entitled “Changes to Portfolio Targets”)

Summary

It is anticipated that the centralized waiting list for the Community Services and Housing Department (“the Department”) will be launched on July, 2002. This Program Instruction serves to re-affirm housing providers’ interim responsibilities regarding applications for rent-g geared-to-income (“RGI”) assistance.

Background

Until the centralized waiting list comes into effect, application forms for RGI assistance can be made to the Department located at the Tannery (465 Davis Drive, Suite 318, Newmarket, ON L3Y 7T9) or to any housing provider location. Application forms will also be available for pick-up at housing providers’ offices as well as the Department. Completed forms can be dropped off at the housing provider locations or to the Department.

Once the centralized waiting list is established, all RGI assistance eligibility determinations will be the responsibility of the Department. Housing providers will be responsible for selecting households from their individual subsidiary waiting list provided to them by the Department. A provider’s subsidiary waiting list is a list of eligible households that are interested in a particular housing provider’s project which originates from the centralized waiting list.

Procedure

Attached to your copy of the executed Service Agreement are copies of the *Region of York Community Housing Access Program System* (Schedule A) and the *Ministry of Municipal Affairs and Housing Directive 97-17 dated July 4, 1997*. These serve as the basis to the handling of application forms for RGI assistance in the interim.

During the interim, housing providers have the option of making RGI assistance eligibility determinations, but are encouraged to forward applications to the Department to allow the Department to make those determinations. However, should you choose to continue to make eligibility determinations during the transition, there are some exceptions which you should be aware of. For example, no longer are the categories of “urgent”, “hard-to-house”, “newcomers”, or “disadvantaged” recognized.

As you are aware, the interim system allows for the following:

- The application form may be completed at the site of any housing provider;
- The application is assessed at that time for eligibility by the housing provider (except for Special Priority applicants);
- If the housing provider assesses eligibility they must:
 - notify the applicant in writing of the eligibility decision for housing;
 - forward the original application to the Department (formerly the Central Data Centre)
 - provide the Department with the monthly Applicant Activity Report.
- The Department compiles a waiting list quarterly and sends housing providers the waiting list they are to use when selecting a household

This serves as a reminder that during this transition phase housing providers are to **only** select RGI households from the waiting list provided by the Department. Any concerns about the use of that waiting list should be brought to our attention in writing.

The only priority category recognized by the *Social Housing Reform Act* is “special priority household”- those who are victims of domestic violence. As stipulated by the Service Agreement, eligibility for special priority housing is no longer assessed by housing providers, but is now the sole responsibility of the Department.

Therefore, all RGI assistance applicants requesting special priority must be forwarded to the Department located at the Tannery.

Action Required

To prepare for a smooth transition to the centralized waiting list system, housing providers need to provide the Department with a monthly Applicant Activity Report to assist with tracking information (see attached). The monthly Applicant Activity Report is a summary of housing providers' decisions as to whether an applicant has been accepted or denied. Within this report, housing providers should also notify the Department if an applicant refuses an offer for RGI housing (see sample of completed form attached). The monthly Applicant Activity Report may be mailed, e-mailed or sent by facsimile to:

Helen Aston
Supervisor
Co-ordinated Access
Region of York
Community Services & Housing Department
465 Davis Drive, Suite 318
Newmarket, Ontario
L3Y 7T9

Tel: (905) 898-1007 or 1-877-464-9675 ext. 2724

E-mail: helen.aston@region.york.on.ca

Fax: (905) 895-5724

One of the objectives of this Program Instruction is to enhance the level of service to applicants and housing providers. This is why it is crucial to provide the Department with up-to-date data in the monthly Applicant Activity Report for tracking purposes during this transition phase.

Also attached is a brief survey we ask that you complete regarding your software and hardware capacities to help us understand your current and future needs. Please forward your completed survey by May 10, 2002 **by fax** to the attention of **Helen Aston**.

Please contact your Program Co-ordinator if you have any questions.

Sylvia Patterson
Director
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Community Services and Housing Department

Encl.