

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 **Informing Tenants/Members of the Obligations Under the *Social Housing Reform Act, 2000* (SHRA)**

Authority Service Agreement, s. 11.01
Rent Supplement Agreement, s. 11.01

Summary As a result of the SHRA, tenants/members are now subject to a number of new rules. Housing providers must ensure that tenants/members are aware of their obligations. The Region must inform the Province that all RGI households have been advised of the new requirements.

Background Under the SHRA, tenants and members can lose their RGI eligibility for failing to report changes in information, failing to pursue income, not complying with occupancy standards or being absent from their units for more than 90 consecutive days. Loss of RGI eligibility can cause significant hardship for the household, in some cases leading to economic evictions. Housing providers should work proactively with tenants/members to ensure that households understand and meet their obligations. Housing providers should not terminate RGI without first discussing the situation with their program coordinator.

Previous Program Instructions required housing providers to inform RGI households of SHRA rules. However, in order to assist housing providers, the Region has prepared a newsletter for distribution tenants/members. Housing providers must demonstrate to the Region that the newsletter or similar documents containing the same information have been distributed to RGI households.

Procedure

The “Social Housing Reform Act” newsletter has been designed to allow housing providers to choose how best to communicate with their tenants/members. There are four versions of the newsletter.

- 1) **Standard Non-Profit Newsletter:** This version uses generic language that applies to all non-profit housing providers. Housing providers who choose to use this form can simply photocopy the enclosed sample. Alternatively, copies are available from the Region on request.
- 2) **Customized Non-Profit Newsletter:** This version allows the housing provider to insert the corporate name and contact information throughout the document. Housing providers who choose to use this form should email Kerry Hobbs, Senior Policy Analyst, at kerry.hobbs@region.york.on.ca to request an electronic copy of the document.
- 3) **Standard Co-operative Newsletter:** This version uses generic language that applies to all co-operative housing providers. Housing providers who choose to use this form can simply photocopy the enclosed sample. Alternatively, copies are available from the Region on request.
- 4) **Customized Co-operative Newsletter:** This version allows the housing provider to insert the corporate name and contact information throughout the document. Housing providers who choose to use this form should email Kerry Hobbs, Senior Policy Analyst, at kerry.hobbs@region.york.on.ca to request an electronic copy of the document.

Action Required

Housing providers must distribute the newsletter to all RGI households by November 28, 2003. A copy of the newsletter should also be given to all new RGI households.

If you have already developed a written notification of the requirements outlined in the newsletter for your tenants/members, please forward a copy of your document to your Program Co-ordinator by November 28, 2003.

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

Sylvia Patterson
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Community Services and Housing Department