



# Program Instructions

**This Program Instruction applies to AHP Pilot, AHP Strong Start, AHP Wave 1, AHP Extension and Investment in Affordable Housing Projects**

- ✓ Mount Albert United Church
- ✓ Senior Citizen Foundation
- ✓ Tony Wong Place
- ✓ Reena
- ✓ Hesperus Fellowship Village

✓ Housing York Inc.:

- ✓ Tom Taylor Place
- ✓ Kingview Court Expansion
- ✓ Mapleglen Residences
- ✓ Mackenzie Green
- ✓ Lakeside Residences
- ✓ Armitage Gardens
- ✓ Blue Willow Terrace

## COVID-19 IN-SITU FOR MARKET RENT HOUSEHOLDS LIVING IN COMMUNITY HOUSING

**Effective Date:** Immediately

### Summary

The COVID-19 In-Situ Program provides a temporary rent benefit to eligible market rent households living in community housing who, as a result of COVID-19, have experienced an involuntary, short-term income loss and as a result can no longer pay their rent in full. This Program Instruction provides an overview of the program, eligibility criteria, and the application process.

### Background

York Region has established the COVID-19 In-Situ Program to provide relief to market rent households in community housing who have been adversely affected by COVID-19.

Housing Providers will refer households who may be eligible to the COVID-19 In-Situ Program and assist them with completing the application. Households approved for COVID-19 In-Situ will receive a rent benefit based on 30% of the household's current gross income to help pay rent for up to four months.

The benefit will be paid directly to the Housing Provider once the applicant is deemed eligible and will not be adjusted unless there is a change in the household composition. The benefit will be terminated should the household member(s) return to work at regular salary during the four month period.

**Community and Health Services**  
**Housing Services**  
 1-877-464-9675  
 TTY 1-866-512-6228  
 york.ca



## Program Information

The program is available to Housing Providers funded and/or administered by York Region through operating agreements, legislation, and Regional Rent Assistance agreements.

There are a limited number of benefits available. Housing Providers are encouraged to refer individual households to the program who may meet the eligibility criteria. Applications will be processed in the order they are received.

## ELIGIBILITY CRITERIA

Housing Providers must ensure the household meets all of the following eligibility criteria:

- The household lives in a community housing unit and pays market rent
- At least one household member is over the age of 16
- All household members are legal residents of Canada or refugee claimants
- The household's total household assets do not exceed \$20,000
  - Assets counted towards the asset limit are consistent with "included assets" listed in [Program Instruction 2018-02](#), such as bank accounts (in Canada and other countries), investments such as a Guaranteed Investment Certificates (GICs), stocks or bonds, equity in any form of real estate (including properties not suitable for year-round occupancy)
- The household does not receive rent-geared to income, Regional Rent Assistance, portable housing benefit, IAH/OPHI Housing Allowance or the Canada-Ontario Housing Benefit
- The household has experienced an involuntary loss of employment-related income due to COVID-19 after March 1, 2020
- As a result of the loss, the household now pays 50% or more of its total income for rent
- The household is not in arrears as of March 30, 2020
  - Households with arrears as of April 1, 2020 will be considered for COVID-19 In-Situ, as well as households with existing arrears repayment plans provided the repayment plan was in good standing with their housing provider prior to the COVID-19 related income loss.
- The household has applied for, and received an eligibility decision about, other available income support programs including Employment Insurance (EI), Ontario Works (OW), and the Canada Emergency Response Benefit (CERB)

## BENEFIT INFORMATION

The Region will provide a rent benefit for households approved for COVID-19 In-Situ for up to four months. The benefit will be paid directly to the Housing Provider and will begin on the first of the month following the date of the loss of income. The benefit may be applied to rent payments as early as May 1, 2020. Housing Providers will receive funds beginning in June 2020. The Region will consider retroactive payments to April 1, 2020 on a case-by-case basis.

The rent benefit amount is the difference between 30% of the household's current gross income and the market rent for the unit. Before applying for COVID-19 In-Situ households must have applied for, and received an eligibility decision about, other income support programs such as EI or CERB. Benefit payments under EI and CERB are factored into the household's gross income to determine the household's rent benefit amount. The household pays 30% of gross income as rent to the Housing Provider.

For example, a tenant living in a non-profit community housing building is renting a one-bedroom unit with a market rent of \$1,270. The tenant had a gross annual income in 2019 of \$40,000 and lost their job on May 3, 2020 as a result of COVID-19. The tenant applied for CERB and is receiving \$2,000 per month. The tenant applies for COVID-19 In-Situ and is approved. Beginning June 1, 2020 they pay \$600 per month (30% of their monthly income) towards rent. The Region pays the Housing Provider \$670 per month, the difference between the tenant's contribution and the market rent.

Households not eligible for EI or CERB are required to apply for OW and, if approved, will receive a benefit equal to the difference between the household's maximum shelter allowance and the market rent for the unit.

Households not eligible for EI, CERB or OW will pay a minimum rent of \$390 per month.

## REPORTING CHANGES

The benefit is generally calculated once based on the household's income at the time of approval and provided for four months. There are two situations where a household must report changes to their Housing Provider:

1. The household member who lost income or employment returns to work at their regular salary
  - The benefit will be terminated the first day of the month after the household returns to work
2. A member joins or leaves the household
  - The benefit will be adjusted to reflect the change in household composition. In circumstances where the household's income increases and 30% of income exceeds the market rent for the unit, the benefit will be terminated the first day of the month after the change in composition.

Housing Providers must report the above changes promptly to their Program Coordinator in order for the benefit to be adjusted or terminated.

## Action Required

## APPLICATION PROCESS

Housing Providers must follow the process below when referring households to COVID-19 In-Situ Program:

1. The Housing Provider offers the COVID-19 In-Situ application (Attachment 1) to potentially eligible market households.

2. The household completes the application in full and provides all required verification documents and a signed declaration to their Housing Provider. The application is not considered to be complete unless all required documentation is attached. Housing Providers are advised to accept electronic forms of income verification and households may consent to the program terms and conditions by email as an alternative to requiring a signed hard copy.
3. The Housing Provider completes the check list (Attachment 2) and emails the completed application package to [housingproviderinfo@york.ca](mailto:housingproviderinfo@york.ca).
4. The Program Coordinator reviews the application and verifies its completion. If the application is missing information or verification documents, the Program Coordinator contacts the household via email/phone to request the missing information.
5. The Program Coordinator reviews the application to determine eligibility and notifies the household of the Region's eligibility decision by email, with a copy to the Housing Provider.
6. If the household is eligible, the benefit is paid directly to the Housing Provider, applied beginning the first day of the month following the date of the loss of income. The household pays the remaining portion of the rent.

During this difficult time, we want to thank you for your ongoing commitment to the health and well-being of your residents. Your dedication and hard work is greatly appreciated. Please contact your Program Coordinator with any questions.

- ORIGINAL SIGNED -

Kathy Milsom  
General Manager  
Housing Services Branch

April 2020

## ATTACHMENTS:

1. [COVID-19 In-Situ Application Form](#)
2. [COVID-19 In-Situ Application Checklist](#)

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This notice will be available in an accessible format or with communication supports upon request from 1-877-464-9675 or 905-830-4444 ext. 72119
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