

**Ministry of Housing**

**Minister Responsible for the  
Poverty Reduction Strategy**

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**AUG 8 2016**

**Mr. Wayne Emmerson  
Chairman and CEO  
The Regional Municipality of York  
17250 Yonge Street  
Newmarket ON L3Y 6Z1**

Dear Mr. Emmerson:

Thank you for your letter regarding regulatory changes under the *Housing Services Act, 2011* (HSA) that prescribe decisions of Service Managers that can be reviewed at the request of housing providers.

Our government recognizes that Service Managers are responsible for financial risks associated with unsuccessful housing projects and shares your belief that regulatory changes should not undermine the authority of municipal councils and District Social Service Administration Boards.

The regulatory changes are in response to our government's Long Term Affordable Housing Strategy commitment to build on existing legislative provisions enacted in 2011. Under s. 157 of the HSA, housing providers can only request reviews of decisions prescribed in regulation. The new regulations prescribing reviewable decisions strive to provide fairness to both housing providers and Service Managers, while ensuring that Service Managers have appropriate flexibility to address urgent situations, including exceptions under which a provider may not request a review of the Service Managers' decision.

This is an outstanding item since the introduction of the HSA in 2011. The ability of the provider to request an appeal of Service Managers' decisions has been in place since then.

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It is our belief that these amendments will provide a process that enhances the existing safeguards and enables housing sector partners to make decisions that best serve their local communities. However, I can assure you that the government will examine the impact of the amendments on all stakeholders as part of the mandated review of Service Managers' enforcement provisions in 2017.

Once again, thank you again for bringing your concerns to my attention. Please accept my best wishes.

Sincerely,

A handwritten signature in blue ink, appearing to read "Chris Ballard". The signature is fluid and cursive, with a large initial "C" and "B".

Chris Ballard  
Minister