



**County of Wellington**  
**Social Services Department – Housing Services**

**DIRECTIVE**

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**Directive Number: 2022-02**

**Effective Date: February 11, 2022**

This directive has been developed by the County of Wellington in its role as Consolidated Municipal Service Manager (CMSM) and applies to housing providers funded under the following social housing programmes:

- Provincially Reformed Non-Profit Housing Programmes
  - Provincially Reformed Co-operative Housing Programmes (Co-ops)
  - Local Housing Corporation (LHC)
  - Service Manager Funding Agreement (Post EOA)
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<b>Subject</b>	Notice of Changes
<b>Legislative Reference</b>	Housing Services Act, 2011 (HSA) O. Reg 367/11 S28
<b>Directive Reference</b>	Repeals and replaces Directive 2013-12 Notification of Changes

**Background**

HSA 2011 O.Reg 367/11 S.28 sets out the circumstances under which rent-geared-to-income (RGI) households are required to report changes in order to maintain their eligibility for RGI assistance.

**Direction**

1. Requirement to Report Changes

In order to maintain RGI eligibility, the CMSM requires that RGI households notify their housing provider when any of the following apply:

- i. A change to any information or document the household previously provided to the CMSM at the time of initial RGI eligibility review or, to the housing provider as part of an ongoing RGI eligibility review;
- ii. There is a permanent change in household composition;
- iii. A household member, whose income was not included in the RGI because they were a full-time student, is no longer a full-time student;

- iv. A household member starts or stops receiving Ontario Works (OW) or Ontario Disability Support Program (ODSP);
- v. Any member of an OW or ODSP benefit unit has a permanent increase in their non-benefit income;
- or,
- vi. A household member whose income tax information was used in the calculation of RGI assistance has had their income taxes reassessed since the last annual review or initial RGI calculation.

1.2 The household must report changes outline above to the housing provider within 30 days of when the household became aware of the change. The housing provider has the flexibility, at their discretion to extend the 30-day time period, either before or after the time period has expired.

The attached Notice of Changes form may be used for households to report changes to their information.

## 2. Cessation of RGI Eligibility

A household is no longer eligible for RGI assistance if the household does not let the housing provider know if any of the changes, as set out in Section 1, occur.

If a household is no longer eligible for RGI assistance, then the housing provider must serve the household with a ninety (90) day notice of loss of its RGI eligibility and an increase to market rent. The household must be advised of its right to a review of the decision.

## 3. Extenuating Circumstances

Any requests for a waiver to this rule based on extenuating circumstances will be considered by the housing provider. The household is required to submit an extenuating circumstances request, in writing, to the housing provider as soon as the circumstances are known to the household. All decisions with regards to extenuating circumstances are at the discretion of the housing provider and must be documented.

Housing providers are expected to use discretion and fairness in the application of this local rule and to make exceptions where extenuating circumstances exist.

## Definitions

“Extenuating Circumstances” means a situation which hinders a household’s ability to follow the local rule.

If you require additional information, please contact the Housing Programme Advisor.



Mark Poste  
Director of Housing  
Appendix 1: Notice of Changes form

## **Rent-Geared-to-Income (RGI) Notice of Changes Form**

### **Primary Tenant or Co-op Member**

Name Address

Phone Email

**What has changed? Please check all that apply and attach confirmation of the change. We may follow up for more information or documents if necessary.**

Someone has:

Moved in or out of my unit\*

Started or stopped full-time student attendance at school

Started or stopped receiving Ontario Works or ODSP

Had a permanent increase to non-benefit income and they are receiving OW or ODSP

Had income taxes reassessed

Had a change to their status in Canada

Had a large change in the value of assets or disposed of any assets that were previously reported

Plans to be absent from my unit for longer than 60 consecutive days or 90 days in a 12-month period

\*You must get prior written approval before allowing anyone else who is not listed on the lease or occupancy agreement to live in your unit. If you would like to have someone move into your unit, please ask your housing provider for an Addition to Household Application.

**Please provide information about the change or absence from the unit, including who has had the change and when it has or will occur.**

<b>HOUSEHOLD MEMBERS MUST READ AND SIGN SECOND PAGE</b>
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