


Social Services Department Housing Services

Policy Name:	Refusal of Offers	Policy #:	HS2020 PA3.1
Department:	Housing Services	Approved by:	Director of Housing
Approval Date:	June 12, 2020	Signature:	

1.0 PURPOSE

The purpose of this policy is to establish rules regarding household eligibility for rent-geared to income if the household refuses one offer for RGI assistance.

2.0 REVISION HISTORY

HS2019 PA3.0

3.0 POLICY

A household would no longer be eligible for rent-geared-to-income assistance if a household refuses an offer from a Service Manager for assistance in a unit where the unit meets the Service Manager's occupancy standards and is in a housing project for which the household has expressed a preference.

The refusal of offers rule would apply to all applicants on the Centralized Waiting List, including special priority applicants (SPP), and to households being transferred, as a result of being over housed, to another unit that is permissible under the Service Manager's occupancy standards.

If a household refuses an offer for a portable housing benefit it would not be considered as a refusal under this rule.

Any request for a waiver of this policy based on extenuating circumstances will be considered. All extenuating circumstances requests must be submitted to the housing provider, in writing, prior to or 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.

4.0 DEFINITIONS

"Extenuating Circumstances," means a situation that hinders a household's ability to follow the local rule. Extenuating circumstances may include applicant is in the hospital, receiving treatment for addiction, or if an applicant is a survivor of domestic violence or human trafficking and a preferred building is no longer safe due to the

proximity of an abuser.

“Centralized Waiting List” means the Centralized Waiting List established for the purposes of allocating Rent-Geared-to-Income, Rent Support and Special Needs units and which complies with the criteria established in the Housing Services Act, 2011 and the Regulations;

“CMSM” means Consolidated Municipal Service Manager. The Corporation of the County of Wellington is the Consolidated Municipal Service Manager for the geographic area that includes The County of Wellington and the City of Guelph for the purposes of the Housing Services Act, 2011;

“Housing Provider” includes all landlords in the County of Wellington CMSM service area that fall under Ontario Regulation 368/11, Schedule 35;

“Policy Approval Date” means the date this policy received final approval by County Council.

“Refuses” or ‘a refusal’ means the applicant verbally refused the unit offer outright; or following verbal contact, the household fails to respond the offer or fails to attend an appointment within a prior stated reasonable period of time; or fails to respond to the written offer within 10 business days of mailing.

5.0 APPLICATION

The refusal of offers rule comes into effect on July 1, 2020.

6.0 PROCEDURES

N/A

7.0 RELEVANT LEGISLATION & POLICY

Housing Services Act, 2011 S.O. 2011
Ontario Regulation 367/11, s. 32.2; 38; 46-51
Ontario Regulation 368/11, Schedule 35
Directive 2005-07



Alternative Formats Available Upon Request