



Memorandum

Housing Services
Division

Financial Planning

605 Rossland Road East
Whitby, Ontario
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To: All Housing Providers
**From: Shirley Van Steen
Director of Housing Services**
Date: November 5, 2007
Re: Provincial Arrears Database

The Region of Durham has recently entered into an agreement with the Ministry of Municipal Affairs and Housing (MMAH) to access arrears information pertaining to former social housing tenants across Ontario. Durham Access to Social Housing (DASH) access offices will now check both the local arrears database and the provincial arrears database. DASH will ensure that new applicants with arrears are not placed on the centralized waiting list unless they have entered into a repayment agreement or attempted to enter into a repayment agreement with their former housing provider. The housing provider may be within or outside the Region of Durham.

As part of the agreement with MMAH, DASH sends updated information about arrears owed to housing providers in Durham to the provincial database on a monthly basis. In order to ensure accuracy of this information, housing providers must notify DASH when a tenant moves out with arrears owing.

Per Regional Directive 2007-02 Communications with DASH, housing providers must notify DASH if a former tenant owes arrears for rent or damages, or owes money due to an overpayment of RGI assistance. Specifically, the housing provider must provide:

- the first name and last name of the former tenant
- the date of birth or the Social Insurance Number (SIN) of the former tenant
- the address and unit number where the arrears were incurred (not specifically stated in Directive 2007-02)
- amount owing
- move-out date
- whether or not there is a repayment agreement, and if the repayment agreement is in pay
- whether the arrears were incurred due to misrepresentation of income
- any additional details as determined by the housing provider.

The DASH Communication Quick Fax has now been updated to prompt housing providers to include the address and unit number where the arrears were incurred, and is attached to this memo. Updated copies of the form are also available electronically at www.region.durham.on.ca.

Incomplete arrears information will not be entered in the DASH arrears database and will be returned to the provider. Additionally, DASH will not enter records where the former tenant is deceased or the amount owing is less than \$10.

Housing providers are reminded that they must also update DASH if the arrears are subsequently paid or the applicant defaults on the repayment agreement. This will ensure that other housing providers and coordinated access systems have accurate information to determine RGI eligibility at the time of offer.

If you have any questions, please do not hesitate to contact your Housing Co-ordinator.

Shirley Van Steen
Director of Housing Services

cc. Joanne Cermack, Director of Financial Services



Housing Provider Contact Information

Name of Housing Provider:		
Name of Contact Person:	Telephone Number:	Fax Number:

Applicant /Tenant Information

Name of Applicant/Tenant:	Date of Birth:	SIN:
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Offer of Housing

Date of offer:	Move-in date:	Unit #:	Street address of unit (include city/town):
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This household has accepted the RGI unit listed above. Remove from subsidiary list?
 This household has refused the RGI unit listed above. Yes No
 Unable to contact this household to make an offer of an RGI unit. Yes No
 No response to voice messages Contact numbers not in service (please give numbers):
 No response to letter

Refusal to Offer Housing

Unit #:	Street address of unit (include city/town):	Remove from subsidiary list? <input type="checkbox"/> Yes <input type="checkbox"/> No
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Poor rental payment history Household is unlikely to accept future offers
 Not approved for co-op membership Project has no suitably sized units
 Not a seniors household Not eligible for RGI (provide details below)
 Other (please state):

Notification of Arrears / Damages / Misrepresentation of Former Tenant/Members:

Amount owing:	Move-out date:	Unit #:	Street address of unit (include city/town):
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Arrears Damages Misrepresentation Date of conviction (if misrep):

Repayment agreement? Yes No Repayment agreement in pay? Yes No

Other Details: