



Durham Social Housing Directives

Housing Services Division | Financial Housing Services

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Subject:	Standard Letter Templates
Directive Number:	RGI 2014-03
Date:	December 8, 2014

Purpose

To provide standard letter templates for common rent-geared-to-income (RGI) decisions and notices.

Background

The *Housing Services Act* requires written notification of decisions related to rent-geared-to-income (RGI) ineligibility and RGI changes. From time to time, housing providers may also give other written notice pertaining to RGI such as requests for information or notice that RGI is set at the maximum/equivalent to market rate.

This directive sets out a number of standard letter templates related to RGI decisions and RGI administration. Specifically:

- Request for Information
- Notice of RGI Ineligibility
- Notice of RGI Change in RGI Assistance
- Notice of Retroactive RGI Change with Amount Owing
- Notice of Increase to Market/Maximum RGI and 12 Month Rule
- Notice of RGI Ineligibility – 12 Months at Market

Housing providers are required to use these templates or to incorporate the content of these letters into their own notices. All letters must be issued on the housing provider's letterhead and contain the name and contact information of a designated person for questions or clarification.

Electronic copies of all standard letter templates are also available on the Housing Services section of the Region of Durham's website at www.durham.ca.

Request for Information

The standard letter template for a Request for Information is set out in Appendix A.

This letter is used to request information that is required to determine or confirm a tenant or co-op member's RGI eligibility. Requests for information should be reasonable and within the control of the RGI tenant or co-op member to provide.

Housing providers should customize the letter to reflect only outstanding information from the checklist, and should be specific about what is being requested. At minimum, the request should note the:

- details of the information (e.g. most recent monthly statement from WSIB)
- person to whom the information pertains
- date that the information must be provided.

If the information is not returned by the specified date, the housing provider may determine that the tenant or co-op member is no longer eligible for RGI. If so, the provider must give subsequent notice of RGI ineligibility.

Notice of RGI Ineligibility

The standard letter template for a Notice of RGI Ineligibility is set out in Appendix B.

This notice is issued when a tenant or co-op member is determined to be ineligible for continued RGI. It must be issued within 7 days of making the decision.

Housing providers should re-format the letter to note only one reason for ineligibility from the checklist. A tenant or co-op member cannot be made ineligible for RGI for any reason other than those provided in the checklist.

Housing providers may customize the letter but must ensure that the letter sets out:

- the effective date of RGI ineligibility – which must be the first day of the month following 90 days from the date of notice

- the market rent or housing charge that is payable on the effective date of RGI ineligibility
- the reason for RGI ineligibility including sufficient detail to explain the decision
- a statement of the right to request a Regional Review including details of how to request it.

Notice of RGI Change

The standard letter template for a Notice of RGI Change is set out in Appendix C.

This notice is used to advise an RGI tenant or co-op member of an increase or a decrease in the amount of RGI payable. It may be used following an annual review or a change reported by the RGI tenant or co-op member. It must be issued within 7 days of calculating the change in the RGI.

Housing providers may customize the letter but must ensure that the letter sets out:

- the new RGI amount (additional charges, like parking or sector support, should be listed separately)
- the effective date of the RGI change
- the reason for the RGI change
- a statement of the right to request a Regional Review including details of how to request it.

Notice of Retroactive RGI Change with Amount Owing

The standard letter template for a Notice of Retroactive RGI Change with Amount Owing is set out in Appendix D.

This notice is used to advise an RGI tenant or co-op member of a retroactive increase in the amount of RGI payable that results in an additional amount owing. It must be issued within 7 days of calculating the change in the RGI.

Housing providers may customize the letter but must ensure that the letter sets out:

- the new RGI amount

- the effective date of the RGI change
- the reason for the RGI change, including sufficient detail to explain the decision and why it has been implemented retroactively
- the amount owing for the past period
- a request to enter into a repayment agreement
- a statement that the RGI tenant or co-op member must pay the new amount on the first day of the following month
- a statement of the right to request a Regional Review including details of how to request it.

Notice of Increase to Market/Maximum RGI and 12 Month Rule

The standard letter template for a Notice of Increase to Market/Maximum RGI and 12 Month Rule is set out in Appendix E.

This notice is used to notify an RGI tenant or co-op member that they are now paying RGI at a rate equivalent to the market rent or housing charge (excluding additional charges such as parking or sector support). It is used in place of the Notice of RGI Change. This notice also alerts the household that they will become ineligible for RGI assistance if they continue to pay RGI at the market rate for 12 consecutive months. It must be issued within 7 days of calculating the change in the RGI.

Housing providers may customize the letter but must ensure that the letter sets out:

- the new RGI amount, including a statement that this is the maximum RGI charge/equivalent to the market rent or housing charge for the unit
- the effective date of the RGI change
- the reason for the RGI change
- a statement that the RGI tenant or co-op member will become ineligible for RGI if the rent or housing charge remains equivalent to the market rate for 12 consecutive months
- a statement of the right to request a Regional Review of the increase in RGI, including details of how to request the review.

This is not a Notice of RGI Ineligibility. If the RGI remains at the maximum/equivalent to market rate for 12 consecutive months, the housing provider must send the Notice of Ineligibility – 12 Month Rule letter at that time.

Notice of RGI Ineligibility – 12 Month Rule

The standard letter template for a Notice of RGI Ineligibility – 12 Month Rule is set out in Appendix F.

This notice is used when an RGI tenant or co-op member has been paying the maximum RGI/equivalent to market rate for 12 consecutive months. It must be issued within 7 days of the end of this 12 month period. It is used in place of the standard Notice of RGI Ineligibility because there is no corresponding increase to market required. The tenant or co-op member is ineligible for RGI effective the current date of notice.

Housing providers may customize the letter but must ensure that the letter sets out:

- the RGI tenant or co-op member is ineligible for RGI because they have been paying the maximum/equivalent to market rate for 12 consecutive months
- the effective date of RGI ineligibility – which must be the current date
- a statement of the right to request a Regional Review including details of how to request it

Other Letters

In addition to the standard letter templates set out in this directive, the Region of Durham periodically develops other template letters to assist housing providers in RGI administration pertaining to specific policies or procedures (e.g. overhoused letter templates).

Electronic copies of all letter templates are available on the Housing Services section of the Region of Durham's website at www.durham.ca.

Effective Date

This directive comes into effect on the date it is issued.

Repealed Rules

This Directive replaces Directive 2005-03 Sample Standard Letter Templates issued under the former *Social Housing Reform Act*.

Legislative Authority

Housing Services Act, s. 53
Ontario Regulation 367/11, s. 28, 29, 30, 32 and 61

Appendix A – Request for Information

[Request for Information](#) – Letter Template

Appendix B – Notice of RGI Ineligibility

[Notice of RGI Ineligibility](#) – Letter Template

Appendix C – Notice of RGI Change

[Notice of RGI Change](#) – Letter Template

Appendix D – Notice of Retroactive RGI Change with Amount Owing

[Notice of Retroactive RGI Change with Amount Owing](#) – Letter Template

Appendix E – Notice of Increase to Market/Maximum RGI and 12 Month Rule

[Notice of Increase to Market/Maximum RGI and 12 Month Rule](#) – Letter Template

Appendix F – Notice of RGI Ineligibility – 12 Months at Market

[Notice of RGI Ineligibility – 12 Months at Market](#) – Letter Template