



## Durham Social Housing Directives

Housing Services Division | Financial Housing Services  
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|--------------------------|-----------------------------------|
| <b>Subject:</b>          | <b>Letter Templates and Forms</b> |
| <b>Directive Number:</b> | <b>RGI 2020-12</b>                |
| <b>Date:</b>             | <b>June 15, 2020</b>              |

### Purpose

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To establish standard letter templates and forms for the administration of rent-geared-to-income (RGI).

### Background

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As service manager, the Region of Durham is responsible for the administration of rent-geared-to-income (RGI), including collection of information and notices of decisions. This is delegated to community housing providers under service agreement with the Region.

Housing providers are required to use the standard letter templates and forms developed by the Region for the administration of RGI. These are set out in the [Resources for Community Housing Providers](#) section of the Region's website.

The Region of Durham periodically updates forms and develops new letter templates and forms. Community housing providers are required to use the new or updated forms as they become available.

### Letter Templates

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The Housing Services Act requires written notice of RGI-related decisions and changes, including the right of appeal. All notices of decision must be issued to RGI tenants or co-op members within 7 days of making the decision.

From time to time, community housing providers may also give other types of written notice, like requests for information. Requests should be clear and specify the due date for the requested information or action.

The Region has developed a number of letter templates for community housing providers, including notices related to:

- RGI changes
- RGI ineligibility

- Requests for information
- Overhoused
- Pursuit of income
- Maximum rent and 24-month rule
- Regional Reviews
- Offers/wait list

Housing providers are required to use these letter 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.

Some letter templates have checklist options (e.g. requests for information, RGI ineligibility reasons). Community housing providers should re-format these letters to include only the relevant information (e.g. only the information that will be requested, only the applicable ineligibility reason). The checklist items that are not relevant to the notice should not be included.

All [letter templates](#) are available in the in the Resources for Community Housing Providers section on the Region of Durham's website. Letter templates are updated from time to time, and providers should ensure that they are using the most current version as set out on the Region's website.

## Forms

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The Region has developed a number of mandatory forms to be used by Durham Access to Social Housing (DASH) and community housing providers in the administration of RGI, including:

- Applicant forms
- Tenant and co-op member forms
- Provider forms

Community housing providers must use these forms as provided. They are not to be modified.

All [housing forms](#) are available in the Resources for Community Housing Providers section on the Region of Durham's website. Housing forms are updated from time to time, and providers should ensure that they are using the most current version as set out on the Region's website.

## Effective Date

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

## **Repealed Rules**

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This Directive replaces Durham Community Housing Directive RGI 2014-03 Standard Letter Templates.

## **Legislative Authority**

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Housing Services Act, s. 44, 50, 52, 53, 60, 65  
Ontario Regulation 367/11, s. 29, 61