



## Durham Social Housing Directives

Housing Services Division | Financial Housing Services  
605 Rossland Rd E, Whitby L1N 6A3  
905-668-7711 | 1-800-372-1102 | [www.durham.ca](http://www.durham.ca)

<b>Subject:</b>	<b>Requests for Information</b>
<b>Directive Number:</b>	<b>RGI 2020-10</b>
<b>Date:</b>	<b>June 15, 2020</b>

### Purpose

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Establish the requirements for rent-geared-to-income (RGI) tenants and co-op members to give notice of changes to information and documents pertaining to their RGI eligibility.

Provide guidance about how to adjust RGI eligibility or RGI payable when tenants and co-op members report in-year changes.

### Background

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Under the Housing Services Act, rent-geared-to-income (RGI) tenants or RGI co-op members may be ineligible for RGI assistance if they fail to provide information requested by the service manager or housing provider to determine RGI eligibility or the amount of RGI payable.

The Region of Durham may set timelines for the provision of requested information.

### Notice of Request for Information

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If a housing provider requests information or documentation from an RGI tenant or co-op member to determine RGI eligibility or the amount of RGI payable, it must give a clear deadline for submission of the information. Housing providers should normally give tenants and co-op members at least 14 days to submit the information. Housing providers may extend this deadline at any time.

RGI tenants or co-op members that do not submit requested information by the required deadline may be deemed ineligible for RGI. Information may be requested verbally or in writing. However, before determining that an RGI tenant or co-op member is RGI ineligible for failure to provide requested information:

- the request must have been made in writing
- the written request must state that failure to provide the information may result in RGI ineligibility

If this information is required in an accessible format, please contact 1-800-372-1102 ext. 2463.

- the RGI tenant or co-op member must have been given at least 14 days to submit the information.

For example:

- On July 13, the housing provider makes a verbal request to submit a document by July 17 (4 days).
- Document is not received by July 17.
- On July 17, the housing provider makes a written request for the same document to be submitted by July 27 (10 days).
- Written request states that information was first requested on July 13, and that failure to provide the information by July 27 may result in RGI ineligibility.
- Note that the RGI tenant or co-op member has been given 14 days to submit the document - 10 days from time of written request plus 4 days from the time of the earlier verbal request.
- Document is not received by July 27. Housing provider may deem the RGI tenant or co-op member RGI ineligible for failure to provide the requested information. The housing provider must give the RGI tenant or co-op member 90 days written notice of RGI ineligibility.

Housing providers are required to use the [Request for Information](#) template letter in the Resources for Community Housing Providers section on the Region of Durham's website when requesting information from an RGI tenant or co-op member.

## Waivers

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A housing provider will waive the requirement that an RGI tenant or co-op member submit information or documents if the housing provider is satisfied that:

- the RGI tenant or co-op member is unable to do so
- it is inappropriate in the circumstances to require an RGI tenant of an alternative housing provider do so
- the RGI tenant or co-op member's personal safety may be at risk in doing so.

Reasons for any of the above waivers must be clearly documented on the RGI tenant or co-op member's file. Housing providers are encouraged to consult the Housing Services Division if they are considering a waiver.

### **Extenuating Circumstances**

At the discretion of the housing provider, the deadline for submission of information may be extended before or after the original due date has passed.

A housing provider may also continue or reinstate RGI eligibility if it is satisfied that information or documents were not submitted due to extenuating circumstances. This must be clearly documented on the RGI tenant or co-op member's file.

### **Repealed Rules**

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This directive replaces Durham Community Housing Directive RGI 2012-04 Notice of Changes.

### **Legislative Authority**

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Housing Services Act, s. 42  
Ontario Regulation 367/11, s. 29