

Directive

Directive: Special Priority Household Category

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|-----------------------|---------------|-----------------------|----------|
| Issue Date: | July 14, 2014 | Directive No.: | 2014- 04 |
| Revision Date: | | Replaces No.: | 2003-13 |

Applicable Procedure: Special Priority Household Category

Type: Legislative/Operational

The policies and procedures in this Directive are to be implemented by Housing Providers/Cooperatives funded by the Municipality under the following programs.

Provincial Non-Profit Housing Providers

- | | |
|---|--|
| <input checked="" type="checkbox"/> Gananoque Family Housing | <input checked="" type="checkbox"/> Gananoque Housing Inc. |
| <input checked="" type="checkbox"/> Legion Village 96 Seniors Residence | <input checked="" type="checkbox"/> Twp. of Bastard & South Burgess Housing Corp. |
| <input checked="" type="checkbox"/> Brockville Municipal Non-Profit Housing Corp. | <input checked="" type="checkbox"/> South Crosby Non-Profit Housing Corp. – Pineview |
-

Federal Non-Profit Housing Providers

- | | |
|---|---|
| <input type="checkbox"/> Athens & District Non-Profit Housing Providers | <input type="checkbox"/> Marguerita Residence Corp. |
| <input type="checkbox"/> Gananoque Housing Inc. | <input type="checkbox"/> South Crosby Non-Profit Housing Corp. – Rideau Lakes |
-

Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.
-

Housing Providers

- | | |
|--|---|
| <input checked="" type="checkbox"/> Community Housing Provider | <input checked="" type="checkbox"/> Rent Supplement Program |
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BACKGROUND

The *Housing Services Act, 2011* s. 48 (1) states that the service manager shall determine the priority of households waiting for rent-geared-to-income (RGI) assistance in accordance with provincial priority rules and the service manager's priority rules, if applicable. The provincial priority rule prescribes that a household in the special priority household category has priority over a household that is not in the special priority category.

The Special Priority Household Category procedure has been developed to establish a consistent method for service manager staff to determine special priority status for households applying for RGI assistance and for current RGI tenants requesting an internal transfer. The procedure outlines the criteria and process to determine special priority status for households experiencing abuse.

PURPOSE

This directive replaces Directive 2003-13 and is updated to reflect current legislation (i.e. the *Housing Services Act, 2011*). Housing providers are reminded that special priority household category applicants on waiting lists are granted priority for any vacancies based on the chronological date of application.

ACTION TO BE TAKEN

1. Non-profit/Co-operative housing administrators shall forward all applications for RGI assistance and/or Requests for Special Priority Household Category to the Social Housing Registry immediately upon receipt.
2. The Social Housing Registry (SHR) will determine eligibility for RGI assistance and the Special Priority Household Category within 14 days after the application and request for Special Priority Household Category and all supporting documentation is received complete. Households will be notified of the decision within seven days of the decision being made.
3. A housing provider may choose to select an applicant from their internal transfer list for any vacancy in accordance with the provider's internal transfer policy. A household in the Special Priority Category on the internal transfer list shall have priority over any other household applying for an internal transfer.
4. Vacant units shall be offered to households **chronologically** by date of application, in the following priority order:
 - i. Special Priority household category
 - ii. Vacancies for modified units shall be offered to applicants with a verified medical need for the modification(s) already installed in the unit.

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ACTION TO BE TAKEN

5. Arrears owing to any social housing provider in Ontario must be verified paid in full, prior to officially offering a unit. The amount of arrears owing for a Special Priority applicant should reflect one-half of the total arrears/monies owed, if the monies owed are related to a joint tenancy with the abusing individual. Therefore, the amount of arrears indicated by the Social Housing Registry is the amount that must be verified as paid in full.

REFERENCE

Request for Special Priority Household Category HDPROC11 available upon request

LEGISLATION

Housing Services Act, 2011 s. 42 – 48, 53

O. Reg. 367 s. 44 (4), 45, 52 – 58, 61, 138

If you have any questions, please contact the following:

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July 14/2014
Date