

# Rent Supplement Program

## Landlord Guide

### Rent Supplement Program Questions and Answers

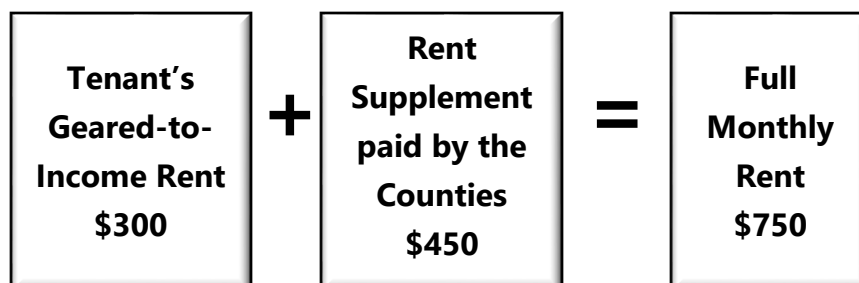
#### Q. What is rent supplement?

- A. Rent supplement offers eligible low income households rent-gear-to-income accommodation in buildings owned by private and non-profit landlords.
- A. A rent supplement subsidy is paid directly to the landlord to fund the difference between full monthly rent and the rent-gear-to-income payable by the tenant.
- A. Program funding is provided by the federal, provincial and municipal governments.

#### Q. Who pays the rent?

- A. The tenant is responsible to pay the rent-gear-to-income directly to the landlord on the first of the month. The Counties supplements the rent by paying the difference between full monthly rent for the unit and the rent-gear-to-income payable by the tenant directly to the landlord.

For example: if the full monthly rent for the unit is \$750, and the tenant's geared-to-income rent is \$300, the Counties will pay a rent supplement in the amount of \$450 directly to the landlord each month.



**Q. How do people qualify for rent supplement?**

- A.** Households interested in living in a rent supplement unit must apply to the Social Housing Registry and be determined eligible for rent-geared-to-income assistance.

**Q. How do Landlords enroll in the program?**

- A.** To enroll in the program a Landlord will complete the Rent Supplement Landlord Application form. Housing staff will review the application and complete a unit inspection to determine if the unit meets program eligibility criteria and that there is a demand for subsidized housing for the unit's size/location. A Rent Supplement Agreement will be prepared to outline the terms of the Agreement between the United Counties of Leeds and Grenville and the landlord.

**Responsibilities of the Rent Supplement Tenant**

- 1) Pay rent directly to the landlord on the first day of each month; Housing Department staff will notify the tenant and the landlord of the geared-to-income rent payable.
- 2) Sign a Rent Supplement Tenant Agreement with the United Counties of Leeds and Grenville.
- 3) Report changes of income and household composition to the Housing Department within 30 days of the change.
- 4) Provide the Housing Department with a copy of any Notice of Termination given to the landlord.

**Responsibilities of the Rent Supplement Landlord**

- 1) Contact waitlist applicants to offer your unit within prescribed timeframes when you have a vacancy.
- 2) Collect rent-geared-to-income from the rent supplement tenant each month as notified by the Housing Department.
- 3) Maintain the rental property in a good state of repair and comply with health, safety and property standards.
- 4) Provide the tenant and the Counties with a copy of the written tenancy agreement or lease within 10 days after it is signed.

## Rent Supplement Program Landlord Guide

- 5) Treat rent supplement tenants with respect and afford them the same privileges as any other tenant.
- 6) Protect the personal privacy and confidentiality of information related to the rent supplement tenant. Information concerning rent supplement tenants is confidential and shall not be shared with any other individuals or organizations except in accordance with the *Municipal Freedom of Information and Protection of Privacy Act*.
- 7) Forward Notices of Rent Increase to the Housing Department at least 90 days in advance of the rent increase.
- 8) Forward any Notices of Termination from the landlord or tenant to the Housing Department within five business days.

## Rent Supplement Landlord Questions and Answers

### Q. How does a rent supplement landlord fill a vacant unit?

**A.** Vacant units are filled through the United Counties of Leeds and Grenville's Social Housing Registry (SHR):

- 1) The SHR maintains waiting lists of applicants eligible for rent-gear-to-income assistance based on eligible unit size and preferred locations selected by the applicant.
- 2) The landlord will notify the Housing Department of the unit vacancy by sending a **Notice of Vacancy** to the SHR.
- 3) The SHR will refer three eligible applicants to the landlord using the **Rent Supplement Referral** form.
- 4) The landlord will select one of the three applicants referred, and confirm the applicant household selected by completing and returning the Rent Supplement Referral form to the Case Manager within **5 business days**.
  - i. Under the *Housing Services Act*, a landlord may only refuse to house a household if the landlord has reasonable grounds to believe, based on the household's rental history that the household may fail to fulfil its obligations to pay rent for the unit in the amount, and at the times the rent is due.
- 5) The Case Manager will confirm that the household still qualifies for rent-gear-to-income assistance, and if so will offer the rent supplement unit to the applicant.
- 6) A Rent Supplement Tenant Agreement is signed with the applicant and the United Counties of Leeds and Grenville.

- 7) The landlord will sign a lease with the tenant, and must provide a signed copy to the United Counties of Leeds and Grenville within **10 business days**.
- 8) Forms for the Rent Supplement Program are available at:  
[www.leedsgrenville.com/Live/Housing/Social Housing/Social Housing Forms](http://www.leedsgrenville.com/Live/Housing/Social Housing/Social Housing Forms)

**Q. Can a rent supplement landlord charge a tenant first and last month’s rent?**

**A.** No. The landlord is not permitted to charge any type of deposit; only the first month’s rent is chargeable to the tenant prior to move in. Full monthly rent for active rent supplement units is paid by the Counties for the first full month of vacancy. This negates the need to charge the tenant last month’s rent.

**Q. Can the landlord increase the rent for a rent supplement unit?**

**A.** Landlords are permitted to increase rent once every twelve months in accordance with the rent increase guidelines published by the Ontario government each year. The Notice of Rent Increase is to be served to the tenant with a copy provided to the United Counties of Leeds and Grenville, Community and Social Services Division – Housing Department, at least 90 days in advance of the rent increase.

**Q. What if a tenant terminates the tenancy or vacates the unit?**

**A.** Landlords must inform the SHR within five business days upon Notice of Termination from the tenant or as soon as the landlord is aware that a tenant has vacated the unit if no notice was given. This allows the SHR to refer prospective tenants so that the vacancy can be filled in a timely manner in order to reduce vacancy loss.

**Q. What if the tenant leaves without giving proper notice?**

**A.** Tenants are required to provide 60 days’ notice to terminate the tenancy. If the tenant gave notice of termination at least one month in advance of vacating the unit, or if the unit is vacated by reason of a Notice of Termination or an eviction notice served by the landlord, the Counties will pay an amount not exceeding 50 percent (50%) of the full monthly rent for the month immediately following the vacancy only. No further payments shall be made by the Counties until the unit has been leased and occupied by another tenant.

If a tenant vacates or abandons the unit without at least one (1) month prior notification to the Landlord (other than a tenant who received a notice to vacate), the Counties will pay an amount not exceeding the full monthly rent for the unit for the month immediately following that in which the tenant vacated. The landlord shall make every effort to prepare vacant units as soon as possible for the next tenant and reduce vacancy loss. If the unit remains vacant despite diligent efforts by the

Landlord to lease the unit, the Counties will pay an amount not exceeding 50 percent (50%) of the full monthly rent for the second month of vacancy.

**Q. What if the landlord wants to terminate the rent supplement agreement with the Counties before the expiration date?**

- A.** Landlords must give a minimum of 60 days' notice to terminate the rent supplement agreement. However, as long as a rent-geared-to-income tenant continues to occupy the unit, the terms of the agreement remain in effect until the tenancy is terminated. The landlord will continue to receive the rent supplement from the Housing Department until the tenant vacates the unit.

**Q. What if the tenant damages the unit?**

- A.** The tenant is responsible for wilful or negligent damages caused by the tenant and/or the tenant's guests. If the tenant vacates the unit, and repairs are necessary for undue damages caused by a tenant, the Housing Department will inspect and document the damages.

The landlord shall make every effort to collect the cost of repairs for damages from the former tenant. In extreme circumstances the Counties may consider reimbursement of expenses to the landlord to a maximum of \$500. Certain terms and conditions apply, and no reimbursement will be paid without written authorization by the Counties prior to completing the repairs.

For more information about the Rent Supplement Program, contact:

613-342-3840 or 1-800-267-8146

Housing Case Manager: Extension 2401

Housing Program Supervisor: Extension 2125