

Housing Information Guide

August 2024

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grows good business

Types of Housing in The United Counties of Leeds and Grenville

Affordable Housing

Affordable housing is not rent-g geared-to-income; however, you must be eligible for rent-g geared-to-income assistance to qualify for affordable housing units. Household income limits for rent-g geared-to-income units do not apply to affordable housing. Rent for affordable housing units is approximately 80% of average market rent as published annually by the Canada Mortgage and Housing Corporation (CMHC).

Affordable housing is available in Elgin, Prescott, and Oxford Mills. To apply for affordable housing units, complete an Application for Subsidized Housing, and submit it to the Social Housing Registry.

Market Rent Housing

Market rent housing refers to units with rent at the low end of private market rents and is provided by some non-profit housing providers.

Apply directly to the non-profit/co-operative housing corporation for a market rent unit.

Rent-Geared-To-Income (RGI) Housing

- **Public housing** – The United Counties of Leeds and Grenville (The Counties) owns and maintains the public housing portfolio. Public housing consists of 667 rent-g geared-to-income units – 488 apartment units in 15 multi-residential buildings throughout Leeds Grenville, and 179 family units in Brockville and Prescott. All public housing units are designated smoke free.
- **Non-profit housing** – Owned and maintained by a non-profit corporation and managed by a volunteer Board of Directors. Some non-profit housing units are designated smoke free.
- **Rent supplement housing** – Rent-g geared-to-income units provided by private landlords through an agreement with the Counties. A rent supplement subsidy is paid directly to the landlord by the Counties. The rent supplement subsidy is equal to the difference between the full monthly rent for the unit and the geared-to-income rent payable by the tenant.
- **Co-operative housing** – Requires membership and participation in managing, governing and maintaining the co-operative.

Housing Registry

All applications for Rent-Geared-to-Income (RGI) assistance in the United Counties of Leeds and Grenville have been combined into one waiting list. This list is managed by the Social Housing Registry. This service allows applicants to apply to more than one housing provider by completing one application form. At this point the application will be reviewed for

eligibility, and if eligible their name will be entered on the waiting list for the properties they have chosen. The waitlists are in chronological order as to the date that the applicant applied.

How to Apply

Applications can be obtained from all Social Housing Providers, by calling (613)342-3840 ext. 2450, emailing shr@uclg.on.ca or downloading an application on-line at <https://www.leedsgrenville.com/en/services/resources/Housing/Housing-Forms/Application-for-Subsidized-Housing-and-Building-Selection---Combined-File.pdf>

Applications are available at all offices of all housing providers in the United Counties of Leeds and Grenville.

<p>United Counties of Leeds & Grenville 25 Central Avenue West Brockville, ON K6V 4N6 Telephone: 613-342-3840, ext. 2450</p>	<p>United Counties of Leeds & Grenville - Satellite Office Gananoque 375 William Street South, Suite 100 Gananoque, ON K7G 1T2 Telephone: 613-382-8220</p>
<p>United Counties of Leeds & Grenville- Satellite Office Prescott 555 King Street West Prescott, ON KOE 1T0 Telephone: 613-925-0001, ext. 4004</p>	<p>Athens and District Housing Corporation P.O. Box 608, 8 Charleston Lake Road Athens, ON KOE 1B0 Telephone: 613-924-9562</p>
<p>Gananoque Family Housing 9-334 Victoria Ave. Gananoque, ON K7G 3C8 Telephone: 613-246-4077</p>	<p>Legion Village 96 Seniors Residence Brockville Inc. 10 Charlotte Place Brockville, ON K6V 4X5 Telephone: 613-342-9635</p>
<p>South Crosby Non-Profit Housing Corporation P.O. Box 25, 7 Maple Ave. Elgin, ON K0G 1E0 Telephone: 613-277-0773</p>	<p>Gananoque Housing Inc. 550 Emma Street Gananoque, ON K7G 3B6 Telephone: 613-382-7148</p>
<p>Shepherd's Green Co-Operative Homes 42-A Liston Ave. Brockville, ON K6V 7A6 Telephone: 613-498-1669</p>	<p>Brockville Municipal Non-Profit Housing Corporation P.O. Box 201, 34 Buell Street Brockville, ON K6V 7E6 Telephone: 613-246-4077</p>
<p>Township of Bastard & South Burgess Non-Profit Housing Corporation P.O. Box 7, 5 Campbell Street Portland, ON K0G 1V0 Telephone: 613-272-3303</p>	

Applications are available at all offices of all housing providers in The United Counties of Leeds and Grenville.

<p>Township of Athens P.O. Box 189, 1 Main Street West Athens, ON KOE 1B0 Telephone: 613-924-2044</p>	<p>Township of Augusta 3560 County Road 26, R.R.#2 Prescott, ON KOE1T0 Telephone: 613-925-4231</p>
<p>City of Brockville P.O. Box 5000, 1 King Street West Brockville, ON K6V 7A5 Telephone: 613-342-8772</p>	<p>Township of Edwardsburgh/Cardinal Box 129, 18 Centre Street Spencerville, ON KOE 1X0 Telephone: 613-658-3055</p>
<p>Township of Elizabethtown-Kitley 6544 New Dublin Road, R.R.#2 Addison, ON KOE 1A0 Telephone: 613-345-7480</p>	<p>Township of Front of Yonge P.O. Box 130, 1514 County Road Mallorytown, ON KOE 1R0 Telephone: 613-923-2251</p>
<p>Town of Gananoque 30 King Street East Gananoque, ON K7G 2T6 Telephone: 613-382-2149</p>	<p>Township of Leeds and the Thousand Islands P.O. Box 2801, 1233 Prince Street Lansdowne, ON KOE 1L0 Telephone: 613-659-2415 / 613-928-2423</p>
<p>Village of Merrickville-Wolford P.O. Box 340, 317 Brock Street West Merrickville, ON K0G 1N0 Telephone: 613-269-4791</p>	<p>Municipality of North Grenville P.O. Box 130, 285 County Road #44 Kemptville, ON K0G 1J0 Telephone: 613-258-9569</p>
<p>Town of Prescott P.O. Box 160, 360 Dibble Street West Prescott, ON KOE1T0 Telephone: 613-925-2812</p>	<p>Township of Rideau Lakes P.O. Box 500, 1439 County Road 8 Delta, ON KOE 1G0 Telephone: 613-928-2251</p>
<p>Village of Westport P.O. Box 68, 30 Bedford Street East Westport, ON K0G 1X0 Telephone: 613-273-2191</p>	

How to Complete the Application

1. Complete all sections of the application. If your application is incomplete, it will be kept on file for 30 days for receipt of outstanding information. **Eligibility will be determined once all required information is received and your chronological ranking date is based on the date the application is complete.**
2. The application must be signed by the applicant, co-applicant, and all non-dependent members of the household, or a person authorized to sign on behalf of any member who is unable to sign. Please read the declaration and consent before signing the application form.
3. Submit the completed application and all supporting documentation to:

Attention: Social Housing Registry
The United Counties of Leeds and Grenville
Community and Social Services Division – Housing Department
25 Central Avenue West, Suite 200
Brockville, ON K6V 4N6

4. Applications may also be submitted to any non-profit/co-operative housing provider.

Application Eligibility

In order to be eligible for inclusion on the centralized waitlist for rent geared to income housing the following criteria must be met:

1. At least one member of the household must be 16 years of age or older and able to live independently.
2. Each member of the household must be a Canadian citizen or has made an application for status as a permanent resident under the Immigration and Refugee Protection Act (Canada) or has made a claim for refugee protection under the *Immigration and Refugee Protection Act (Canada)* and no removal order has become enforceable against any member of the household.
3. No member of the household may owe money to any social housing provider in Ontario. For any amounts owing, the member must pay the amount owed, or make a payment agreement with the provider to pay the outstanding arrears. Arrears must be paid in full at the time of offer; otherwise, the offer will be considered a refusal.
4. No member of the household has been convicted of misrepresenting their income for the purpose of receiving rent-geared-to-income assistance in the past two years.
5. O. Reg. 370/11 prescribes household income limits to determine eligibility for rent-geared-to-income assistance only (i.e. does not apply to affordable housing).
6. Household income must be within the Household Income Limits (HILS) for the size of unit in which they are eligible.
7. Household assets must be within the limit as per the Asset Limit Policy established by The United Counties of Leeds and Grenville.

The Social Housing Registry will determine if the applicant is eligible for inclusion on the centralized wait list for housing:

If eligible:

- a. Acknowledgment of the application will be sent to the applicant within thirty (30) days of receipt or fourteen (14) days if special priority status is requested. The letter of acknowledgment will state status. If Special Priority is granted, the letter will also confirm placement on all appropriate wait lists as requested by applicant.

If ineligible:

- b. The applicant will be notified of the decision of ineligibility within seven (7) days of the original decision by letter. This letter will include the reasons for ineligibility, corrective action that may be required and will advise the client of their right to appeal within ten (10) days of the notice of decision and that the request must be received in writing (See Policy: Internal Review).

Occupancy Standards

The United Counties of Leeds and Grenville has established the size of unit that applicants will be eligible for based on the following criteria.

1. Determination of eligible unit size shall be made upon application for subsidized housing, at the time of offer and prior to move-in, and during interim and periodic reviews of applicants and tenants.
2. A rent-gear-to-income household is eligible to be on the centralized waiting list and/or housed in the eligible unit size based on these local occupancy standards.
3. Applicants who cease to qualify for an eligible unit size subsequent to their initial application due to a change in household composition shall be added to the new eligible unit size waiting list and ranked according to their original application date.

Maximum Occupancy Standards

1. The largest size unit that a household is eligible for is:
 - a. one (1) bedroom for any two (2) members of the household who are spouses/same sex partners.
 - b. one bedroom for each additional member. An additional bedroom is provided:
 - i. One bedroom for any two members of the household who are spouses/same sex partners.
 - ii. One bedroom for each additional member of the household.
 - c. an additional bedroom for a child is provided **if**:
 - i. A member of the household is pregnant.

- ii. One of the spousal/same sex partners requires a separate bedroom due to a verified disability or medical condition.
- iii. An additional bedroom is required to store equipment required by a member of the household because of a medical condition (medical equipment does not include a scooter, exercise equipment or storage of multiple equipment).
- iv. All requests for an additional bedroom due to disability or medical condition must be supported by a Verification of Disability or Medical Condition form completed by a qualified health care professional.
- v. A caregiver is required to be on site between the hours of 11:00 p.m. and 7:00 a.m. on an ongoing basis at a minimum of three nights per week. Verification is to be provided at Annual Review (e.g. receipts, letter from agency etc.).

Minimum Occupancy Standards

1. The smallest unit that an applicant would be eligible for:
 - i. One bedroom for every two members of the household.
 - ii. An additional bedroom if there is an odd number of members in the household, or if dependent members are not the same gender and/or have a difference in age of more than five years.
 - iii. A bachelor unit for one household member or two household members who are spouses or same sex partners.

Students Living Away From Home

1. Circumstances in which a student living away from home is considered a member of the household for the purpose of occupancy standards:
 - i. full-time attendance at a recognized educational institution and, while in attendance does not live with the household.
 - ii. lives with the household while not attending that educational institution.
 - iii. dependent, in whole or in part, on the household for financial support.

Custody Arrangements and Eligibly for Additional Bedroom(s)

A child shall be considered a member of the household in the following situations:

- i. A member of the household has joint custody or overnight visitation rights for the child(ren) and is required to provide adequate accommodation for the child and the child(ren) will stay overnight at least 10 days a month.
- ii. A legal agreement/Court Order or a sworn affidavit from each parent/guardian confirming regular overnight visits shall be submitted to support the request for additional bedroom(s).

- iii. A child(ren) shall be considered part of the household in which the parent receives, or is eligible for the Ontario Child Benefit, National Child Benefit Supplement and/or the Child Tax Benefit.
- iv. A Plan of Care or letter from the Children's Aid Society (CAS) or legal representative for a child(ren) currently in the care of CAS confirming that they are working on a Plan of Care to return the child(ren) to the household member.
- v. Letter from CAS confirming that child(ren) are in foster care with the household and foster care is ongoing.

Qualifying Medical Condition

1. To qualify for an additional bedroom for medical reasons, the service manager must be satisfied that there is a compelling and ongoing need for the additional space. A Verification of Disability or Medical Condition form must be completed by a professional health practitioner.

Absence from Unit

1. A household will cease to be eligible for rent-geared-to-income (RGI) assistance if all the members of the household are absent from the unit for which the household receives RGI assistance for more than 60 consecutive days or a total of 90 days in a year.
2. All members absent from the unit for medical reasons are deemed to be not absent.

Occupancy Requests

When requesting the size of a unit, a household may request a particular unit size within the range for which they are eligible. A prospective applicant may indicate their preference of unit size, but otherwise the default is the provincial standard.

Household Income Limits (HILs)

The *Housing Services Act*, assigns authority to service managers to establish a local rule for maximum household income limits to determine initial eligibility for rent-geared-to-income assistance for a unit in the service area. Local household income limits (HILs) cannot be less than the maximum household income limits set out for The United Counties of Leeds and Grenville in Schedule 2 of O.Reg. 370/11 for each unit size. Targeted service levels for the United Counties of Leeds and Grenville (Leeds Grenville) are 987 rent-geared-to-income (RGI) households, 640 high-need households, and 18 modified units, as prescribed by O. Reg. 367 /11 Schedule 4. These targets are met in part, through non-profit and co-operative housing providers in the service area. The maximum household income limits for the service area will be used to determine initial eligibility for all RGI households within the public housing portfolio. The United Counties of Leeds and Grenville has established maximum household limits to determine initial and ongoing eligibility for rent - geared - to - income assistance within The Counties.

Only households with gross household income equal to or less than the household income limit set out for the eligible unit size shall be eligible for RGI assistance and offered an RGI unit, or placed on the Social Housing Registry.

All applicants and tenants shall report household composition and income including a copy of the most recent Notice of Assessment at the time of application, annual update, periodic review, and prior to move in.

Verification of income, assets, and household composition, which includes current pay/benefit statements, bank statements, and investment income statements shall be completed **prior to the household moving into a RGI unit, and at each periodic review.**

Changes in income/ household composition reported after the household is housed must be verified with supporting documentation applicable to the change being reported.

Special Priority Status

Eligibility Criteria:

1. A household is eligible to be included in the special priority category if:
 - a) a member of the household has been abused by another individual.
 - b) the abusing individual is, or was, living with the abused member, or sponsoring the abused member as an immigrant; and
 - c) the abused member intends to live permanently apart from the abusing individual; or
 - d) if a member of the household is being or has been trafficked.
2. If the abused member and the abusing individual used to live together, but no longer do, or the trafficked member is no longer being trafficked, the household is **not** eligible to be included in the special priority category, unless **one** of the following requirements is satisfied:
 - i. A written request to be included in the special priority category was made within three months after the abused member and the abusing individual ceased to live together, or after the trafficking stopped, regardless of whether or not the request met all the requirements of the **Request for Special Priority Household Category** at the time it was made.
 - ii. The Service Manager is satisfied that the abuse was ongoing at the time a written request to be included in the special priority category was made based on abuse, regardless of whether or not the request met all the requirements of the **Request for Special Priority Household Category** at the time it was made.
 - iii. The Service Manager determines that it is appropriate to include the household in the special priority category, despite a written request to be included not being made within the time limit specified in (i) above (i.e. within three months after the abused member and the abusing member ceased living together, or the trafficked

member is no longer being trafficked). Such determinations shall be approved by a Program Supervisor. In making this determination, the Program Supervisor shall consider whether:

- any member of the household knew that he/she could request that the household be included in the special priority category;
- any member of the household knew of the need to submit a request within three months after the abused member and the abusing individual ceased to live together for requests based on abuse;
- the abused member is at risk of further abuse from the abusing individual for requests based on abuse;
- the abused member is at risk of resuming living with the abusing individual, or the trafficked member is at risk from an individual engaged in trafficking, including risk due to financial hardship which could be alleviated by the provision of RGI assistance;
- the abused member, or the trafficked member, is in need of RGI assistance to alleviate financial hardship arising from legal proceedings in relation to the previous abuse;
- the abused member, or the trafficked member, is attempting to use the provision of RGI assistance as part of an overall program of recovery and re-establishment of a safe and normal life;
- the abused member, or the trafficked member, is living in an emergency shelter, or living in temporary housing and receiving treatment or counseling; or
- there are any other extenuating circumstances.

Request for Special Priority Household Category

1. Requests must be in writing, and submitted on a form authorized by The Counties.
2. The request must be made by a household member who is 16 years of age or older.
3. If the request relates to the abuse, other than trafficking, of a member of the household, the request must include a written consent from the abused member, or a person authorized to consent on behalf of the abused member, consenting to disclosure to the Service Manager of information and documents required to verify that a member of the household has been abused by another individual.
4. If the request relates to the trafficking of a member of the household, the request must include a written consent from the trafficked member, or a person authorized to consent on the trafficked member's behalf, consenting to the disclosure to the Service Manager of information and documents required to verify that a member of the household is being, or has been trafficked, and, if applicable, to verify that the request to be included in the special priority category was made within three months after the trafficking stopped.
5. The Request for Special Priority Household Category shall ask the member of household who made the application for the authorization to contact an individual identified by the

member, and the contact information for the individual identified, for the sole purpose of requesting that the individual advise the member to contact the Service Manager in circumstances where the Service Manager is unable to contact the member.

6. A household may request to be included in the special priority category concurrently with their application for social housing, or internal transfer, or subsequent to those applications. **Note:** The ranking date for the special priority category is effective as of the date the household requested to be included in the category, and a household with an earlier request date has priority over a household with a later request date. No other assessment of risk is to be made for the purposes of ranking; therefore, the chronological ranking date of the application and the special priority date may not be the same, if the request for special priority is submitted after the initial application for subsidized housing.

Verification of abuse

A **record** that complies with the requirements of this section shall be conclusive proof that a member of the household has been abused, other than trafficking, by another individual, or that a member of the household is being, or has been trafficked, and may not be verified by any other method.

1. The record must include the following information:
 - i. The name of the abused member, or the name of the trafficked member.
 - ii. A statement by the person preparing the record that he/she has reasonable grounds to believe that the member is being, or has been, abused by an individual described in clause (b) under the definition of "abuse" above, or that the member is being, or has been trafficked.
 - iii. A description of the circumstances that indicate that the member is being, or has been abused, or that the member is being, or has been trafficked.
 - iv. Information about the person who prepared the record, including his or her name, occupation, and any professional designations.
 - v. The date the record was prepared.
2. The record must be in writing unless the Service Manager is satisfied that:
 - i. A member of the household will be at risk of being abused by the abusing individual, or at risk from an individual engaged in trafficking, if any member of the household attempts to obtain the record in writing;
 - ii. The person preparing the record will be at risk of being abused by the abusing individual, or at risk from an individual engaged in trafficking, if the person gives a written record; or
 - iii. A written record should not be required because of extenuating circumstances.
3. The record must be prepared:
 - i. By a person described in paragraph 4 below, in his or her professional capacity;
 - ii. by a person in his or her professional capacity, employed by an agency or organization that provides social support services in the community, and must be signed by the person who prepared the record, and by a person who has the authority to bind the agency or organization; or

- iii. by a person who is familiar with the abuse, or by a person who is familiar with the trafficking, if the record is accompanied by a declaration of the truth of the record administered by a commissioner for taking affidavits.
4. The persons referred to in clause 3 i) are the following:
 - A doctor
 - A lawyer
 - A teacher
 - A registered social worker
 - A psychotherapist, registered psychotherapist, or registered mental health therapist
 - A registered nurse
 - A law enforcement officer
 - A guidance counsellor
 - A registered social service worker¹
 - An individual in a managerial or administrative position with a housing provider
 - An Indigenous Elder, Indigenous Traditional Person, or Indigenous Knowledge Keeper
 - A registered practical nurse
 - Registered early childhood educator
 - A member of the College of Midwives of Ontario
 - An aboriginal person who provides traditional midwifery services
 - A minister of religion authorized under provincial law to perform marriages

Timelines for Determining Eligibility

1. If the applicant has requested and is likely to qualify for special priority, eligibility for RGI assistance must be determined **within 14 days** after the application is complete.
2. Eligibility for requests for inclusion in the special priority category must be determined **within 14 days** after the request is complete.

1 Social or Social Services Worker means the role of a person who assesses, diagnoses/treats, and evaluates individual, interpersonal, and societal problems through the use of social work/social service work knowledge, skills, interventions, and strategies, to assist individuals, dyads, families, groups, organizations, and communities to achieve optimum psychosocial/social functioning as defined in O. Reg. 383/00 s. 2.

Limit on Reconsideration of Special Priority Household Category

Once **eligibility** for the special priority household category has been determined in accordance with the criteria included in this procedure, the Service Manager shall not reconsider whether the household should be included in that category except as follows:

1. The request for inclusion in the special priority category relates to abuse, other than trafficking, or relates to the trafficking of a member of the household, and the member who made the request notifies the Service Manager:
 - i. that he/she wants the abusing individual, or an individual who is, or was engaged in the trafficking, to be part of the member's household for the purposes of the member's application for rent-geared-to-income assistance; or
 - ii. that the abusing individual is deceased, or where only one individual is, or was engaged in the trafficking, that the individual is deceased; or
 - iii. the household accepts an offer of rent-geared-to-income assistance from any housing provider in **any** service area in Ontario. **Note:** this applies to offers for RGI assistance only, and does not apply to offers for a market unit, or other accommodations.
2. Any household that is removed from the special priority category may still remain on the centralized waiting list, and will be ranked chronologically according to the date their application for RGI assistance was complete.

Additional Information:

1. Special Priority households will have the highest ranking on the waiting list, ahead of other applicants.
2. Special Priority households will be ranked according to the date of application (chronologically). The exception is if the Social Housing Registry Coordinator determines that one household is at greater risk of abuse than another. In this scenario, the household determined to be at greater risk will be placed ahead of other households.

Waitlist Process

1. All housing offers will be made based on chronological order. The chronological order is indicated on the wait list, which is managed by the SHR. The process must be adhered to when housing providers are notifying prospective tenants of available accommodation. This method will ensure a fair and objective process.
2. When a tenant is selected, the housing provider will inform the SHR (Acceptance or Refusal of a Vacant Unit-Form) who will in turn provide them with the applicant file. The housing provider will then make the offer of accommodation.

3. Applicants who accept an offer of accommodation are removed from all other waitlists.
4. Applicants no longer have the right to refuse housing offers and will be removed from the wait list. A letter must be sent to the applicant to advise that they are no longer on the wait list, the reasons and their right to appeal.
5. All applicants must provide verification of any changes to circumstances that are included in the initial application. The SHR must be notified within thirty (30) days of the change in circumstances. Failure to do so may result in the cancellation of the application. A letter must be sent to the applicant to notify the applicant of the cancellation, reasons and their right to appeal.

Vacancies

1. When a vacancy occurs, the housing provider will notify the SHR by sending information and will receive the top three (3) names from the waiting list, in order that an offer may be made according to the guidelines. This means that the first name on the wait list is the first offer made. The housing provider may then work down the waiting list, until a tenant is secured.
2. Housing providers must complete the "Acceptance or Refusal of a Vacant Unit" form (Section 10) for each prospective tenant that is contacted. This form is to be faxed to the SHR to allow files to be updated.

Transfers

1. Once an applicant is housed within Leeds and Grenville, they will be removed from the centralized waitlist. Tenants wishing to transfer to another housing provider must meet the guidelines that are established for The United Counties of Leeds and Grenville.
2. To qualify for a transfer the tenant must:
 - a. occupy their current unit for a minimum of one year.
 - b. not have had any rent arrears for the past six months.
3. When a tenant is accepted for an external transfer, the application will be placed at the end of the SHR wait list unless priority status has been granted.
4. Internal transfers must meet the internal transfer policies of the individual housing providers.

Application Update

1. All Social Housing applications will be updated on an annual basis including a review of household income and assets. Applicants will receive a written request for updates and will have thirty (30) business days to reply. Failure to comply with the update will result in the cancellation of the application.
2. Housing providers may request an update to be completed on any applicant as required.
3. Applicants must inform the Social Housing Registry of changes in income or household within thirty (30) days of occurrence to remain active on the waiting list.

Cascading Age

The Service Manager housing policy on the cascading age categories and supplementary dual mandate policy to accommodate broader housing needs and expand social housing options for seniors and those non-seniors considered traditionally disadvantaged. The cascading age housing policy applies to the central waiting list management by The Social Housing Registry and to the tenant selection process by the housing providers with seniors' mandate.

Supplementary Subsidiary Age Categories:

- 65 years old and over
- 60 – 64 years old
- 55 – 59 years old
- 50 – 54 years old

Internal Review

The *Housing Services Act, 2011* prescribes that the service manager establish a review body and a system for reviewing decisions that are subject to review under the *Act*. The *Act* and regulations also specify rules for the review system and effective dates of the review body's decisions.

The following decisions are subject to review under the *Housing Services Act, 2011*, and will be reviewed by a review committee:

- i. A decision that the household is not eligible for rent-geared-to-income assistance.
- ii. A decision of the size and type of unit permissible if the household received rent-geared-to income assistance.
- iii. A decision that the household is not included in a category given priority over other categories (i.e. Special Priority).
- iv. A decision of the amount of rent-geared-to-income payable by the household.
- v. A decision that the household is no longer eligible for rent-geared-to-income assistance.
- vi. A decision that the household is not eligible for special needs housing.
- vii. A decision that a household waiting for special needs housing is not included in a category given priority over other categories (i.e. Special Priority).
- viii. A decision that the household is no longer eligible for special needs housing.

Notice to the household of each of the above original decisions must be given within seven business days of the decision being made and must include:

- i. A statement of the date of the decision.
- ii. A statement that a review of the decision may be requested.
- iii. Information about how to request a review and the timeline for requesting a review.
- iv. A statement of the reasons for the decision.

Any notices to a household applying for the Special Priority household category shall be given only to the member who requested the Special Priority. A request for an internal review may be made.

Informal Review

1. Any decisions not subject to review under the *Housing Services Act, 2011* may be reviewed informally by discussing with the supervisor, the Housing manager, the director, and/or the CAO. The following are examples of decisions subject to an informal review process:
 - Supplementary programs delivered by the Housing Department, such as in the community
 - Homelessness prevention programs
 - Tenant chargebacks
 - Decisions based on internal policies and procedures of The United Counties of Leeds and Grenville, such as internal transfers. **Note: Decisions related to the size and type of unit a household qualifies for and eligibility for special needs housing (modified unit) are subject to review under the Act.**
2. Decisions made by a program committee, such as the Home Ownership and Ontario Renovates Programs are final and not subject to a review.
3. Informal reviews of decisions shall be directed to the supervisor/manager as applicable and will generally be reviewed verbally with the applicant/tenant. Informal reviews requested in writing shall be responded to in writing.

Review Committee Composition

1. An ad hoc review committee will be appointed to review all requests for review of decisions subject to review under the *Act*, consisting of the Housing manager or designate, a policy and program review analyst, and a case manager.
2. The manager shall ensure that members selected to participate in a review meet the following criteria:
 - i. Each participating member of the review committee must be knowledgeable about the provisions of the *Housing Services Act, 2011* and the regulations that are relevant to the decision being reviewed.
 - ii. Any member of the review committee cannot have discussed the decision being reviewed with the decision-maker, and may only discuss the decision with the decision-maker in the course of the review.
3. The Housing manager or designate, will serve as the chairperson of the committee.
4. No remuneration will be paid to members of the review committee.

Rules for Review of Decisions Subject to Review under the Act

1. The review committee shall review each Request for Review within 10 business days of receiving the request.
2. The review committee may substitute its decision for the decision being reviewed.
3. The review committee shall give its decision in writing and provide reasons for its decision within five days of the decision being made to the following:
 - i. The person that requested the review; decisions of reviews for Special Priority household category may only be given to the member requesting Special Priority.
 - ii. The individual who made the decision that was reviewed (i.e. Supervisor or non-profit housing Administrator).
4. A decision which is subject to review is effective on the later of the day specified by the decision-maker and the day immediately after the last day for requesting a review. Effective dates of RGI payable when the household begins to receive RGI assistance (i.e. RGI payable at time of move in), is effective on the date of move-in.
5. The review committee's decision is effective on the later of the day determined under paragraph 4 and the day specified by the review committee, whether that day is before, on or after the day the review body made its decision.
6. The decision shall only be effective if the review body provides for it to be effective, and is effective on the day the review body's decision is effective.
7. The effective date of the review body's decision related to RGI payable shall be as outlined in *O. Reg. 298/01 s. 52 and 53*.

Opportunity to Comment

When 3rd party information is provided to the housing provider further information will be requested to allow tenants the opportunity provide information on **unreported** changes or of events to assist with preventing households from becoming ineligible for Rent-Geared-to-Income subsidy.

Unreported information –information received from a 3rd party may pertain to any of the following:

- household composition (unreported/unauthorized occupants)
- income (unreported employment or additional income)
- schooling changes (stopped attending, adults or dependant children over 18)
- assets (unreported investments or properties)
- any information or activities that may violate conditions contained in the tenancy agreement between the household and the Housing Provider
- any illegal activities.

Unreported information may not necessarily indicate that the household intended to withhold the information or breach their agreement. Per the *HSA - O. Reg. 367/11 General, s. 28*, households have 30 days to notify their Housing Provider of changes in information, circumstances or documents.

An applicant must be given the "Opportunity to Comment" on information that will be used to make an adverse decision about rent-g geared-to-income (RGI) assistance. Providing the "Opportunity to Comment" is not necessary if the information was provided by the applicant within 30 days prior to the decision.

1. The "Opportunity to Comment" letter should be provided prior to the decision being finalized.
2. The "Opportunity to Comment" letter must be given in a written notice. The notice must describe the information, the proposed decision and consequences as well as specify the date the comments must be made by.
3. The applicant has a fourteen (14) day period in which they may provide comments.
4. The applicant must provide all comments in writing.
5. Once the fourteen (14) day time period for "Opportunity to Comment" has lapsed, the administrators may finalize the decision. Notification is given to the client in writing as per the decision and included in the letter is a statement regarding their right to an Internal Review.
6. Individuals are given an "Opportunity to Comment" letter only once on specific information, even if the decision is different from what was initially proposed.

Housing Available in the United Counties of Leeds and Grenville

1. Types of Housing Providers in The United Counties of Leeds and Grenville:
 - Community housing
 - Non-profit housing
 - Rent supplement units
 - Cooperative housing
 - Affordable housing
2. Social Housing Providers within the Service Manager's Service Area Profile

Athens & District Non Profit Housing Corporation

Mandate:	Seniors only
Mailing Address:	P.O Box 608, Athens ON K0E 1B0
Building Name:	Valley View Court
Building Address:	8 Charleston Road, Athens, ON
Phone Number:	613-924-9562
Email:	valleyview@bellnet.ca
Chair/President:	Larry Winters
Type of Building:	Low-rise Apartments
No of Units:	20 units
Market Rent:	13 units
RGI Units:	7 units
Other:	
Notes:	End of Mortgage Agreement (effective July 2023) Cascading Age Policy

Brockville Municipal Non-Profit Housing Corporation

Mandate:	Families
Mailing Address:	P.O. Box 201, 34 Buell Street, Brockville, ON K6V 4Y0
Building Name:	Earlscourt
Building Address:	12 Central Avenue, Brockville, ON
Phone Number:	613-246-4077
Email:	office@evolutionpm.ca
Chair/President:	Laura Stanzel
Type of Building:	Row Townhouse
No of Units:	49 Units
Market Rent:	0 Units
RGI Units:	49 Units

Other:

Notes:

Gananoque Family Housing Inc.

Mandate: Families
Mailing Address: 9-334 Victoria Avenue, Gananoque ON K7G 3C8
Building Name: Hampton Heights
Building Address: 9-334 Victoria Avenue, Gananoque ON
Phone Number: 613-246-4077
Email: ganfamhsg@bellnet.ca
Chair/President: Brittany Lavergne
Type of Building: Row Townhouse
No of Units: 30 Units
Market Rent: 5 Units
RGI Units: 25 Units
Other:
Notes:

Gananoque Housing Inc.

Mandate: Seniors only
Mailing Address: 550 Emma Street, Gananoque, ON K7G 3B6
Building Name: Stocking Hill Apartments
Building Address: 550 Emma Street, Gananoque, ON
Phone Number: 613-382-7148
Email: stockhill@bellnet.ca
Chair/President: Lynda Garrah
Type of Building: Low-rise Apartments
No of Units: 53 Units
Market Rent: 34 Units
RGI Units: 26 Units
Other:
Notes: End of Mortgage Agreement (effective July 2023)
Cascading Age Policy

Legion Village 96 Seniors Residence Brockville Inc.

Mandate:	Seniors only
Mailing Address:	10 Charlotte Place, Brockville, ON K6V 6T1
Building Name:	
Building Address:	10 & 12 Charlotte Place, Brockville, ON K6V 6T1
Phone Number:	613-342-9635
Email:	legvil96@truespeed.ca
Chair/President:	Don Corneil
Type of Building:	High-rise Apartments
No of Units:	90 Units
Market Rent:	23 Units
RGI Units:	67 Units
Other:	
Notes:	End of Mortgage Agreement - Building 10 only (effective June 2024) Cascading Age Policy

Shepherds Green Cooperative Homes Inc.

Mandate:	Families and (1) 1-bedroom unit for person with disability
Mailing Address:	42A Liston Avenue, Brockville, ON K6V 7A6
Building Name:	Shepherds Green
Building Address:	10-68 Liston Avenue, Brockville, ON (Even Numbers)
Phone Number:	613-498-1669
Email:	shepgreen@hotmail.ca
Chair/President:	Karen Palaisy, Operations and Maintenance Coordinator
Type of Building:	Row Townhouses/Apartments
No of Units:	30 Units
Market Rent:	8 Units
RGI Units:	22 RGI
Other:	
Notes:	

South Crosby Non-Profit Housing Corporation

Mandate: Families, Adults
Mailing Address: P.O. Box 25, 10 Maple Avenue, Elgin, ON K0G 1E0
Building Name: Pineview
Building Address: 1-8 Maple Avenue, 9, 16, 18, 20, 22, 24 Cedar Cres., Elgin, ON
Phone Number: 613-359-5181
Email: adual@homestarts.org / scnphc@bellnet.ca
Chair/President: Ronald Holman
Type of Building: Row Townhouses
No of Units: 20 Units
Market Rent: 0 Units
RGI Units: 20 Units
Other:
Notes:

South Crosby Non-Profit Housing Corporation

Mandate: Seniors only
Mailing Address: P.O. Box 25, 10 Maple Avenue, Elgin, ON K0G 1E0
Building Name: Rideau Lakes Apartments
Building Address: 48 Main Street, Elgin
Phone Number: 613-359-5181
Email: adual@homestarts.org / scnphc@bellnet.ca
Chair/President: Ronald Holman
Type of Building: Low-rise Apartments
No of Units: 23 Units
Market Rent: 10 Units
RGI Units: 13 Units
Other:
Notes:

Township of Bastard and South Burgess Non-Profit Housing Corporation

Mandate: Mixed
Mailing Address: P.O. Box 7, 5 Campbell Street Portland, ON K0G 1V0
Building Name: Mill Bay Court
Building Address: 6-8 Delta Park Rd, Delta, 2308-2310 Harlem Rd, Portland
Phone Number: 613-272-3303
Email: millbaycourt@gmail.com
Chair/President: Bruce Haskin
Type of Building: Semi Detached
No of Units: 4 Units
Market Rent: 0 Units
RGI Units: 4 Units
Other:
Notes: End of Mortgage Agreement - (effective January 2025)

Township of Bastard and South Burgess Non-Profit Housing Corporation

Mandate: Seniors only
Mailing Address: P.O. Box 7, 5 Campbell Street Portland, ON K0G 1V0
Building Name: Mill Bay Court
Building Address: 5 Campbell Street Portland, ON
Phone Number: 613-272-3303
Email: millbaycourt@gmail.com
Chair/President: Bruce Haskin
Type of Building: Low-rise Apartment
No of Units: 25 Units
Market Rent: 14 Units
RGI Units: 11 Units
Other:
Notes: End of Mortgage Agreement (effective July 2023)
Cascading Age Policy

United Counties of Leeds and Grenville - Housing Portfolio

Mandate: Families, Adults and Seniors
Mailing Address: 25 Central Avenue West, Brockville, ON K6V 4N6
Building Name: Multiple – see additional tables
Building Address: Multiple – see additional tables
Phone Number: 613-342-3840
Email: shr@uclg.on.ca
Administrator: United Counties of Leeds and Grenville – Service Manager
Type of Building: Multiple – see additional tables
No of Units: 687 Units (693)
Market Rent: 0 Units
RGI Units: 687 Units (693)
Other:
Notes: Cascading Age Policy

Region	Address	Building Type	Bedroom Type	Number of Units
Mandate: Families				
Brockville	5½ Glengarry Road	Townhouse	2br, 3br, 4br	20 Units
	Bartholomew Street	Townhouse	2br, 3br	28 Units
	Bisley Crescent	House	2br,3br	5 Units
	Salisbury Avenue	House		8 Units
	Reynolds Drive	House		2 Units
	Brighton Crescent	House	2br, 3br, 4br	40 Units
	Peden Blvd.	House	3br	1 Unit
Prescott	Boundary Street	House	2br	1 Unit
	Churchill Road	House	2br, 3br	14 Units
	Edward Street	House	3br	2 Units
	Fort Town Drive	Townhouse Duplex	2br, 3br, 4br	34 Units
	Roberta Crescent	House	2br, 3br	3 Units
	Victor Road	House	2br, 3br	7 Units
	Victor Crescent	Townhouse Duplex	3br	12 Units

Mandate: Adults/Seniors				
Brockville	11 Hastings Drive	Apartment	1br, 2br	48 Units
	55 Reynolds Drive	Apartment	1br, BAC	42 Units
	10 Perth Street	Apartment	1br, BAC	8 Units
Cardinal	240 Helen Street	Apartment	1br	39 Units
Gananoque	150 Stone Street South	Apartment	1br, 2br	51 Units
Kemptville	15 Water Street	Apartment	BAC, 1br, 2br	10 Units
	200 Bridge Street	Apartment	1br	35 Units
	201-203 Prescott Street	Apartment	BAC, 1br, 2br, 3br	8 Units
Mallorytown	3 Miller Drive	Apartment	1br	17 Units
Merrickville	105 Lewis Street	Apartment	1br	20 Units
	318 Brock Street	Apartment	1br	20 Units
Prescott	275 Water Street	Apartment	1br, 2br	51 Units
	503 Fort Town Drive	Apartment	1br	24 Units
	523 Hyde Street	Apartment	1br	7 Units
Spencerville	33 Bennett Street	Apartment	1br	15 Units
Westport	56 Bedford Street	Apartment	1br	21 Units
Mandate: Seniors only				
Brockville	80 Water Street West	Apartment	1br, 2br, BAC	82 Units
Lansdowne	43 Centre Street	Apartment	1br	16 Units
Mandate: Rent Supplement				
Brockville	RS Brockville - North	Scattered Units	1br, 2br, 3br	99 Units
	RS Brockville - South	Scattered Units	1br	
Kemptville	RS Kemptville	Scattered Units	1br, 2br, 3br	
Prescott	RS Prescott	Scattered Units	1br	
Mandate: Affordable				
Prescott	Churchill Road -AFF	Semi Detached	2br	2 Units

3. Affordable Housing Providers within the Service Manager's Service Area Profile

Community Involvement Legacy Homes

Mandate:	Individuals with Intellectual Disabilities
Mailing Address:	P.O. Box 505, Brockville ON K6V 3H2
Building Name:	n/a
Building Address:	Various locations in Leeds and Grenville
Phone Number:	613-322-8132
Email:	executivedirector@cilh.ca
Administrator:	John Barclay, Executive Director
Website:	https://www.cilh.ca/
Type of Building:	varied
No of Units:	6 Units
Affordable Units:	6 Units
Other:	
Notes:	Contact Community Involvement Legacy Homes for housing inquiries

Oxford Mills - 2049515 Ontario Inc.

Mandate:	N/A
Mailing Address:	P.O. Box 7 Campbellford, ON K0L 1L0
Building Name:	N/A
Building Address:	16 Water Street, Oxford Mills
Phone Number:	613-258-0163
Email:	paul@pmvhomes.com
Administrator:	Paul Vandentillaart, Property Manager
Alternate Contact:	admin@pmvhomes.com
Type of Building:	Duplex
No of Units:	2 two-bedroom Units
Affordable Units:	2 two-bedroom Units
Other:	
Notes:	Apply to the Social Housing Registry.

Marguerita Residence Corporation

Mandate:	Seniors over the age of 65. Applications are accepted and waitlisted at age 60.
Mailing Address:	48 Church Street Brockville, ON K6V 6L3
Building Name:	Wall Street Village
Building Address:	11 James Street West, Brockville
Phone Number:	613-345-2734
Email:	margueritaires@gmail.com
Administrator:	Tom Blanchard, General Manager
Alternate Contact:	Jodie Worden, Office Manager
Type of Building:	Apartment
No of Units:	31 one-bedroom units, 54 two-bedroom units
Affordable Units:	16 one-bedroom Units
Other:	
Notes:	Apply to the Social Housing Registry for Rent Geared-to-Income units and Affordable Housing units. Apply directly to Marguerita Residence Corporation for market rent units.

Marguerita Residence Corporation

Mandate:	Seniors over the age of 65. Applications are accepted and waitlisted at age 60.
Mailing Address:	48 Church Street Brockville, ON K6V 6L3
Building Name:	St. Vincent Apartments
Building Address:	42 Garden Street, Brockville
Phone Number:	613-345-2734
Email:	margueritaires@gmail.com
Administrator:	Tom Blanchard, General Manager
Alternate Contact:	Jodie Worden, Office Manager
Type of Building:	Apartment
No of Units:	32 one-bedroom units, 56 two-bedroom units
Affordable Units:	12 one-bedroom Units
Other:	
Notes:	Apply directly to the Marguerita Residence Corporation for Affordable or market rent units.

Community Living North Grenville

Mandate:	Units are available for persons with and without a developmental intellectual disability.
Mailing Address:	2830 County Road 43, Kemptville, ON K0G 1J0
Building Name:	n/a
Building Address:	Located in Kemptville
Phone Number:	613-258-7177
Email:	info@clnorthgrenville.ca
Administrator:	Sandra McNanara
Alternate Contact:	smcnamara@clnorthgrenville.ca https://www.communitylivingnorthgrenville.ca/
Type of Building:	Row house
No of Units:	4 one-bedroom, 7 two-bedroom, 1 three-bedroom (11 Units)
Affordable Units:	11 Units
Other:	
Notes:	Some units are modified. Applicants should apply directly to Community Living North Grenville.