

Directive

Directive: Application for Subsidized Housing and Waitlist Administration

Issue Date: June 29, 2009

Directive No.: DIR2026-01

Revision Date: December 18, 2025

Replaces No.: DIR2020-01

Applicable Policy: Application for Subsidized Housing and Waitlist

Administration Policy No HDPOL16

Type: Legislation/Operational

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

Applicable Housing Providers

Provincial Non-Profit Housing Providers

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

Federal/Provincial Cooperative Housing

- Shepherds Green Cooperative Homes Inc.

Housing Providers with Rent-Geared-to-Income Service Agreements

- Athens & District Non-Profit Housing (RGI Service Agreement)
- Gananoque Housing Inc. (RGI Service Agreement)

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- Marguerita Residence Corp. (RGI Service Agreement)
- South Crosby Non-Profit Housing Corp. – Rideau Lakes Apartments (RGI Service Agreement)
- Rent Supplement Program, including Housing Providers with expired Federal Operating Agreements

Other Housing Providers

- Leeds and Grenville Housing Department

Background

The *Housing Services Act, 2011* requires that a standardized application be used to determine eligibility for rent-geared-to-income (RGI) assistance. The United Counties of Leeds and Grenville, Social Housing Registry (SHR) determines eligibility for RGI assistance, and manages the centralized waiting list for all social housing in Leeds Grenville, with the exception of transferred housing programs not subject to Part V of the Act (Rent-Geared-to-Income Assistance and Special Needs Housing). The following non-profit housing providers are not subject to Part V of the Act, and have elected to manage their own RGI waiting lists:

- i. Athens & District Non-Profit Housing Corporation (waiting list for 65+ seniors managed by provider; the provincial waiting list for 65+ is managed by the SHR)
- ii. Gananoque Housing Inc. (federal waiting list for seniors 60+ managed by provider; provincial waiting list for 65+ managed by the SHR)
- iii. Marguerita Residence Corporation (Marguerita/Maryanna)

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Purpose

The Application for Subsidized Housing has been developed and is the form authorized by the service manager for the purpose of the *Housing Services Act, 2011 s. 44 (4)* to determine eligibility for rent-geared-to-income assistance and affordable housing.

Action to Be Taken

1. Each housing provider is responsible for accessing the Arcori Waitlist Portal to fill vacant units. Follow the instructions in the Reference Document "Arcori Waitlist Offer Guide".
2. The rent-geared-to-income units shall be tentatively offered chronologically by priority and ranking date, with Arcori providing a list of the next three (3) tenants on the waitlist.
3. Applicants must be re-determined eligible for RGI assistance and provide documents at time of offer including:
 - a. Notice of Assessment for all household members that are 18 years old and no longer attending school (most recent)
 - b. 3 months of current Bank Statements
 - c. Verification of Income and Assets (including and benefit payments)
 - d. School Verification for dependents that are 18 and attending school
 - e. Custody verification

These documents will be used in determining the Rent-Geared-to-Income (RGI) monthly amounts that the household will be responsible for paying.

4. Arrears owing to any social housing provider in Ontario must be **paid in full**, before the unit can be officially offered to the applicant.
 - a. Non-Profit Providers can contact the Social Housing Registry (SHR) staff if there are arrears owing and the SHR staff will follow up with the applicant. If the applicant cannot pay the arrears owing in full, the offer will be considered as a refusal.

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5. Note the following for each applicant in the "Comments" section including:
 - a. Offer Date = Input Date
 - b. Notes on Phone Calls / Messages
 - c. Notes on Correspondence Sent / Received
 - d. Note on Offer Paperwork Deadline
 - e. Note on when Unit is available (i.e. projected move in date)

This will be used by the SHR staff when following up with applicants who are not housed.

6. Applicants will no longer be eligible if they refuse an offer of accommodation.
7. Applicants refusing an offer due to extenuating circumstances, may be given an opportunity to request "Deferred" (on hold) status once if they are unable to accept any offers for a specified period of time.
8. Applicants may re-apply for rent-geared-to-income assistance at any time, if they have refused an offer of accommodation, or if their application was cancelled for failure to update information. The date of re-application will determine the households ranking date on the centralized waiting list.
9. Applicants convicted of misrepresenting their income for the purposes of rent-geared-to-income assistance may only apply two years after the conviction.

Reference

Application for Subsidized Housing Policy HDPOL16

Application for Subsidized Housing (form)

Refusal to Offer a Unit (letter template)

Legislation

Personal Information Protection and Electronic Documents Act, 2000

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Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990 c.M. 56

Freedom of Information and Protection of Privacy Act, R.R.R. 1990, c.F.31

Housing Services Act, 2011 s. 42, 43, 44, 45, 46, 47, 48, 49, 53, 55, and 56

O. Reg. 367/11, Sections 24, 25, 26, 27, 28, 29, 31, 34, 36, 39, 43, 44, 46, 47, 48, 50

Appendix

Arcori Waitlist Offer Guide

If you have any questions, please contact the following:

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Date