

Directive

Directive: Special Priority Household Category

Issue Date: July 14, 2014

Directive No.: DIR2026-04

Revision Date: February 1, 2026

Replaces No.: DIR2014-04

Applicable Policy: Special Priority Household Category

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"/> Brockville Municipal Non-Profit
Housing Corp. | <input checked="" type="checkbox"/> Gananoque Housing Inc. |
| | <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)
- Marguerita Residence Corp. (RGI Service Agreement)

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- 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 s. 48 (1)* states that the Service Manager shall determine the priority of households waiting for rent-gear-to-income (RGI) assistance in accordance with provincial priority rules, and, if applicable, with the Service Manager's priority rules. 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. This policy outlines the legislated requirements for determining eligibility, and administration of the special priority household category for households applying for RGI assistance, and for RGI tenants requesting an internal transfer.

Purpose

This directive replaces Directive 2014-04 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. The request may be received with an initial application for subsidized housing, an internal transfer request, or at any time during the applicant's waiting time.

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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
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.
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.
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.

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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:

Jessica Baird, Policy and Program Review Analyst

Phone: 613-342-3840, ext. 2368

E-mail: jessica.baird@uclg.on.ca

Fax: 833-775-0561

Chris Morrison, Manager, Housing Department

Phone: 613-342-3840, ext. 2328

E-mail: Chris.Morrison@uclg.on.ca

Fax: 833-775-0561



February 4, 2026

Chris Morrison, Manager

Housing Department

Date