

Canada

Ontario

TORONTO

Canada-Ontario Housing Allowance Program

# Information Guide

For authorized Housing  
Workers in shelters  
and Streets to Homes  
partner agencies

January 2007

[www.toronto.ca/housing](http://www.toronto.ca/housing)

TORONTO Shelter, Support & Housing Administration

# Guide for Housing Workers in Shelters and Streets to Homes

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### **CONTACT INFORMATION IS ON PAGE 10**

#### **All of the Forms referenced in this Guide are available for Download**

##### **Hostel Services and Streets to Homes Forms**

1. Target Group Verification Form
2. Immuno-Compromised Verification Form
3. Aboriginal Self-Declaration
4. Youth involved in education or training Verification Form
5. Criminal Justice Verification Form

##### **Housing Connections Forms**

6. Housing Allowance Program Application
7. Application for Subsidized Housing in Toronto
8. Landlord Application
9. Landlord Declaration of Violations
10. Employment Verification Form
11. Asset Verification Form

## 1. Overview

As part of the Canada-Ontario Affordable Housing Program there are 1,800 housing allowances available in Toronto that are designed to respond to an immediate need to provide more affordable housing using the private rental housing market.

A housing allowance is a supplement paid to the landlord on behalf of households that reduces the rent by a set amount based upon unit size.

This program is for people on or eligible to be on the social housing waiting list. Given that the financial benefit for the household is not as great as receiving a rent geared-to-income subsidy, households already on the social housing waiting list retain their place on the list.

In Toronto, the Service Manager for the Housing Allowance Program (HAP) is Shelter, Support and Housing Administration (SSHA) which has contracted with other agencies to assist in delivering the program. In the guidelines for the program, service managers were encouraged to set aside units for clients of Ontario Works and the Ontario Disability Support Program, as well as for others who may require supports.

SSHA has allocated 620 of Toronto's 1,800 allowances to clients in Housing Help programs in shelters and to clients of Streets to Homes and its partner agencies. This Program Guide contains information for use by housing help professionals working with these allocated housing allowances. It includes rules around eligibility, instructions on submitting applications and securing allowances for clients, and all of the related forms.

The participation and support of shelters and Streets to Homes Partner Agencies is crucial to the successful implementation of these housing allowances and to the client's ability to retain their housing.

## 2. Housing Allowance Benefit Amounts

The housing allowance is a benefit that reduces the amount of rent payable by households. The amount of the allowance is determined by the size of the unit for which the household is eligible:

- \$250 for bachelor and 1-bedroom units;
- \$350 for 2-bedroom units; and
- \$450 for units larger than 2 bedrooms

The allowance is paid directly to the landlord and reduces the amount payable by the household to the landlord by the corresponding amount (Appendix F).

Clients receiving Ontario Works (OW) and Ontario Disability Support Program (ODSP) benefits must use the maximum shelter portion of the benefit. If the total of the shelter portion and the housing allowance is greater than the rent amount, the housing allowance will be reduced (Appendix F, Scenarios 3 and 6).

Clients are only eligible to receive the housing allowance for new tenancies—they are unable to apply the housing allowance to their existing rental situation. If a client is currently renting a private market apartment, the client would only be able to receive the allowance for a new tenancy in a new unit.

### **3. Timelines**

The following timelines have been established for the Program:

**January 2, 2007** Shelters and Streets to Homes Partner Agencies begin submitting applications

**March 31, 2008** Full take-up of all 1,800 allowances, including all allowances allocated to shelters through Hostel Services and Streets to Homes

**March 31, 2013** Program ends; any tenants still in units for which they were receiving a housing allowance are responsible to pay the full market rent on their own

The housing allowance is a five-year benefit, meaning a household can receive the allowance for a maximum of five years. The allowance will end sooner than March 31, 2013 for any client placed before March 31, 2008 (Appendix F, Scenario 10).

### **4. Termination of the Allowance**

A household will stop receiving the Housing Allowance under the following circumstances:

- five years in the unit are up
- March 31, 2013 arrives
- The household does not complete and submit the Annual Income Review form
- The household's income rises above the Household Income Limits (Appendix F, Scenario 11)
- The household's status in Canada changes so that the household is no longer eligible
- The household vacates or is evicted from the unit.

A household can remain in the unit even if it stops receiving the housing allowance, but will be responsible to pay the full market rent on its own (Appendix F, Scenario 11).

### **5. Agency Eligibility to Refer Clients and Follow Up Support Requirements**

The success of the Housing Allowance Program depends on 1) the participation of private market landlords, and 2) providing follow up support to clients once they are housed to support them to maintain their housing, and to ensure landlords have a positive experience and continue to offer units for the program.

Clients may only be referred to the Housing Allowance Program by agencies funded to provide up to one year of support. Specifically, agencies that can refer clients to the Housing Allowance Program must be:

- Funded by Hostel Services to provide housing help within shelters; or
- Streets to Homes Partnership Agencies

Appendices A and B, provide further information about the follow-up support requirements for Shelter and Streets to Homes clients housed through the Housing Allowance Program, including:

- Monthly check-ins to ensure rent was paid and there are no other issues that may jeopardize housing
- Frequent home visits with clients
- Support for clients to complete and return the Annual Income Review form
- Specific criteria under which a client may be discharged.

## 6. Appropriate Referrals

Housing placements through the Housing Allowance Program are in private market rental accommodations which do not have on-site supports. Further, agency support to clients once they are housed is time-limited (up to one year), and the allowance itself is also time-limited.

Therefore, it is important that agencies refer clients who are suitable for this program. The profile of a client who would be generally suitable for the program is:

- Able to live independently with no on-site support
- Managing any issues, such as physical health, mental health, or addiction issues, that may jeopardize housing
- Not likely to need the housing allowance after five years

## 7. Client and Household Eligibility

In order to be eligible to receive a Housing Allowance, clients must:

- Be referred by an agency participating in the Housing Allowance Program (see “Agency Eligibility to Refer Clients and Follow Up Support Requirements” section on previous page)
- Have an active application on the Centralized Waiting List for Subsidized Housing in Toronto
- Fall into at least one of the groups Hostel Services or Streets to Homes is targeting for Housing Allowances
- Agree to receive follow up support

Only one member of a household must fall into one of the Hostel Services or Streets to Homes target groups in order for the whole household to be eligible.<sup>1</sup> Also, an individual who qualifies for a housing allowance can have roommates, and these roommates do not need to meet the target group requirement. The total income of all members of the household must fall below the Household Income Limits for a household of its size.

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<sup>1</sup> **Exception:** For the “Youth enrolled in an academic, training or vocational program” target group, the head of the household or partner of the head of the household must meet the target group requirements. A household would not be eligible for the Housing Allowance if it is a child of the household who falls within the target group.

Even if a household member who was eligible for the Housing Allowance as a member of one of the target groups moves out, the Allowance will still continue to be paid for the unit. Note that a reduction in household size may have an adverse impact on the ability of the remaining household members to pay the rent (Appendix F, Scenario 8).

The Household Income Limits for 2006:

Bachelor unit:	\$30,000
1 bedroom:	\$35,000
2-bedrooms:	\$40,500
3-bedrooms:	\$49,000
4 bedrooms or larger:	\$56,000

**8. Target Groups – Hostel Services**

Hostel Services has targeted individuals who fall into one of the following target groups for housing allowances:

- Immuno-compromised residing in a shelter
- Aboriginal residing in a shelter
- Youth enrolled in an academic, training, or vocational program residing in a shelter
- Participants in the Transitions to Work Program
- General category for shelter Clients

**9. Target Groups – Streets to Homes**

Streets to Homes has targeted individuals who fall into one of the following target groups for housing allowances:

- Immuno-compromised Streets to Homes clients
- Aboriginal Streets to Homes clients
- Youth enrolled in an academic, training, or vocational program who are Streets to Homes clients
- Streets to Homes clients leaving the criminal justice system within the last 90 days
- Participants in Streets to Homes programs

**10. Application Process**

The following documents and forms need to be submitted and properly completed for the application to be processed. Further information about these documents and forms is provided in the following sections.

- *Target Group Verification Form* and supporting documentation
- *Housing Allowance Program Application* (if client has an active application on the Centralized Waiting List for Subsidized Housing), **or** *Application for Subsidized Housing in Toronto* (if client does not have an active application on the Centralized Waiting List)
- Identification
- Income Verification

The application package can be submitted by fax or mail.

Fax with cover page to the attention of Housing Allowance Program Coordinator:  
416-392-8758

Mail:  
Housing Allowance Program Coordinator  
Metro Hall, 6<sup>th</sup> Floor  
55 John Street  
Toronto, ON M5V 3C6

### 11. **Eligibility Determination Process**

The following process takes place internally at the City after an agency submits a complete Housing Allowance Program application package. The internal process takes up to five business days after receiving a complete application package:

- Housing Allowance Program (HAP) Coordinator determines whether the application package is complete and the applicant is eligible for referral to the Program under one of the target groups
- HAP Coordinator refers the application to Housing Connections
- Housing Connections determines applicant's eligibility

### 12. **Housing Placement**

There are two options for placing clients in housing where they will receive a housing allowance:

- Placement in a unit on the list of pre-approved units
- Placement in a unit identified by the client or agency that is not on the pre-approved list

The following two sections outline the step-by-step process to complete a placement for the two options.

### 13. **Housing Placement in Pre-approved Units**

Once Housing Connections determines that your client is eligible, it will send you an *Intent to Rent Form* (Appendix C), which indicates the maximum unit size for which your client is eligible. You will also receive a list of buildings participating in the Housing Allowance Program.

You must then go through the following steps in order to secure a placement for your client:

1. Call around to landlords of the participating buildings to find out if they have a vacant unit of the approved size; set up apartment viewings; and attend the viewings with your client.
2. Once you find an appropriate unit and the landlord accepts your client, have your client and the landlord sign the *Intent to Rent Form*. Submit the signed form to Housing Connections.
3. Housing Connections will send a *Housing Allowance Program Agreement* (Appendix D).

4. Support your client to sign the lease and the *Agreement*. Once signed submit the *Agreement* immediately to Housing Connections. Note: Occupancy can occur as soon as the *Agreement* is signed.

**Housing Connections fax:** 416-981-6114

#### **14. Housing Placement in Client-identified Units not on the Pre-approved List**

If you or your client has identified a unit where the client would like to live, but it is not currently on the list of eligible buildings, follow these steps to secure a housing allowance for the unit:

1. Pre-inspect the unit to verify that it is self-contained and that the rent is at or below the CMHC Average Market Rent for the area in which it is located (Appendix E). Assess whether you think the upkeep of the unit and building is good enough to pass Housing Connections' inspection.
2. Indicate on the HAP application package that your client has identified a unit not currently on the list of eligible buildings and a *Landlord Application* is being submitted for the unit.
3. Assist the landlord to complete and submit the *Landlord Application* and *Landlord Declaration of Violations* to Housing Connections. Have the landlord include a statement referencing your client's name on the *Landlord Application*.
4. Once Housing Connections determines that both the unit and your client are eligible for the Housing Allowance Program, it will send you an *Intent to Rent Form* (Appendix C).
5. Have your client and the landlord sign the *Intent to Rent Form*.
6. Housing Connections will then send you a *Housing Allowance Program Agreement* (Appendix D).
7. Support your client to sign the lease and the *Agreement*. Once signed submit the *Agreement* immediately to Housing Connections. Note: Occupancy can occur as soon as the *Agreement* is signed.

**Housing Connections fax:** 416-981-6114

#### **15. Target Group Verification**

As part of the application process, Hostel Services and Streets to Homes will be verifying that your client falls into one of the target groups above and is eligible to be referred to Housing Connections.

The sections below list the documentation requirements for each target group category. Provide verification for every target group that fits your client.

##### **Immuno-compromised (Shelter clients and Streets to Homes clients)**

Acceptable verification:

- *Verification Form for Patients who are Immuno-Compromised*, signed by a medical doctor or nurse-practitioner

Clients must have one of the specific conditions listed on the back of this form.

**Aboriginal (Shelter clients and Streets to Homes clients)**

Acceptable verification is one of

- A copy of Indian Status card
- Signed *Aboriginal Self-Declaration Form*

**Youth enrolled in an academic, training, or vocational program (Shelter clients and Streets to Homes clients)**

Acceptable verification is one of:

- A report card or evaluation for the most recent term
- Transcript indicating enrollment in the most recent term
- Confirmation of registration
- *Verification Form for Youth Involved in an Academic, Vocational or Training Program*, signed by a representative of the program

For the purposes of the Housing Allowance Program, a “youth” is a non-dependant who is 16 to 24 year old.

**Participants in the Transitions to Work Program**

No verification is required for referrals from the Transitions to Work Program unless the client also falls into one of the other target groups. The application form must indicate that the referral is from Fort York Residence.

**Streets to Homes clients leaving the criminal justice system within the last 90 days**

Acceptable verification is one of:

- Copy of release paper
- *Verification Form for Those Leaving the Criminal Justice System*, signed by parole or probation officer or by employee of John Howard, Elizabeth Fry, or PASAN

**Participants in Streets to Homes Programs**

Acceptable verification:

- Copy of Personal Encounter Record

**General category for shelter clients**

Hostel Services has a number of general Housing Allowances for individuals who would be able to live independently but do not fall into one of the previously mentioned target groups. These allowances will be released shortly; further communication will follow in Spring 2007.

**16. Identification**

For each member of the household, you must include a certified copy of one of the following forms of ID in the application package:

- ✓ Canadian Birth Certificate
- ✓ Proof of Live Birth in Canada or Registration (for children up to the age of 4)
- ✓ Documentation from Citizenship and Immigration Canada acknowledging application for permanent status in Canada
- ✓ Canadian Citizenship Card
- ✓ Canadian Citizenship Certificate
- ✓ Registered Indian Band Status Card
- ✓ Health Card for a Canadian-born child under the age of 2
- ✓ Valid Canadian Passport (not expired)
- ✓ Documentation from Citizenship and Immigration Canada, regarding application for proof or replacement of a Citizenship Card
- ✓ Documentation from Office of the Registrar General regarding application for proof or replacement of a Birth Certificate
- ✓ Landed Status Papers including date of landing
- ✓ Quebec and Newfoundland Baptismal Certificate
- ✓ Permanent Resident Document
- ✓ Permanent Resident Card
- ✓ Immigration Documents indicating Convention Refugee or Refugee Claimants
- ✓ Refugee Claimant
- ✓ Acknowledgement of Convention Refugee Claim Eligibility Certificate
- ✓ Notice to Appear
- ✓ Notice of Decision
- ✓ Convention Refugee Document
- ✓ Letter from Housing Worker of agency funded by the City verifying client is in the process of replacing ID

**17. Income Verification**

You must include verification for all sources of your client’s income in the application package.

Type of Income	Documentation to verify
<ul style="list-style-type: none"> <li>➤ General welfare assistance</li> <li>➤ Family Benefits assistance</li> <li>➤ Gains-D (ODSP)</li> </ul>	<ul style="list-style-type: none"> <li>✓ Photocopies of latest Drug Card and Statement of Assistance *Must send both</li> </ul>
<ul style="list-style-type: none"> <li>➤ OSAP</li> </ul>	<ul style="list-style-type: none"> <li>✓ Photocopies of OSAP documentation, Income Tax Return, and Notice of Assessment from Revenue Canada for the year OSAP Loan is received.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Full-time and/or part-time employment</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Employment Verification Form</i>, or</li> <li>✓ Pay stubs from eight consecutive weeks</li> </ul>
<ul style="list-style-type: none"> <li>➤ Self-employment</li> </ul>	<ul style="list-style-type: none"> <li>✓ Photocopy of previous year’s income tax return showing statement of income and expenses incurred PLUS Notice of Assessment from Revenue Canada.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Pensions, including CPP, OAS, GIS, WCB</li> </ul>	<ul style="list-style-type: none"> <li>Photocopy of latest:                             <ul style="list-style-type: none"> <li>✓ Pension cheques, or</li> <li>✓ Pension cheque Stubs, or</li> <li>✓ Bank book showing direct deposits of pension</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>➤ Assets</li> </ul>	<ul style="list-style-type: none"> <li>✓ <i>Asset Verification Form</i></li> </ul>

**Contact Information**

Please call the following numbers if you are a shelter operator or Streets to Homes Partnership Agency and have questions. Your call will be directed to the appropriate person.

**Hostel Services:                   416-392-8741**

**Streets to Homes:               416-392-0090**

## **Appendix A – Housing Support Requirements for Shelter Providers**

The following outlines the general service requirements that shelters agree to perform whenever shelter clients access housing allowances, under the Canada-Ontario Affordable Housing Program. For complete detail please refer to your Housing Help contract.

### **Housing Support Assessment and Application**

Housing Support Staff will:

1. Inform clients in writing and in various meeting forums about the Housing Allowance Program under the Canada-Ontario Affordable Housing Program and provide details including but not limited to general information about the program, eligibility criteria, special unit designation, length of housing allowance program, conditions of income limits, annual income verification requirements, Housing Connections requirements, consent to release information for the purposes of the application process, role of housing support worker and relationship with landlords, tenancy expectations, housing readiness assessment processes, etc.
2. Assist all eligible / interested clients to complete the application process.
3. Assist all clients to complete and/or update an application for social housing. If the client is unwilling to do so then they are not eligible under the program. It is the responsibility of shelters providing Housing Help Services to document the reasons why in the client file and clearly outline all attempts to encourage the client to resolve any outstanding issues that may present barriers to the social housing application.
4. Discuss with the client the requirements related to signed consent and have client sign all appropriate consents, including permission for Housing Connections and landlord to share appropriate/relevant information with support provider.
5. Complete a housing assessment for each client to determine appropriateness and housing readiness for the purposes of this program. The intake and assessment must include at the very least:
  - identification of recent housing history
  - housing assessment and placement strategies (identify appropriate housing options and locations with the client)
  - any barriers to service, including outstanding issues (i.e. previous evictions, arrears owing in social housing, no identification, income issues, employment barriers, etc)
  - other relevant information, such as any case management supports (health, mental health, addiction supports, etc), key contact information, etc.
6. Provide direct support for clients to verify eligibility requirements and facilitate client agreement to repay any social housing arrears.
7. Work with client to identify areas / buildings where the client wants to live in and complete all necessary application/eligibility forms.

**Housing Search and Move-in Transition Planning**

Housing Support Staff will:

1. Develop the case management support plan with the client, using the Client Services Framework and Documentation Standards as a basis for all case management support provision.
2. Work with Housing Connections to find a suitable unit. Work with Housing Connections to set-up viewings for vacant approved units and support the client to attend viewings and interviews for these units.
3. Support client to access appropriate income supports including OW, ODSP, employment, Community Start-up, etc and set up rent direct payments, as appropriate. Conduct a thorough housing move-in assessment to determine client needs (furniture, linens, pots and pans, etc). Work with income support programs and the client to secure move-in supplies.
4. Provide housing readiness training including: understanding tenancy responsibilities, how to budget, life skills training, etc.

**Housing Settlement Plan and On-Going Support Provision**

1. Support client's settlement in new housing, including orientation to neighbourhood and various community supports as available.
2. Implement housing support plan as outlined in the pre-established case management plan. Conduct home visits with the client as necessary. Make sure the necessary Consent forms are completed and on-file at all times.
3. Based upon consent and release of information documents, contact landlord at least once per month to find out how the client is doing, in particular are there behavioural or arrears issues that may impact on continued tenancy, ensure appropriate follow-up with the client to address these issues.
4. Support client(s) to complete Housing Connections' annual income verification process to maintain eligibility for the Housing Allowance.
5. Provide ongoing housing support for no less than one year, during which time if it is determined that support beyond the year is required, ensure that client(s) is referred to appropriate support services to ensure that there will be appropriate on-going support for the client.
6. Continue landlord check-in for one full year, even if client is assessed as no longer needing follow up supports.
7. At all times ensure that the landlords have the most current contact information for the appropriate support contact in case there are serious issues which may impact on the client's ability to maintain housing.
8. At the end of the first year ensure that the landlord has contact information for an ongoing support contact.

## Discharge Guidelines for Housing Workers

Not everyone will need follow-up and case management services once they are housed, but some will. Supports may be time-limited or ongoing, depending on client need and the success of the client's stabilization. For clients in need of support services, it is the responsibility of the housing support program to provide them as part of their approved funding from the City for the first year and after that connect the clients to the appropriate on-going supports.

In all cases, the shelter support provider will work with the client to foster greater self-reliance, long-term stability to maintain housing with or without on-going supports, connect them to community services within their new communities, and ensure that if they need on-going support that they will make appropriate referrals to ensure on-going support. Once all reasonable efforts have been made to connect the client with the appropriate housing stabilization supports, the housing worker can discharge the client. The following information helps to clarify the housing worker's role in this area.

Before any discharge, the housing worker will complete a discharge assessment process with each client to determine whether or not they need on-going follow-up support. The purpose of the assessment is to determine the supports that need to be in place that will most effectively assist the client to maintain housing and ensure a long-term support plan as appropriate.

Discharge Planning Assessment must include:

1. A review of housing history including patterns of behaviour (e.g. non-payment of rent, evictions for behavioural breaches of the Residential Tenancies Act, hygiene/hoarding issues, general life skills, health, mental health and addiction issues, etc.) to assess the client's need for continued housing stabilization services;
2. Case review and client progress assessment which will assess (in consultation with the client) housing stability (i.e. review case plans, rental payment history, cleanliness and up-keep of premises; current income assistance, community linking, extended case management services, etc.).
3. Before any discharge, the housing worker must establish and document the discharge plan and put the necessary systems and supports in place to ensure that an appropriate discharge plan is in place prior to discharging the client.
4. If the client can manage independently, with few supports, already has supports in place, or refuses support services, the housing worker is still responsible to continue to check-in with the landlord to pro-actively address issues which may affect continued tenancy i.e. rental payment. A decision to discharge a client can only be done after all reasonable steps have been taken to ensure that there are appropriate support mechanisms in place to assist the person to maintain their housing. It is critical that this information is fully detailed in the case file.
5. If the client is in need of on-going housing stabilization supports, the housing worker, at a minimum, must make every reasonable effort to connect the client with appropriate supports. These support services can be provided by:
  - A housing worker that assisted with housing the client;

- another appropriate staff from the same agency that provides on-going support;
  - another service provider through a referral process (i.e. case managers, addiction/harm reduction support programs, etc.); and/or
  - an informal network of family or friends.
6. It is expected that before any client discharge, all reasonable steps will have been taken by the housing support provider to ensure that the client will be able to maintain their housing on an on-going basis either with or without supports. This includes ensuring that the landlord is notified of any change in emergency contact and housing support provider information.

### **Documentation Standards - All Steps in the Process**

All service contacts, plans, interventions, case management services etc. with each client/household must be recorded in the housing support case file. The purpose of this is to substantiate and document housing support efforts during each stage in the housing plan from assessment to discharge.

Housing support providers will continue to be expected to provide statistical reports as outlined in your service contract with the City.

### **Housing Support Provider Contact Information**

Housing support providers are also expected to inform the SSHA – HAP Administrative Coordinator of any change in support provider information – the most current contact information must be on file at all times with Hostel Services.

Send any changes to the support provider contact information to Hostel Services C/O HAP Program Coordinator – [hostelstats@toronto.ca](mailto:hostelstats@toronto.ca)

### **Information Services for Landlords**

The Housing Allowance Program is intended to assist in creating greater affordability for people who are living in private rental housing. The expectation is that landlords will have housing support provider information so that they can call if there is an issue which is impacting on the household's ability to maintain housing.

Support providers must be transparent with households and explain that this requirement is part of the expectation of the program. Support providers should ensure that there are always appropriate current consent forms in place. If a client decides to discharge the support provider, all reasonable steps should be taken to ensure that the household has adequate supports to maintain housing while respecting the independence of the household to make his/her own choice in terms of continued support provision.

Housing support providers must ensure that landlords have the most current contact information for the agency in case there is a serious issue which may be impacting on the client's ability to maintain housing during the course of the Housing Allowance Program.

## **Appendix B—Housing Support Requirements for Streets to Homes Partnership Agencies**

### **Program Requirements for Partnership Agencies in the Housing Allowance Program**

The following indicates those functions that each partnership agency must undertake to assist eligible households in accessing the Housing Allowance Program, and in receiving appropriate supports once housed. Streets to Homes Partnership Agencies (Street Outreach providers, Follow-up Support providers, Housing Access projects) are expected to fulfil their existing contractual obligations in service delivery. The Housing Allowance Program is an additional tool that is available, but does not change the service guidelines, reporting expectation, or terms of the existing contracts.

### **Identify Households Suitable for Participation in the Program**

Partnership agencies will identify households which meet the eligibility requirements or are currently on the social housing waiting list. Households must also demonstrate that they are a suitable candidate for independent living in private-sector housing with time-limited community supports.

### **Develop a Plan to Identify Suitable Housing**

Partnership agencies will work with eligible households to identify areas of the city in which the household is interested in living, and will also assess building features (e.g., elevator) and community amenities that the household needs or wants in order to be successful in their housing placement.

### **Assist Household in Locating and Securing Housing**

Partnership agencies will assist households in locating vacant units amongst participating Landlords. Partnership agencies will accompany the client in viewing the unit, liaise with the Landlord throughout the lease signing process, and make appropriate arrangements for moving into the unit once secured.

### **Appropriate Housing Supports**

Partnership agencies will provide housing supports which will include goal setting with the household in the areas of housing, income, life skills and self-sufficiency. Supports will also include liaising with the Landlord, monthly checks to ensure rent has been paid, income and household composition verification in the first year, and connecting the household to resources and amenities within the community.

### **Discharge Planning**

A household may be discharged from support services for one of three reasons: the household has determined that they would no longer like to receive housing supports; the household has

demonstrated stability and independence; or, the level of support services exceeds the capacity of the supporting agency to deliver, and the client is transferred to a more appropriate support provider.

In the event the household determines they would no longer like to receive housing supports, the support workers will make all reasonable efforts to continue the relationship. If those efforts are unsuccessful, the support worker will inform the Landlord that they are no longer responsible for providing support to that household. This information will be provided to Housing Connections.

In the event the household requires a level of support that exceeds the agency's capacity to deliver, the supporting agency will transfer the client to a more appropriate support provider. This information and contact details for the new support provider will be relayed to Housing Connections prior to the formal discharge.

### **Information Services for Landlords**

Housing support providers will provide contact information to the Landlord/building superintendent so that the Landlord can call the support provider if there is an issue that is impacting on the household's ability to maintain housing.

Support providers must be transparent with households and explain that this requirement is part of the expectation of the program. Support providers should ensure that there are always appropriate current consent forms in place.

### **Administrative Requirements**

Participating agencies will assist clients in completing all required applications and forms and producing required documentation as necessary.

Participating agencies will submit all required applications and forms and required documentation to the City. The City will process applications and forms as required and relay all applications, forms and documentation to Housing Connections.

Participating agencies will report on household outcomes in a manner outlined and to the satisfaction of the City.

Those providing housing supports must maintain sufficient documentation on contacts, plans, interventions, case management services, etc. to substantiate the housing support efforts during each stage of the housing plan.

**Appendix C – Sample Intent to Rent Form**



Intent to Rent Form

Building Address:			
Unit #:		Unit Size:	
Rental rate:	\$	Move in date:	

**APPLICANT ACCEPTANCE**

Applicant's name:	SAMPLE
Eligibility #:	HAP#####
Maximum unit size:	##

I \_\_\_\_\_ have viewed the above listed unit and consider it to be a suitable place for me to live. I agree to move in to this unit and follow the rental terms and conditions as stated in the lease agreement with the landlord.

_____ Applicant's Signature	_____ Date dd/mm/yyyy
--------------------------------	--------------------------

**LANDLORD ACCEPTANCE**

Landlord Name (Please print)	Contact telephone #:
<p>I am a pre-approved landlord for the Housing Allowance Program. I have shown the unit listed above to this applicant and have reviewed their information. I confirm that I am authorized to lease this unit to the applicant and that we are prepared to offer this unit to the above mentioned applicant.</p>	
_____ Signature	_____ Date dd/mm/yyyy

**HOUSING CONNECTIONS USE ONLY**

Household TAWL Application #	
Vendor #:	Building #:
Unit #:	Household #:

*After completing this document please fax to (416) 981-6114. If you have any questions please call (416) 981-6128.*

**Last updated 12/15/06**

**Appendix D – Sample Housing Allowance Program Agreement**



Housing Allowance Program  
 176 Elm Street  
 Toronto ON M4W 3L4  
 Phone: (416) 981-6128  
 Fax: (416) 981-6114  
 www.housingconnections.ca

**Housing Allowance Program Client Agreement**

Applicant Name:

Allowance Address:

Unit Size:  Occupancy Date:

Rental Rate:  Household Members:

Housing Allowance:

Tenant Portion of Rental Rate:

Referring Agency:

**OFFICE USE ONLY:**

<b>Eligibility Confirmed</b>	Date	<b>Unit Set Up on HMS</b>	Date	<b>Household Set Up on HMS</b>	Date	<b>Vendor #:</b>
	Signature		Signature		Signature	<b>Client #:</b>

**General**

As a participant in the Housing Allowance Program (HAP) I understand that:

- 1) Housing Connections is not my landlord. My relationship with Housing Connections under this program relates only to my obligation to provide information as required to confirm ongoing program participation.
- 2) Participation in the Housing Allowance Program has no impact on the relationship, responsibilities or obligations I would normally have with respect to my landlord as a full market rent tenant. Nor will my participation in the program affect any rights of the landlord with respect to me including the right to raise the market rent as prescribed within related legislation.
- 3) I must meet ongoing participation requirements for the duration of the program in order to remain within the program. If I lose my eligibility to remain in the program, I will become immediately responsible for payment of the full market rent established for my unit at such time as my eligibility loss is determined.

- 4) The program will apply to my tenancy in the above unit for a period not to exceed five years and will end no later than March 31, 2013. Upon expiry of the program, I will immediately become responsible for payment of the full market rent established for my unit at such time as my expiry of the program.
- 5) The Housing Allowance Program is not a rent-geared-to-income (RGI) program. The discount applicable for my unit on the initial occupancy date will be fixed for the duration of the program. It will not change if my income changes.
- 6) The Housing Allowance Program will not affect my application for subsidized housing or my place on the waiting list. Nor will it affect any obligations I may have with respect to maintaining my application for subsidized housing in good order.
- 7) The Housing Allowance Program applies to the unit in which I originally choose to live. If I move to another market rent unit at any time during the five-year term of the program, I realize that the discount may not be able to follow me to my new location. I also understand that the Housing Allowance Pilot Program discount will no longer apply to my unit if I choose to sublet at any time during the life of the program.

**Eligibility**

In order to maintain my eligibility to participate in the Housing Allowance Program I understand that:

- 1) My household income must remain within the eligible range for my unit.
- 2) I must provide Housing Connections staff with proof of income on an annual basis or more often where deemed necessary by Housing Connections.
- 3) I must maintain my tenancy under the Housing Allowance Program in good standing.

I have read and understood the above terms and conditions related to the Housing Allowance Program and agree to be bound by them for as long as I am a participant in the program.

Applicant Signature	Date
Housing Workers Signature	Date
Housing Connections Signature	Date

**Applicant ID:**

**TO BE COMPLETED BY HOUSING CONNECTIONS UPON RECEIPT OF SIGNED DOCUMENT.**

**Appendix E – CMHC Average Market Rent**

<b>ZONE DESCRIPTIONS - TORONTO CMA</b>	
Zone 1	<b>Toronto (Central)</b> - North: C.P.R. Line; East: City Limit & Don River; South: Lake Ontario; West: Bathurst St. (East Side); Census tracts - 2, 11-17, 30-39, 59-68, 86-92.
Zone 2	<b>Toronto (East)</b> - North: City Limit; East: City Limit; South: Lake Ontario; West: Don River; Census tracts - 1, 18-29, 69-85.
Zone 3	<b>Toronto (North)</b> - North: City Limit; East: City Limit; South: C.P.R. Line; West: City Limit (Bathurst St. East Side); Census tracts - 117-142
Zone 4	<b>Toronto (West)</b> - North: City Limit; East: Bathurst St. (West Side); South: Lake Ontario; West: City Limit; Census tracts 3-10, 40-58, 93-116.
<b>Zones 1-4</b>	<b>Toronto (Old City)</b>
Zone 5	<b>Etobicoke (South)</b> - North: Bloor St. West; East: Humber River; South: Lake Ontario; West: Etobicoke Creek; Census tracts 200-220.
Zone 6	<b>Etobicoke (Central)</b> - North: Highway 401; East: Humber River; South: Bloor St. West; West: Etobicoke Creek; Census tracts - 221-243.
Zone 7	<b>Etobicoke (North)</b> - North: Steeles Ave.; East: Humber River; South: Highway 401; West: Etobicoke Creek; Census tracts - 244-250.
<b>Zones 5-7</b>	<b>Etobicoke</b>
Zone 8	<b>York City</b> - Census Tracts 150-176.
Zone 9	<b>East York (Borough)</b> - Census tracts - 180-196.
Zone 10	<b>Scarborough (Central)</b> - North: Highway 401; East: Brimley Rd. & McCowan Rd.; South: Lake Ontario; West: City Limit; Census tracts - 334-353, 369-373.
Zone 11	<b>Scarborough (North)</b> - North: Steeles Ave.; East: City Limit; South: Highway 401 & Twyn River Dr.; West: City Limit; Census Tracts: 374-378.
Zone 12	<b>Scarborough (East)</b> - North: Highway 401 & Twyn River Dr.; East: City Limit; South: Lake Ontario; West: Brimley Rd. & McCowan Rd.; Census tracts - 330-333, 354-368, 802.
<b>Zones 10-12</b>	<b>Scarborough</b>
Zone 13	<b>North York (Southeast)</b> - North: Highway 401; East: City Limit; South: City Limit; West: Yonge St.; Census tracts - 260-274.
Zone 14	<b>North York (Northeast)</b> - North: Steeles Ave.; East: City Limit; South: Highway 401; West: Yonge St.; Census tracts - 300-307, 321-324.
Zone 15	<b>North York (Southwest)</b> - North: Highway 401; East: Yonge St. & City Limit; South: City Limit; West: City Limit; Census tracts - 275-287.
Zone 16	<b>North York (North Central)</b> - North: Steeles Ave.; East: Yonge St.; South: Highway 401; West: Dufferin St. & Sunnyview Rd.; Census tracts - 288, 297-299, 308-310, 317-320.
Zone 17	<b>North York (Northwest)</b> - North: Steeles Ave.; East: Dufferin St. & Sunnyview Rd.; South: Highway 401; West: Humber River; Census tracts - 289-296, 311-316.
<b>Zones 13-17</b>	<b>North York</b>
<b>Zones 1-17</b>	<b>Toronto</b>

### 1.1.2 Private Apartment Average Rents (\$) by Zone and Bedroom Type Toronto CMA

Zone	Bachelor		1 Bedroom		2 Bedroom		3 Bedroom +	
	2004	2005	2004	2005	2004	2005	2004	2005
Zone 1-Toronto (Central)	797	796	1,007	1,012	1,362	1,427	2,003	2,125
Zone 2-Toronto (East)	655	676	867	879	1,071	1,058	**	**
Zone 3-Toronto (North)	784	790	990	991	1,335	1,318	2,167	1,977
Zone 4-Toronto (West)	657	635	858	878	1,053	1,085	1,394	1,316
Toronto-Old City (Zones 1-4)	749	747	950	960	1,249	1,268	1,903	1,777
Zone 5-Etobicoke (South)	612	620	781	772	953	925	**	**
Zone 6-Etobicoke (Central)	701	745	907	905	1,077	1,072	1,305	1,319
Zone 7-Etobicoke (North)	599	596	794	789	945	943	985	1,008
Etobicoke (Zones 5-7)	627	638	841	834	1,014	1,004	1,199	1,217
Zone 8-York	640	627	811	812	971	955	1,246	**
Zone 9-East York	682	669	846	845	1,058	1,068	1,319	1,340
Zone 10-Scarborough (Central)	751	723	811	801	927	922	1,039	1,074
Zone 11-Scarborough (North)	783	788	906	902	1,053	1,034	1,202	1,179
Zone 12-Scarborough (East)	715	691	814	801	912	909	1,020	1,033
Scarborough (Zones 10-12)	744	724	830	820	948	941	1,058	1,071
Zone 13-North York (Southeast)	673	705	848	848	1,010	1,010	1,192	1,217
Zone 14-North York (Northeast)	886	**	976	934	1,177	1,168	1,294	1,354
Zone 15-North York (Southwest)	661	657	832	831	985	980	1,214	1,199
Zone 16-North York (N. Central)	720	629	909	903	1,081	1,065	1,238	1,228
Zone 17-North York (Northwest)	686	681	796	792	906	926	1,063	1,065
North York (Zones 13-17)	717	674	865	854	1,025	1,024	1,198	1,216
Toronto (Zones 1-17)	730	726	888	889	1,061	1,060	1,258	1,265

**Appendix F – Examples of Housing Allowance Payments**

**Single person on Ontario Works**

- Maximum OW shelter allowance: \$342
- Eligible for a bachelor or 1-bedroom unit.
- Housing allowance for bachelor of 1-bedroom: \$250

Scenario 1:

If the client moves into a unit with a rent of \$797, the client would have to pay \$205 from her own pocket, above her OW shelter allowance. \$205 is the difference between the rent amount and the total of the OW shelter allowance and the housing allowance (\$592).

Scenario 2:

If the client moves into a unit with a rent of \$650, the client would have to pay \$58.

Scenario 3:

If the client moves into a unit with a rent of \$590, the housing allowance would be reduced by \$2 to \$248, because the client must use the maximum OW shelter allowance, but she would not have to pay any of the rent out of her own pocket.

Scenario 4:

If the client moves into a unit with a rent of \$592, there would be no change to the allowance amount and the client would not have to pay any of the rent out of her own pocket.

**2 singles, both on OW, move in together**

- Max OW shelter allowance: \$342 x 2 = \$684
- Eligible for a 2- bedroom unit
- Housing allowance for 2-bedroom unit: \$350

Scenario 5:

If the clients move into a 2-bedroom unit with a rent of \$1100, they would have to pay \$66 out of pocket.

Scenario 6:

If the clients move into a 2-bedroom unit with a rent of \$1000, the housing allowance would be reduced by \$34, because they must use the maximum OW shelter allowance. They would not have to pay any of the rent out of pocket.

Scenario 7:

If the clients move into a 2-beroom unit with a rent of \$1034, there would be no change to the allowance amount and the clients would not have to pay any of the rent out of pocket.

Scenario 8:

The clients move into a 2-bedroom unit with a rent of \$1034. 6 months later, one of the clients moves out. The rent remains \$1034, and the housing allowance remains \$350, but the remaining client's OW shelter allowance is only \$342. The client has to pay \$342 out of his own pocket.

**Family of three**

- two parents and one child
- Max OW shelter allowance: \$583
- Eligible for a 2-bedroom unit
- Housing allowance for a 2-bedroom unit: \$350

Scenario 9:

If the family moves into a 2-bedroom unit with a rent of \$1034, they would have to pay \$101 out of pocket.

Scenario 10:

The family moves into a 2-bedroom unit with a rent of \$933 on February 1, 2007, and they remain in the unit and continue to receive the housing allowance for 5 years. Because it is a five-year program the family will stop receiving the housing allowance after January 31, 2012, and must pay \$350 out of pocket as of February 1, 2012.

Scenario 11:

The family moves into a 2-bedroom unit with a rent of \$933 on February 1, 2007. At the second Annual Income Review, it is found that the gross annual income of the household has risen to \$80,000. As of February 1, 2009, the family remains in the unit but must pay the full market rent on its own.

**Family of 4**

- two parents and two children
- Max OW shelter allowance: \$606
- Eligible for a 3-bedroom
- Can choose to reside in a 2-bedroom if children are of the same sex
- Housing allowance for a 3-bedroom unit: \$450
- Housing allowance for a 2-bedroom unit: \$350

Scenario 11:

If the family moves into a 3-bedroom unit, they can afford a rent amount of up to \$1056 without having to pay anything out of pocket.

Scenario 12:

If the family moves into a 2-bedroom unit, they can afford a rent amount of up to \$956 without having to pay anything out of pocket.