

How To Use the RGI Administration Manual

The rules that govern the Social Housing Program are set out in provincial legislation — the *Housing Services Act* (HSA) and its Regulations. The HSA permits the City to make certain *Local Rules* about RGI administration.

The RGI Administration Manual provides direction to anyone involved in administering rent-geared-to-income (RGI) assistance on behalf of the City of Toronto.

The Social Housing Unit has written the RGI Administration Manual for staff or directors of

- former provincial program co-operative and non-profit housing providers
- Toronto Community Housing
- Housing Connections
- former federal program non-profit housing providers if they administer rent supplement programs funded by the Social Housing Unit
- any other housing providers when they administer rent supplement programs funded by the Social Housing Unit.

Housing providers must comply with the on-line [RGI Administration Manual](#) when administering the RGI Program. This will ensure compliance with the *Housing Services Act* and RGI Service agreements/ operating agreements between housing providers and the City of Toronto.

When the RGI Administration Manual uses "RGI Administrator", it refers to a person authorized to administer any aspect of the RGI program on behalf of one of the organization types listed above.

When the RGI Administration Manual uses the word "you", it refers to RGI Administrators.

The HSA and its regulations are available at **www.e-laws.gov.on.ca**. There are references to the HSA and these regulations throughout this Manual.

You will need to know how the legislation defines certain terms. Chapter 1 of this Manual provides definitions for commonly used terms. These terms appear in *italics* the first time that they are used in a section.

Non-profits and co-ops use different terms, too. People who live in co-ops are called members, not tenants. They pay housing charges, not rent. They sign occupancy agreements, not leases. For simplicity, we have used the non-profit terms. We ask co-op members and staff to think of

How To Use the RGI Administration Manual

- tenants as members
- rent as housing charge
- leases as occupancy agreements.

All local rules about the RGI Program are detailed in the RGI Administration Manual. City Guidelines alert housing providers about a change and direct them to comply with the RGI Administration Manual.

Always refer to the current version of the on-line [RGI Administration Manual](#) when administering the RGI program.

The Social Housing Unit recommends that you bookmark the [RGI Administration Manual](#) web page and refer to it when you have any questions about the administration of the RGI assistance program. This will ensure that you are always referring to the current version of the [RGI Administration Manual](#).

Chapter 10 of the RGI Administration Manual provides template documents for RGI administration. Use of some of the templates is **mandatory**. The mandatory use templates include:

- Notice of Decision, Loss of Eligibility for RGI Assistance
- Request for Review of a Decision to Remove Eligibility for RGI Assistance (non-profits and co-ops only)
- Request to provide RGI assistance to a market rent household (non-profits and co-ops only)
- Doctor and caregiver verification forms to support requests for an additional bedroom (mandatory, but may be modified with City approval)

This Manual covers most situations that you will encounter when administering RGI. However, you may come across situations that are not dealt with in this Manual. Under the RGI Service Agreement/TCH Operating Agreement your housing provider signed with the City, RGI Administrators have the authority to make decisions that are consistent with the HSA, local rules and City Guidelines (which are now incorporated into the RGI Administration Manual). If you need further help in making a decision, you can contact

- your Social Housing Consultant at the City of Toronto
Phone: 416-338-8342

How To Use the RGI Administration Manual

- Ontario Non-Profit Housing Association
Phone: 416-927-9144
Web site: www.onpha.org
- Co-operative Housing Federation of Toronto
Phone: 416-465-8688
Web site: www.coophousing.com