

## City Guideline – 2021-3: RGI Administration Manual Re-Issue & Implementation of Single-Offer Rule

Date issued	Effective date
June 30, 2021	July 1, 2021

### Applicability to Social Housing Programs

The City Guideline is applicable to the programs indicated in the table below.

#### Applicability Program

✓	Housing Services Act, Part VII Housing Projects, Market and Rent-Geared-to-Income, Section 78 Housing Providers (formerly 110)
✓	Housing Services Act, Part VII Housing Projects, 100% Rent-Geared-to-Income, Section 78 Housing Providers (formerly 110)
	Federal Non-Profit Housing, Section 26/27
	Federal Non-Profit Housing, Section 95
✓	Rent Supplement Programs for Sections 26, 27, 95 and New Affordable Housing Providers
✓	Toronto Community Housing Corporation

If your program is not checked in the Applicability column, this City Guideline does not apply.

### About City Guidelines

Under the authority of the Housing Services Act, the City of Toronto, Shelter, Support and Housing Administration (SSHA) Division City Guidelines and Rent-Geared-to-Income (RGI) Manual are the authority for housing administration and RGI administration for social housing providers in the City of Toronto.

City Guidelines are the City of Toronto's mandatory policies and procedures that social housing providers must follow. City Guidelines are most often issued when a Local Rule is established by the City of Toronto, the Rent-Geared-to-Income (RGI) manual is updated, or other relevant legislative changes or operational requirements occur. City Guidelines which impact RGI have been incorporated into the RGI Manual.

Please see [www.toronto.ca/socialhousing](http://www.toronto.ca/socialhousing) for more information.

## Background

The *Housing Services Act, 2011* (HSA), and its accompanying regulations, outlines the requirements that the City of Toronto as Service Manager for the Rent-Geared-to-Income (RGI) program must follow.

On September 23, 2019, the Province of Ontario released a number of significant changes to the HSA and its regulations. Among these changes, Regulation 316/19 to the HSA replaces Regulation 298/01, simplifying the calculation and verification of RGI rent. As well, Regulation 367/11, s. 32.2, reduces the number of offers for suitable RGI housing that an applicant or over-housed household can refuse before ceasing to be eligible for RGI housing, from three (3) offers to one (1) offer.

The City of Toronto will be implementing the changes associated with Regulation 367/19 (RGI Simplification) on July 1, 2021. The City's RGI Administration Manual and associated forms and templates have been re-written to reflect these new program changes.

The City of Toronto will be implementing the changes associated with Regulation 367/11, s. 32.2 (Single Offer Rule) on January 1, 2022.

## Actions required

1. Effective July 1, 2021, housing providers must ensure that their relevant processes, documents and policies reflect this new regulation. This includes updating information packages for new RGI households.
2. As of July 1, 2021, when making offers of RGI housing to applicants, RGI administrators must inform the household that, effective January 1, 2022, one refusal of RGI housing may result in loss of eligibility for RGI housing and removal from the centralized waiting list.
3. From July 1, 2021 to December 31, 2021 **all** refusals of housing offers, either internal or external must be considered withdrawals and not refusals. Refusals during this time period must **not** result in the issuance of a Notice of Decision - Loss of Eligibility for RGI Assistance.

## Questions

If you have any questions, please contact your Housing Consultant or HSS:

### **Housing Stability Services**

Shelter, Support & Housing Administration

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## ***ORIGINAL SIGNED***

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30 June 2021