

City Guideline – 2021-10: RGI Administration Manual Re-Issue

Date issued	Effective date
November 23, 2021	November 23, 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 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 implemented the changes associated with Regulation 367/19 (RGI Simplification) on July 1, 2021. Since that date, several changes have been required to be made to the procedures as detailed in the City's RGI Administration Manual; significant changes are:

Notice of Assessment not required for full-time students:

- Household members who qualify as a full-time student are no longer required to provide a Notice of Assessment for the annual household income and RGI review.
- Full-time students who receive Ontario Works (OW) or Ontario Disability Support Program (ODSP) must continue to provide a recent Statement of Assistance or a copy of the proof of social assistance from the recipients' MyBenefits account, as per the online RGI Administration Manual.

Divestment of property within 180 days:

- Households can lose eligibility for RGI assistance when they fail to divest leased or owned residential property suitable for year-round use within 180 days following the first day of the month after which the household obtained RGI housing or within 180 days following the first day of the month after which the household acquired the property.
- Previously the deadline to divest was expressed as six (6) months.

Report name change:

- The name of the report previously referred to as the Market Rent to RGI (MRR) report has been changed to the Market Rent Tenant Applied for In-Situ (MRTAI) report.
- This report is generated through MyAccessToHousingTO and displays the name of the eligible in-situ applicants for a specific building.

Addition of new Notice of Decision templates:

- Notice of Decision – In-year review – rent will not change
To notify households that their RGI rent will not change after completing an in-year review.
- Notice of Decision – In-year review – rent change
To notify households that their RGI rent will change after completing an in-year review.
- Notice of Decision – Annual Income & RGI Review
To notify households of the outcome of their annual income and RGI review.
- Notice of Decision – Ineligible for Special Needs Unit
To notify households that they are no longer eligible for the special needs unit they currently live in.

Currently use of these notice templates is optional. However, any decisions about a household's RGI subsidy must be issued in writing. The notice must include an explanation of the decision and information about how the household can request a review of the decision. Using these templates will assist you to ensure that your notices of decision include all required information.

One offer rule

- Effective January 1, 2022, the City will be implementing the "One Offer" rule.
- Under this new rule, a household ceases to be eligible for RGI housing if the household refuses an offer of RGI housing in a unit that: a) meets the service manager's occupancy standards; and b) is a unit for which the household has expressed a preference.
- This new rule applies to new applicants and current RGI households who are over-housed or market households requesting RGI.
- City Guidelines 2021-11 and 2021-12 will be issued detailing required procedures to implement the One Offer rule.

The [online RGI Administration Manual](#) and associated forms and templates have been revised to reflect these changes.

Actions required

1. Effective November 29, 2021, housing providers must ensure that their relevant processes, documents and policies reflect the rules and guidelines detailed in the City of Toronto's [online RGI Administration Manual](#).

Questions

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

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ORIGINAL SIGNED

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