

City Guideline – 2021-12: One Offer for RGI Housing - Applicants

Date issued	Effective date
December 2, 2021	January 1, 2022

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, O. Reg. 367/11, s. 32.2, reduces the number of offers for suitable RGI housing that an applicant household can refuse from three (3) to one (1) before ceasing to be eligible for RGI housing and removed from the Centralized Waiting List (CWL).

Under this regulation, an applicant household ceases to be eligible for RGI housing if the household refuses one (1) offer for RGI housing in a unit that:

- a) meets the service manager's occupancy standards; and
- b) is in a housing project for which the household has expressed a preference.

The City of Toronto is implementing this change, effective January 1, 2022.

Applicant households have the right to request a review of a decision related to the refusal of an RGI housing offer. The City of Toronto is responsible for these reviews. An offer may not be counted as a refusal if the City determines that there are extenuating circumstances.

For Applicants on the CWL on or prior to December 31, 2021, only RGI housing offers refused on or after January 1, 2022 will be counted as their one offer under the new regulation.

Please see the City of Toronto's [RGI Administration Manual](#) for more details on applicant households.

Actions required

1. Prior to January 1, 2022, housing providers must update their relevant processes, documents and policies to reflect this new regulation. This includes updating information packages for new RGI households.
2. Prior to January 1, 2022, housing providers must train all RGI administrators on the new regulation and the use of relevant documents, policies and processes.
3. As of January 1, 2022, when making offers of RGI housing to applicants, RGI administrators must inform the household that one (1) refusal of RGI housing will result in loss of eligibility for RGI housing and removal from the CWL.
4. As of January 1, 2022, if applicants refuse an RGI housing offer, RGI administrators must enter this refusal in RENTCafé. A notice of decision will be issued through the applicant's MyAccesstoHousingTO portal.

Questions

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

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ORIGINAL SIGNED

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