



City Guideline – 2023-3: RGI Administration Manual Re-Issue

Date issued	Effective date
September 8, 2023	September 8, 2023

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 Services Act, Part VII Housing Projects, 100% Rent-Geared-to-Income, Section 78
✓	Other alternative mandated units
✓	Rent Supplement Agreements with the City of Toronto
✓	Toronto Community Housing Corporation
✓	Toronto Seniors 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, Housing Secretariat, City Guidelines and the Rent-Geared-to-Income (RGI) Administration Manual are the authority for housing administration and RGI administration for prescribed 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) Administration Manual is updated, or other relevant legislative changes or operational requirements occur. City Guidelines which impact RGI are 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, outline the requirements that the City of Toronto as Service Manager for the Rent-Geared-to-Income (RGI) program must follow. City Guideline 2014-1 established the [online RGI Administration Manual](#) as the authority for RGI administration in the City of Toronto.

The City of Toronto implemented significant changes associated with Regulation 367/11 (RGI Simplification) on July 1, 2021. Since that time, a number of updates, procedural changes and clarifications have been required. Housing Stability Services is re-issuing the entire [RGI Administration Manual](#) and the associated RGI forms and templates.

Key changes include:

1. **Name of annual income and RGI review:** The name of the “annual income and RGI review” has been changed to “annual RGI review” throughout.
2. **Name of in-situ applicants report:** The name of the report generated by RENTCafé and displays the name of all eligible in-situ applicants for a specific building has been changed from the “Market Rent Tenant Applied for In-Situ (MRTAI)” report to the “Building Complex – Applicants Currently Residing (BCACR)” report.
3. **One Offer for RGI Housing – Over-housed & In-situ Households:** Updates the requirements reducing the number of offers for suitable RGI housing/ assistance that a household can refuse from three (3) to one (1) before ceasing to be eligible for RGI assistance for: over-housed households who have been over-housed for at least one year and must move to an appropriately sized unit; and market households requesting RGI in their current unit (in-situ) as per [City Guideline 2021-11](#).
4. **One Offer for RGI Housing – Applicants:** Updates the requirements reducing 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) as per [City Guideline 2021-12](#).
5. **Effective dates of, and allowable reasons for, Loss of Eligibility for RGI Assistance:** Updates the effective date for a household's loss of eligibility for RGI assistance and the date the household's rent would increase to market rent due to loss of eligibility for RGI. Also updates the allowable reasons why a household may lose eligibility for RGI assistance. These updates are as per [City Guideline 2022-2](#).

6. **RGI & in-situ applicants' initial eligibility and income documentation requirements:** Requires that for a household's initial RGI eligibility review and RGI rent calculation, the applicable Notice of Assessment (NOA) or Proof of Income (POI) statement continue to be used as the primary tool of assessment. However, if by using the applicable NOA or POI statement for the **initial** review, the RGI applicant/in-situ household is found to be ineligible for RGI subsidy, the approximated net income method must be used to determine RGI eligibility and to calculate the **initial** RGI rent.
7. **Date of Notice of Assessment to be used for annual RGI review:** Changes requirement that the taxation year of the NOA used for annual RGI reviews be based on the RGI household's anniversary date as follows:
- If the RGI household's anniversary date falls between January 1st and June 30th, RGI eligibility and rent is based on the NOA from the tax year before the previous year.
 - If the RGI household's anniversary date falls between July 1st and December 31st, RGI eligibility and rent is based on the NOA from the previous tax year.
8. **Effective dates for RGI rent changes after annual RGI review:** Clarifies the mandatory effective dates for RGI rent changes which result from the annual RGI review as follows:
- All notices informing households of their RGI rent payable following an annual RGI Review must be issued within the month (30 days) immediately prior to the RGI household's anniversary date.
 - All Notices of Decision – Loss of Eligibility for RGI assistance that are issued because the household has not submitted required documentation for the annual RGI review by the prescribed deadline, must be issued within the month (30 days) immediately prior to the RGI household's anniversary date. In which case, the RGI administrator must continue to make attempts to resolve the outstanding required documentation issue with the household after the Notice of Decision has been issued.
 - For any rescinded Notices of Decision – Loss of Eligibility for RGI assistance that are issued because the household did not submit required documentation for the annual RGI Review, eligibility for RGI assistance must be reinstated to the household's anniversary date. The effective date of the associated RGI rent change must be the household's anniversary date.
9. **Update Table 9:** Ontario Disability Support Program (ODSP) Basic Needs Allowances have been updated to reflect July 2023 required provincial changes.
10. **Minimum RGI rent:** The minimum RGI rent is increased and indexed on July 1st of each year, following the province's annual rent increase guideline. The minimum RGI rent effective from July 1, 2023 to June 30, 2024 is \$136, as per [City Guideline 2023-1](#).

11. **Update to in-year reviews for households receiving social assistance:** If the non-benefit income of a benefit unit increases to exceed the applicable monthly non-benefit income limit, the RGI rent change must take effect on the first day of the month following the month in which the event occurred.

If a household receiving social assistance and paying RGI rent based on non-benefit income reports that they stopped receiving social assistance, an in-year review is not required.

12. **Requirement to submit mandatory Overnight Caregiver Verification form:** Clarifies that any RGI household requesting that an individual stay in their RGI unit as an overnight caregiver, must submit the applicable mandatory Overnight Caregiver Verification form for the RGI administrator's approval, even if the household is not requesting an additional bedroom for the caregiver.

13. **Change priority frequency for RGI vacancies for applicants that have a disadvantaged (DA) designation as a person who is homeless:** Effective July 1, 2023, the frequency that an applicant with a disadvantaged (DA) designation as a person who is homeless, those in shelter or sleeping rough, including homeless newcomers will be offered an RGI vacancy changes from every seventh (7th) vacancy to every fifth (5th) vacancy.

14. **RGI Forms & Templates (revised, new and added)**

- Revised – Notice of Decision – Loss of Eligibility for RGI Assistance (Mandatory)
- Revised – Request for Review - Loss of Eligibility for RGI Assistance (Mandatory)
- Revised – Annual Household Income and RGI Review form
- Revised – Notice of Decision – Annual RGI Review
- Revised – Request for Overnight Caregiver form – affiliated with a home care agency (Mandatory)
- Revised – Request for Overnight Caregiver form – not affiliated with a home care agency (Mandatory)
- New – Notice of Decision – Declined to offer RGI Unit
- New – Notice of Decision – Household Request for Extenuating Circumstances Consideration
- Added - Arrears Check: This is not a new form but is now being made available in [RGI Forms & Templates](#)

Actions required

Housing providers must ensure that their relevant processes, documents and policies continue to be in compliance with the current rules and guidelines detailed and

updated in the City of Toronto's [online RGI Administration Manual](#) (September 2023 version).

Questions

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

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Original Signed

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September 8, 2023