



City Guideline – 2024-3: RGI Administration Manual Re-Issue

Date issued	Effective date
August 20, 2024	September 3, 2024

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.

Housing Stability Services is re-issuing a revised and updated version of the [RGI Administration Manual](#) and associated RGI forms and templates.

Key changes include:

1. Clarification regarding how to administer the household asset limit when adding a new member to a household has been added – please see the “New household member assets” section for more information.
2. Clarification regarding who should sign the lease: All household members 16 years and older should be on (sign) the lease. This includes household members who do not meet a mandate for buildings with an approved mandate.
3. Changes in the requirements when a household is suspected of subletting their unit. When an RGI administrator suspects a household may be subletting their unit, they should immediately inform the City using the suspected fraud form.
4. Update Table 10: Ontario Disability Support Program (ODSP) Basic Needs Allowances have been updated to reflect the provincial increase of 4.5%, effective July 1, 2024.
5. Changes to the procedure for assigning households to the HESH priority (if applicable).
6. **[RGI Forms & Templates](#) (Revised)**
 - Notice of Decision – Loss of Eligibility for RGI Assistance (Mandatory)
 - Loss of Eligibility – Request for Review Form (Mandatory)
 - Loss of Eligibility – Certificate of Service Form (Mandatory)
 - Consent and Declaration for RGI Review Form (Mandatory)
 - Annual RGI Review Form (formerly Annual Household Income Review Form)
 - Documentation of Suspected Fraud Form (Mandatory)
 - Notice of Decision – Annual RGI Review
 - Notice of Decision – In-year review – rent will not change
 - Overnight Caregiver Request – Affiliated with a Home Care agency (Mandatory)
 - Overnight Caregiver Request – Not Affiliated with a Home Care agency (Mandatory)

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](#) (August 2024 version).

Questions

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

Housing Stability Services

Housing Secretariat

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ORIGINAL SIGNED

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