



# City Guideline – 2025-2: RGI Administration Manual Re-Issue

Date issued	Effective date
April 11, 2025	April 14, 2025

## 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](http://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 version of the [RGI Administration Manual](#) and associated RGI forms and templates.

## Key changes include:

### 1. **Procedure for adding a new member to an existing RGI household:**

The process for adding a new member to an existing RGI household has been revised. Housing providers must now use the PWAD Arrears Online Form to initiate a PWAD check for the new member. This will also notify Access to Housing to remove the new household member from the Centralized Waitlist (CWL) if they have a current application.

Please see the “Adding a new household member” section in Chapter 5: Filling vacancies and allocating RGI assistance of the manual for the updated process.

### 2. **Manual update on mandatory Certificate of Service:**

A subsection in Chapter 4: Loss of eligibility for RGI assistance was added to explain the importance of the mandatory Certificate of Service Form to the Loss of Eligibility process.

The City of Toronto reserves the right to request that housing providers submit a sworn affidavit confirming the content of this form to the LOE Review Body as needed.

### 3. **New requirement for late Loss of Eligibility – Request for Review submissions:**

When an RGI household submits a Loss of Eligibility – Request for Review after the 30-day deadline and the reason for the late submission is medical-related, they are now required to attach written/signed confirmation from a qualified Health Care Professional confirming that a medical condition made it impossible for them to submit the Request for Review by the deadline.

### 4. **Reasons on Notice of Decision – Loss of Eligibility form numbered:**

The reasons for Loss of Eligibility listed on the Notice of Decision – Loss of Eligibility form have each been assigned a unique numeric value. The numbers associated with each reason for LOE will remain consistent.

## 5. Clarification regarding caregivers:

The following clarification regarding caregivers has been added to page 15 of

*“Caregivers must provide their permanent address on the Overnight Caregiver Verification form and attach supporting documentation that verifies their permanent address.*

*If the caregiver will be making the RGI unit their permanent address, they will become a member of the RGI household.”*

Please note that this is not a change, but a clarification of the existing definition of a caregiver for the purposes of RGI. For more information, please see the mandatory “Overnight Caregiver Verification – with a home care agency form” and “Overnight Caregiver Verification – not affiliated with a home care agency” forms.

## 6. RGI Forms & Templates:

- Revised – Notice of Decision – Loss of Eligibility for RGI Assistance (Mandatory)
- Revised – Loss of Eligibility – Request for Review Form (Mandatory)
- Revised – Loss of Eligibility – Certificate of Service Form (Mandatory)
- Now an online form – Alternative Housing Tenant Provider Authorization Online Form
- Now an online form – PWAD Arrears Online Check Form

## 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 **April 2025 version** of the City of Toronto's [online RGI Administration Manual](#).

## Questions

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

Housing Stability Services

Housing Secretariat

City of Toronto

Metro Hall, 55 John Street, 6th floor

Toronto, ON M5V 3C6

Telephone: 416-392-4126

Email: [HSS@toronto.ca](mailto:HSS@toronto.ca)

Website: [www.toronto.ca/socialhousing](http://www.toronto.ca/socialhousing)

**ORIGINAL SIGNED**

*Sarah Blackstock,*

*Director (I), Housing Stability Services*

April 10, 2025