**YOU MAY ASK FOR A REVIEW OF THIS DECISION WITHIN 30 DAYS OF THE DATE THIS NOTICE WAS ISSUED.**

To request a review, follow the instructions in the attached **Request for Review Form**

*Note: This form is to be used for households receiving an* ***RGI(MSA) subsidy*** *only.*

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| **Date Notice of Decision – LOE was Issued:** | [insert date **yyyy-mm-dd** the RGI administrator issued the decision] |
| **Household members (16 years of age and older)** | [insert names of all household members 16 years of age and older] |
| **Household Address:** | [insert household's full address] |
| **Name and address of Housing Provider issuing the Notice of Decision – LOE:** | [insert housing provider name and address] |
| **RGI(MSA) Household’s Anniversary Date:** | [insert date **yyyy-mm-dd**] - The date an RGI(MSA) household’s annual rent update takes effect, as calculated at the annual RGI(MSA) review. This date is the same every year. |
| **Effective Date for Loss of Eligibility for RGI(MSA) Assistance & Effective Date for Increase to Market Rent:** | [insert date **yyyy-mm-dd**] - the effective date for LOE and increase to market rent is the first (1st) day of the month ninety (90) days after this Notice is issued |
| **Market Rent Charge Payable:** | [insert full market charge as of the Effective Date for LOE] |
| **Deadline to Request a Review of this Decision:** | [insert date **yyyy-mm-dd**]  If delivered in person on the same day as Date Issued - 1st business day 30 calendar days after the date this Notice is issued  OR  If mailed – 1st business day 37 calendar days after the date this Notice is issued |
| **Reason Why Your Household is Losing Eligibility for RGI(MSA) Assistance:**  *Choose one or more of the reasons listed in the first column below. Insert required information in the rows below that apply and delete the rows that do not apply.* ***Delete all the instructions and yellow highlights once you have completed the form.***  ***\*\*\*NOTE if the household has already been issued an NOD for LOE, do not issue a new NOD.*** | |
| 1. Household no longer meets age, independence and citizenship requirements | Under *Housing Services Act, 2011,* Regulation 367/11 section 24 & 27, for your household to remain eligible for RGI(MSA) assistance:   * At least one member of the household must be 16 years of age or older and able to live independently; and * Each member of the household must have legal status in Canada for your household to continue to remain eligible for RGI(MSA) assistance.   State the name(s) of person(s) living in the household who do not meet the above criteria and the evidence and/or documents used to make the decision. Exclude caregiver or short-term guests as permitted under Service Manager's and housing provider's Guest Policy. |
| 1. A removal order has become enforceable against a member of the household | Under *Housing Services Act, 2011,* Regulation 367/11 section 25 & 27, a household is no longer eligible for RGI(MSA) assistance if a removal order has become enforceable under the *Immigration and Refugee Protection Act* (Canada) against any member of the household.  State the name(s) of person(s) living in the household who has been issued a removal order and the evidence and/or documents used to make the decision. |
| 1. Former tenant debts | Under *Housing Services Act, 2011,* Regulation 367/11 section 26 & 27, no member of a household can owe money, **from a former tenancy** to a social housing provider in Ontario for:   * arrears of rent; * having paid a lower subsidized rent than the household was entitled to; or * damages that a member of the current household or their guest caused.   When a household member owes money for these reasons, they must enter into a repayment agreement with their former housing provider to pay off the debt, and they must comply with that agreement. If a household member owes this money and does not have a repayment agreement, or is not complying with the agreement, this is grounds for the current household to lose their RGI(MSA) assistance at the current unit where the household lives.  State the name of the housing provider to whom one or more household members owe debts (as described above) from a former social housing tenancy. State whether the household has not signed or has defaulted on a repayment agreement. Provide the former housing provider's contact name and phone number.  Provide any other relevant information (e.g. if you already advised the household that they were required to enter into a repayment agreement, provide the dates you communicated with the tenant and the method of communication – e.g. by phone, letter, etc.) |
| 1. Did not report changes within 30 days of the change | Under *Housing Services Act, 2011,* Regulation 367/11 section 28 and the City of Toronto’s RGI Administration Manual, RGI(MSA) households must report changes to their circumstances that can affect their eligibility for RGI(MSA), or the amount of RGI(MSA) the household is entitled to, within 30 days of the change.  You failed to report that:  Select the change(s) not reported by the household and the date of the change(s):  your household composition permanently changed on [insert date]. Note: a household can report a new child joining the household at their next annual review.  a member of your household has ceased to be a full-time student on [insert date]  a member of your household [started or stopped] receiving social assistance on [insert date]  a member your household who is a member of a social assistance benefit unit had a permanent increase in income that caused the benefit unit to exceed their non-benefit income limit on [insert date]  a member of your household has had their income tax return reassessed or additionally assessed since the last household income & RGI(MSA) review on [insert date]  Provide all relevant details (e.g. the names of the household members affected, how the unreported change was discovered, etc.) |
| 1. Did not provide information for annual RGI(MSA) review | If the Notice of Decision is being issued for this reason, the RGI administrator must issue this Notice of Decision – Loss of Eligibility for RGI(MSA) Assistance within the month (30 days) immediately prior to the RGI(MSA) household's anniversary date.  The RGI administrator must continue to make attempts to get the outstanding documentation from the household after the Notice of Decision has been issued.  If this Notice of Decision is rescinded, the RGI(MSA) assistance must be reinstated, and rent change date adjusted, to the household's anniversary date.  Under *Housing Services Act, 2011,* Regulation 316/19 section 10 and the City of Toronto’s RGI Administration Manual [insert name of Housing Provider] is required to determine whether you are eligible for RGI(MSA), and how much RGI(MSA) you are entitled to each year.  Under *Housing Services Act, 2011,* Regulation 367/11 section 29 and the City of Toronto’s RGI Administration Manual, you are required to provide information and documentation to show whether you remain eligible for RGI, and how much RGI(MSA) you are entitled to.    Each year, [insert name of Housing Provider] sends you an Annual RGI(MSA) Review form to complete. The form asks you to provide information and supporting documentation about the number and identity of people who live in your unit and your household’s income, property holdings, and full-time school attendance, etc.  State:   * the dates on which the RGI administrator asked the household to submit information, * the specific information requested for each household member, and * the response of the household to each request.   If it is appropriate to give the household until the effective date to submit the relevant documents, add the following:    If you submit the required documentation before the “Effective Date for Increase to Market Rent” set out above, [insert name of Housing Provider] may reconsider this Loss of Eligibility decision. If you do not submit all of the required documentation by that date, this decision will stand and be final. |
| 1. A member of the household did not file an income tax return | Under *Housing Services Act, 2011,* Regulation 367/11 section 29.1 a household ceases to be eligible for RGI(MSA) assistance if a member of the household whose income is to be included in the calculation of the RGI(MSA) rent payable has not filed a tax return for the relevant taxation year.  State the name(s) of the household member(s) whose Notice of Assessment is missing and **the taxation year of the missing Notice of Assessment**.  If you submit:   * the missing Notice of Assessment; or * documentation showing that the person in question is a full-time student at a recognized educational institution for the [insert relevant school year]   before the “Effective Date for Increase to Market Rent” set out above, [insert name of Housing Provider] may reconsider this Loss of Eligibility decision. If you do not submit the required documentation by that date, this decision will stand and be final. |
| 1. Paid RGI(MSA) rent equal to market rent for 24 months | Under *Housing Services Act, 2011,* Regulation 367/11 section 30 a household that has been receiving RGI(MSA) assistance ceases to be eligible for such assistance if their household income has increased and, as a result they paid RGI(MSA) rent that is equal to market rent for a period of 24 consecutive months.  State the date on which the household’s income was high enough that they began paying RGI(MSA) rent equal to Market Rent. State the date that a warning letter was sent to the household advising them that they would soon lose their RGI(MSA) because their income was high. Where applicable, state the date when household reported a decrease in income and the reason why it did not meet the in-year review criteria for the RGI(MSA) rent to be recalculated. |
| 1. Did not try to obtain income | Under *Housing Services Act, 2011,* Regulation 367/11 section 31, RGI(MSA) recipients are required to try to obtain income from sources they may be eligible for. The failure to pursue income is grounds to take away the RGI(MSA) assistance.  State the income type that the household may be entitled to, when the RGI administrator notified the household in writing to apply for income, the reporting deadline given to the household, and the response or lack of response by the household.  If you have documentation showing that:   * you received income within the period we gave you to pursue income; or * your household applied for income but the application was denied within the period we gave you to pursue income   and you submit that documentation before the “Effective Date for Increase to Market Rent” set out above, [insert name of Housing Provider] reconsider this Loss of Eligibility decision. If you do not submit the required documentation by the “Effective Date for Increase to Market Rent,” this decision will stand and be final. |
| 1. Did not divest leased or owned residential property that is suitable for year-round use | Under *Housing Services Act, 2011,* Regulation 367/11 section 32 RGI(MSA) households are required to report and divest any interest any member of the household has in residential real estate (property that can be lived in year-round).  The interest must be reported whether it is leased or owned, held jointly or alone, located inside or outside of Ontario.  The interest must be reported whether you have a legal interest or beneficial interest in the property (e.g. whether you own it for your own benefit, you own it for someone else’s benefit, or someone else owns it for your benefit).  The household member must divest their interest in the residential real estate (sell, give away, end the lease, etc.) within:   * 180 days of the first day of the month in which the household began receiving RGI(MSA); or * If the household was already in receipt of RGI(MSA) when the household member acquired the interest in residential real estate – within 180 days of the first day of the month in which the household member acquired the interest.   Households that do not disclose and divest residential real estate will lose their RGI(MSA) assistance.  Each year, [insert name of Housing Provider] sends you an Annual Income and RGI(MSA) Review form. The form specifically directs you to disclose the interest any household member has in residential real estate.  Contrary to the RGI(MSA) rules a member of your household had an interest in residential real estate at:  Identify the address of the property and, if known, when it was bought or leased by a member of the household.  State whether or not the household disclosed the property to the Housing Provider.  State how the Housing Provider discovered the property interest.  If the household informed the RGI administrator about acquiring the owned or leased property, state:   1. the date the household acquired the property 2. the date on which the RGI administrator first notified the household about the requirement to divest 3. the deadline the RGI administrator gave for divestment, and 4. the response by the household.   Add any other relevant information |
| 1. Alternate form of financial assistance related to housing | Under *Housing Services Act, 2011,* Regulation 367/11 section 32.1, an RGI(MSA) household ceases to be eligible for RGI(MSA) if the household has accepted an offer of alternate financial assistance related to housing and is receiving that assistance.  State the name(s) of the household member(s) in receipt of an alternate form of financial assistance related to housing and provide details with respect to the assistance the household is receiving. Examples of alternate forms of financial assistance include:   * Portable Housing Benefit (PHB) * Toronto Housing Allowance Program (THAP) * Canada Ontario Housing Benefit (COHB) * Simplified Rental Assistance (SRA) |
| 1. Over-housed under Local Occupancy Standards/refused offer | Under *Housing Services Act, 2011,* Regulation 367/11 sections 32.2 and 38 and the City of Toronto’s RGI Administration Manual, a household who has been living in a unit with more bedrooms than they are eligible for and have been issued an over-housed notice more than twelve (12) months ago, will lose eligibility for RGI(MSA) if:   * the household has been offered and refused suitably sized housing in accordance with the City’s Local Rules; or * the household fails to keep an active application on the City of Toronto's centralized waiting list for social housing (MyAccesstoHousingTO).   You were notified that you were over-housed (had too many bedrooms) on [insert the date on which the RGI administrator issued the Notice of Decision - Over-housed].  You did not comply with the social housing rules because you: Select appropriate box(es)  Refused one offer of suitable housing  Failed to maintain an active application on the  centralized waiting list  Refused one offer of suitable housing:  Provide details about the date(s) suitable housing was offered, the address(es) offered, and the number of bedrooms in the unit offered.  Failed to maintain an active application:  Provide any details about when the application was cancelled and/or how – if you know. |
| 1. Household total asset value exceeds the asset limit | Under *Housing Services Act, 2011* Regulation 367/11 section 32.5 and the City of Toronto’s RGI Administration Manual, a household ceases to be eligible for RGI(MSA) if the household total asset value exceeds the local asset limit.  Household total asset value is the total combined value of assets, excluding any exempted assets, owned by all household members who are 16 years of age and older, and who are not receiving basic financial assistance through Ontario Works or income support through Ontario Disability Support Program. This combined value must not exceed the asset limit for a household to remain eligible for RGI(MSA).  The City of Toronto’s local asset limit for RGI(MSA) households currently receiving RGI(MSA) assistance is $150,000 per household.  On [insert the date the Household Asset Declaration form was received], [insert name of housing provider] received the Annual Household Asset Declaration Form submitted by your household. The following assets that are not exempted were declared:   |  |  |  | | --- | --- | --- | | **Name of household member who owns the asset** | **Asset type** | **Current asset value in Canadian dollars ($)** | | Household member name | Asset type | $ | | Household member name | Asset type | $ | | Household member name | Asset type | $ | | Household member name | Asset type | $ | | Household member name | Asset type | $ | | Household member name | Asset type | $ |   On [insert the date the RGI administrator contacted the household], [insert name of RGI administrator] notified you of the outcome of your household’s asset assessment and gave you the opportunity to confirm the declared asset information.  The total combined value of assets owned by all applicable members of your household, excluding any exempted asset, exceeds the limit for RGI(MSA) assistance eligibility of $150,000. |
| 1. RGI-related Conviction(s) | Under *Housing Services Act, 2011,* Regulation 367/11 section 36 and the City of Toronto’s RGI Administration Manual, if a member of the household has been convicted of an offence under section 55 of the *Housing Services Act* or a crime under the *Criminal Code* of Canada in relation to receipt of RGI, the household is not eligible for RGI(MSA) for a two-year period post-conviction.  On [insert the date of conviction], a court of law convicted a member of your household of: (choose 1 or 2)  1. knowingly obtaining or receiving RGI  assistance they were not entitled to contrary to  section 55 of the *Housing Services Act* or section  85 of the *Social Housing Reform Act*  2. committing a crime under the *Criminal Code*  (Canada) in relation to the receipt of RGI  assistance.  Add any other relevant information |
| 1. Absent from the unit more days than permitted under the Local Absence from Unit rule | Under *Housing Services Act, 2011,* Regulation 367/11 section 37 and the City of Toronto’s RGI Administration Manual, households will stop being eligible for RGI(MSA) if all members of the household have been absent from their RGI(MSA) unit for more than 90 days in any 12-month period.  State the period of time during which all members of the household were absent and the evidence and/or documents used to make the decision. |
| **Please note:** [insert RGI administrator name] made this decision based on the information you provided. If you have other information and/or documents that could change the decision, please call or visit the office as soon as possible. | |
| **Personal contact with household:** | RGI administrator must make reasonable efforts to make direct personal contact with members of a household or discussed getting the documents with family members or support agency staff, with the household’s consent before issuing a Notice of Decision - Loss of Eligibility for RGI(MSA) Assistance.  List the date and method of all contact attempts. Specify requests made by the RGI administrator, name of household member the RGI administrator spoke with and responses from the household member, if any. If there was no direct personal contact, explain why. |
| **Name of RGI administrator who made this decision:** | [insert name of the person who made this decision] |
| **Phone number of RGI administrator who made this decision:** | [insert phone number of the person who made this decision] |
| **Email address of RGI administrator who made this decision:** | [insert email address of the person who made this decision] |
| **Signature of RGI administrator who made this decision:** | [signature of the person who made this decision] |