



THE DISTRICT OF THUNDER BAY
SOCIAL SERVICES ADMINISTRATION BOARD

Housing Services

APPLICATION GUIDE

RENT-GEARED-TO-INCOME ASSISTANCE

FOR

SPECIAL NEEDS HOUSING

ONLY

Housing Services Intake

5th Floor, 34 N. Cumberland Street, Thunder Bay ON P7A 8B9

Telephone: (807) 766-2112 Toll Free 1-866-363-0929

Fax: (807) 344-4543

Hours of Operation

Monday to Friday 9:00 a.m. – 3:30 p.m.

Closed for Lunch from 12:00 p.m. – 1:00 p.m.

**Applications may also be put in
the Drop Box**

www.tbdssab.on.ca

APPLICATION GUIDE

The Application Guide has been developed to assist households when applying for RGI Assistance:

In order to qualify for RGI assistance you must be able to check (✓) the following boxes:

- At least one member of the household 16 years of age or older.
- All household members are: (1) Canadian Citizens, (2) permanent resident applicants, or (3) refugee claimants under the *Immigration and Refugee Protection Act* (Canada).
- All household members are exempt from an enforceable removal order under the *Immigration & Refugee Protection Act* (Canada).
- All household members are free of rental arrears with respect to a previous tenancy in any housing project under any housing program, except in the case of a household that qualifies for Special Priority Status.
- All household members are free of any conviction by a court of law or findings by an administrative tribunal (Ontario Rental Housing Tribunal) for misrepresenting their income for the purposes of RGI assistance.
- All household members intend to divest of residential property (sell home) within six (6) months of receiving RGI assistance.
- The gross monthly income for all household members is at or below the following Household Income Limits.

| Household Income Limits | | | |
|---|----------|--|----------|
| City of Thunder Bay (includes: Conmee, Gillies, Neebing Township, O'Connor, Oliver-Paipoonge Township, Shuniah) | | District of Thunder Bay (Whole service areas except those set out) | |
| Bachelor | \$22,000 | Bachelor | \$21,000 |
| One Bedroom | \$28,000 | One Bedroom | \$26,500 |
| Two Bedrooms | \$33,500 | Two Bedrooms | \$32,000 |
| Three Bedrooms | \$42,000 | Three Bedrooms | \$35,000 |
| Four or More Bedrooms | \$47,500 | Four or More Bedrooms | \$41,000 |

TIPS FOR COMPLETING YOUR APPLICATION

1. Complete all sections of the application and provide the required document(s).
2. We encourage you to hand deliver your application and document(s) to:

HOUSING SERVICES INTAKE

**34 North Cumberland Street, 5TH Floor, Thunder Bay ON P7A 8B9
(807) 766-2112 Toll Free 1-866-363-0929 FAX (807) 344-4543**

3. While delivering your application in person, staff will make photocopies of your documents and identification. If it is inconvenient to deliver your application in person, you may mail your completed application with photocopies of the required identification and income documents to the above noted address. **DO NOT FAX YOUR APPLICATION FORM. FAXED APPLICATIONS ARE NOT ACCEPTED.**
4. Remember to sign your application! All applicants aged 16 years and older must sign and date the last page of the application.
5. If you have any questions regarding the application please contact the Housing Services Intake.
6. Review the checklist located on the last page of this guide to ensure your application is complete.

Required Documents:

Your application will not be assessed for eligibility if it is not accompanied by the required document(s).

SOCIAL INSURANCE NUMBER

- Photocopies of Social Insurance Numbers for each household member 16 years of age and older

PROOF OF CITIZENSHIP

- Photocopies of one of the following for each household member:
 - Canadian Provincial Birth Certificate, Certificate of Canadian Citizenship, Canadian Passport, Native Status Card
 - Canadian Immigrant ID card, IMM 1000, Visa Counter foil with “Confirmation of Permanent Residence Paper”, or Permanent Resident Card
 - Refugee Status Claim (IMM 1442 indicating refugee claimant)

CUSTODY OF DEPENDENTS (if single parent)

- Applicable sections of divorce/separation agreement (Court Order and Minutes of Settlement)
- Documentation indicating primary residency of dependant household members identified (i.e. School records, Child Tax Benefit receipts, etc.)

INCOME & ASSETS

- Current *Two-Page Income Tax Return Information Form RC143 E* from Canada Revenue Agency or *Notice of Assessment* from Canada Revenue Agency for each household member with declared income. Note: T4s & T5s must accompany these documents.
- Cheque stubs indicating the gross monthly income for each household member
- Any other income or asset information requested by the Housing Services Intake

Definitions and Terms Used in the Application:

GROSS HOUSEHOLD INCOME: means total income of the Tenant and all other persons residing in the unit and/or every tenant on the lease temporarily residing elsewhere.

INCOME: means all income, benefits, and gains, of every kind from every source including, but not limited to the following:

- gross salaries, wages, overtime payments, commissions, bonuses, tips, gratuities;
- gross amounts of social assistance (Ontario Works) and disability pensions (ODSP, CPP D);
- band allowance for post-secondary education
- the greater of the net income from the business or the total withdrawals from the business as personal salary or other benefits of anyone who is self-employed in a business;
- the gross amount of employment insurance benefits (EI);
- the gross amount of all pensions such as: old age security (OAS), federal guaranteed income supplement (GIS), spouses allowance, Ontario guaranteed annual income systems (GAINS), pension benefits, and/or annuity from all federal, provincial, or municipal governments whether from Canada, other countries or states and/or from any other source;
- the gross amount of alimony, separation, maintenance or support payments;
- the gross amount of support or maintenance resulting from an undertaking given with respect to the member under the *Immigration and Refugee Protection Act (Canada)*
- the gross amount of interest from: savings and chequing accounts, investments such as: term deposits, bonds, debentures, capital gains, stocks, shares, securities, and/or lump sum payments. Where the actual income cannot be determined, an imputed rate of return set by the Canada Savings Bonds Rate shall be used;
- the total appraised value of all non income producing assets such as: cottages, properties, and/or homes, multiplied by an imputed rate of return set by the Canada Savings Bonds Rate will equal an imputed income;

SPECIAL NEEDS –MODIFIED/SUPPORTIVE/ALTERNATIVE

Special needs housing has either been modified with accessibility features and/or it is supported with provincially funded support services. There are many housing providers in the District of Thunder Bay that own and administer special needs housing. A complete listing of the housing providers with special needs units can be found in the Special Needs Application form. Alternative housing is specifically mandated for individuals who are homeless or hard-to-house.

How to Apply for Special Needs Housing

If you are interested in applying for RGI assistance and special needs (modified) housing, please apply directly with the Housing Services Intake.

If you are applying for RGI assistance and special needs (supportive/alternative) housing, please submit a completed RGI Application Form for determination of basic eligibility. If your household has been deemed eligible, your application will be forwarded to the selected housing provider for assessment for eligibility for their project. You will be contacted by the housing provider for further assessment to determine eligibility. If determined eligible your household will be notified and placed on the waiting list for the project selected.

OPPORTUNITY TO COMMENT

- Households must be given an opportunity to comment if the Housing Services Intake/ Housing Provider receives information that will lead to a decision that will affect the household in an adverse way. The information could come from outside the household, or from any household member. If the information comes from outside the household, all household members must be given an opportunity to comment.
- If it comes from one household member, unless all household members have “signed off” on the information, all other household members must be given an opportunity to comment.
- The only time a housing provider is not required to give a household an opportunity to comment is when all household members acknowledge the information, and the housing provider has received it within the past 30 days.
- It is the housing provider that makes the decision as to whether a specific item of information, provided by a third party or household member may form a significant basis for the decision and is therefore subject to the opportunity to comment.
- A housing provider must give a household notice of the opportunity to comment on information that in the opinion of the housing provider may form a significant basis for an RGI decision.
- The notice must contain the following information:
 - A summary of the information
 - A description of the proposed decision
 - A statement informing the household of their right to comment in writing
 - A date by which the household can comment. This date must be at least 30 days after the date of the notice.
- Comments from the household must be in writing and must be signed by each individual providing the comments.

INTERNAL REVIEW

The following decisions made by either the Housing Services Intake or housing providers are eligible for review under The *Social Housing Reform Act, 2000* regarding rent geared-to-income-assistance and special needs housing:

- That the household is ineligible for RGI assistance.
- That the household is ineligible for special needs housing.
- That respecting the category into which the household has been placed on the waiting list.
- That respecting the type of accommodation in which the household may be accommodated.
- That respecting the amount of RGI assistance payable by the household.
- That respecting a deferral of RGI assistance by the household.
- You have ten (10) business days to make a request for an Internal Review from the person that made the decision you want reviewed.
- Requests for an internal review must be made on an Internal Review form available from the Housing Services Intake or the housing provider.
- The time for receiving a request for internal review may be extended where the person making the decision is satisfied that you acted in good faith and was unable to comply with the timeframe because of a reason beyond your control.
- Once you completed the Request for Internal Review form please forward it to the TBDSSAB.
- The TBDSSAB will schedule the internal review hearing and notify you of the hearing particulars.

- After the internal review hearing, you will be notified in writing of the Internal Review Committee's decision.
- A decision of the Internal Review Committee is final.

Where will Internal Reviews be Held?

Internal reviews requested by persons in the District communities will be held via teleconference. Internal reviews requested by persons in the City of Thunder Bay will be held in Thunder Bay and arranged by TBDSSAB.

Who Conducts an Internal Review?

An Internal Review Committee comprised of one or three Review Officers will hear internal reviews. Review Officers are appointed by TBDSSAB.

What are the Rules for Conducting an Internal Review?

All Review Officers must adhere to certain rules for conducting an internal review as follows:

- No individual who participated in making the decision being reviewed shall participate in a review of that decision;
- The internal review hearing shall be held and a decision made within:
 - fifteen (15) business days after the request for the internal review is received; or
 - five (5) business days after the request for internal review is received where:
 - the decision being disputed concerns a request for inclusion in the special priority household category; or
 - the decision being disputed concerns an application for RGI assistance and a request for inclusion in the special priority household category.
- If you and /or your representative do not appear at the hearing, the Internal Review Committee will proceed with the review and make a decision.
- You may bring a translator, family member, friend, or other advocate, however the Chair of the Internal Review Committee at his/her discretion, may limit the number of advocates at the hearing.
- The housing provider may have a case presenter at the hearing to present the facts of the case on behalf of the housing provider.
- Following the Internal Review Hearing, the final decision of the Internal Review Committee will be rendered in a closed caucus.
- A decision of the Internal Review Committee will be issued within fifteen (15) business days after the review is complete.

Further information about Housing Services and a printable application and guide is available on The District of Thunder Bay Social Services Administration Board web site located at www.tbdssab.on.ca

CHECKLIST FOR SUBMITTING YOUR APPLICATION

Check all the boxes below that apply. Please be sure to bring the original documents with you so they can be photocopied. If you are mailing your application please include photocopies.

- Custody of Dependents:** Divorce/Separation agreement (Court Order and Minutes of Settlement required); Current school records; Drug or Dental Benefit Card; Letter signed by other primary child caretaker stating the percentage of time child spends with each parent.
- Income Tax Return:** Current Income Tax Summary from Canada Revenue Agency, or a Notice of Assessment from Canada Revenue Agency if accompanied with T4s and T5s.
- Pregnancy:** Letter from a health care professional stating approximate due date.
- Proof of Status in Canada** (Birth Certificate, IMM 1000, IMM 1442, Status card, Passport, Citizenship card).
- Social Insurance Number:** All household members 16 years of age and older.
- Special Priority Status:** Completed Verification Declaration Package and/or Medical Report and/or any additional verifying documentation.

INCOME & ASSET VERIFICATION: Including but not exclusive to the following:

- Employment and Other Income:** Copies of your cheque stubs for the last two months showing hours of work and rate of pay, or a letter from your employer indicating the same.
- Employment Insurance Benefits:** Copies of your cheque stubs for the last two months.
- Interest:** Updated copies of your bank books showing interest earned over the previous 12 months, as well as copies of all GICs and Canada Savings Bonds, RRSPs, and any other investments.
- ODSP:** Cheque stub and Drug/Dental Benefit Card
- Old Age Security; Canada Pension Plan/Disability Pension:** A copy of your cheque stub showing the gross earnings or a copy of your bank statement showing the direct deposit if you do not receive a pay stub.
- Ontario Works:** Cheque stub and Drug/Dental Benefit Card (if applicable).
- Private Pension:** A copy of your cheque stub showing the gross earnings. Please ensure you provide our office with the gross amount of your pension.
- Property:** If you own property, we require a written estimate of its value. (Property Tax statement or MPAC statement). If you have transferred any assets within the last three years, please provide details.
- Self-Employment:** A copy of your latest income tax return along with all the T4 and T5 slips or monthly statements from your business.
- Student grants, OSAP, Band allowance amount:** Include course acceptance letter (if applicable).