



**THE DISTRICT OF THUNDER BAY SOCIAL
SERVICES ADMINISTRATION BOARD**

July 15, 2017

**Re: Change in Service to Social Housing Rent-Geared-to-Income (RGI)
Application**

Effective Monday July 31, 2017, The District of Thunder Bay Social Services Administration Board (TBDSSAB) will no longer accept incomplete Rent-Geared-to-Income applications. This change ensures the TBDSSAB application process aligns with Ontario's Housing Services Act 2011- Housing Services Regulation 367/11. We will now have Intake Staff available to assist applicants by reviewing their housing applications to ensure they are not delayed in processing due to incompleteness.

It is important to note that the date of application and the date used for the Rent Geared to Income waitlist will be the date **a complete application is received**. Rent Geared to Income (RGI) applications will continue to be received by:

- Mail at 231 May Street South, Thunder Bay Ontario P7B 1B5
- In the main headquarter or satellite office drop boxes
- In person at any satellite office or at main headquarters during office working hours

Incomplete applications will be returned to applicants accompanied by a checklist of missing information and with directions on how to obtain the required information.

The contact number for TBDSSAB Intake staff assisting RGI applicants is 766-2111 ext. 4721. To find all required information and to apply for RGI Housing, please visit www.tbdssab.ca.