

Community Housing Directive

RGI 2020-03 Number of Offers to House

Date of Directive:	March 2020
Replaces Directive:	RGI 2018-02
Effective Date:	<input checked="" type="checkbox"/> July 1, 2020 <input checked="" type="checkbox"/> Until further notice <input type="checkbox"/> To be updated annually
Legislation:	Reference: Ontario Regulation 367/11, s 32.2
Applies to:	<input checked="" type="checkbox"/> HSA Providers (including Special Needs Providers) <input type="checkbox"/> Non-HSA Providers <input checked="" type="checkbox"/> HAP and Managers of other Community Housing Wait Lists

Intent

To provide a local rule which specifies the number of times an offer to house can be refused before a household becomes ineligible to receive RGI assistance.

Policy

A household will cease to be eligible for RGI assistance and will be removed from the Centralized Wait List if the household refuses **one** offer of RGI assistance for a unit in this service manager area.

Circumstances in which a Refusal is not Counted

A refusal to offer may not be counted in extenuating circumstances. Extenuating circumstances may include but are not limited to:

- a. A household refuses a unit because the unit's physical characteristics make it inaccessible for the household.
- b. Safety or circumstances associated with Special Priority status by the approval of Housing Access Peterborough (HAP).
- c. Temporary and extreme health conditions that require an individual to suspend their application until they are physically able to move e.g. cancer treatment, surgery, addictions or mental health treatment. Individuals will require medical documentation confirming their circumstances and will be required to contact HAP to have their file changed to Pending status with a deadline of their choosing on when their file may be reactivated with their original date of application.

Situations where a unit was not physically offered will be reviewed by Providers on a case-by-case basis as to whether it is registered as a refusal. All applicants will have the right to appeal decisions that are made.

A refusal of offer must be communicated by Housing Providers to Housing Access Peterborough so that an accurate tracking of refusals occurs.

Contact

Rebecca Morgan Quin
Manager, Housing Services