

# **PUBLIC INFORMATION PACKAGE**



Hastings County Housing Services

15 Victoria Avenue, 2<sup>nd</sup> Floor, Belleville, Ontario K8N 1Z5

Phone 613-968-3465 or 1-800-267-2804

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## Public Information

This information on rent-geared-to-income (RGI) assistance and special needs housing has been prepared for all members of general public who are seeking affordable accommodation in the County of Hastings. It provides a general overview of the legislated requirements and specific local rules for both applicants and RGI tenants/or members of non-profit and cooperatives.

*For detailed information on RGI assistance and special needs housing, please refer to the Housing Services Act, 2011*

The County of Hastings has provided this information package to the Hastings County Social Housing Registry, and each participating Housing Provider that operates a housing project within the County of Hastings, and allows members of the public to make copies of this information at their own expense.

Applicants for RGI assistance and special needs housing will be provided a copy of this information upon receipt of an application.

Public information is available for inspection by members of the public during normal business hours.

The Hastings County Social Housing Registry is located at 15 Victoria Avenue, 2<sup>nd</sup> Floor, Belleville, Ontario, K8N 1Z5 Phone 613-968-3465 or 1-800-267-2804

## **What are the housing projects in Hastings County and the names of the Housing Providers that operate them?**

Hastings County has numerous social Housing Providers participating in coordinated service delivery of Rent-Geared-to-Income assistance. They operate under various social housing programs, such as:

- public housing
- non-profit housing
- non-profit co-operative housing
- federal programs - former
- Rent Supplement Agreements:
  - RGI assistance to live in the private sector, and;
  - Monthly housing allowance of \$210.00. The Investment in Affordable Housing for Ontario (IAH) Rent Supplement Program provides temporary financial assistance for households who are seeking one (1) bedroom accommodation in the private market. Eligible applicants receive a monthly housing allowance of \$210.00 paid directly to their Landlord. This program ends on March 31<sup>st</sup>, 2023. Applicants housed through this program will need to be eligible to remain on the Social Housing Registry RGI wait list in order to receive this assistance.

All participating Housing Providers, their mandates established by the Ministry of Municipal Affairs and Housing, are listed below:

### **Bancroft**

#### **Hastings Local Housing Corporation**

- 25 Station Street, Bancroft – Seniors 65+
- 43 Spring Street, Coe Hill – Seniors 65+

#### **North Hastings Non-Profit Housing Corporation**

- 1 Woodview Lane – Singles, Families, Seniors

#### **R.J. Brooks Living Centre**

- 1 Alice Street – Seniors 65+

#### **York River Heights \***

- 303 Hastings Street North – Seniors 65+

### **Belleville**

#### **Aldersgate Homes**

- 7 Aldersgate Drive – Seniors 65+

#### **Belleville Emmanuel Residences for Senior Citizens Corp.**

- 50 Rollins Drive – Seniors 65+

#### **Cheshire Homes \***

- 246 John Street – Physically Disabled

#### **Hastings Local Housing Corporation**

- 245 Bridge Street – Seniors
- 247 Bridge Street – Seniors
- 485 Bridge Street East – Seniors
- 185 Cannifton Road—Seniors 65+
- 5 & 7 Turnbull – Seniors
- 25 Wellington Crescent – Seniors
- 424 Bleecker Avenue – Families
- 24 Brown Street – Singles, Families, Seniors

- Elgin, Tripp, West Moira Street – Families
- Janlyn Crescent – Families
- Marsh Drive – Families
- North Park Street– Families
- Pine Street - Families
- 59 Russell Street – Singles, Families, Seniors
- 46 Tracey Park Drive – Families

**Quinte Living Centre \***

- 370 Front Street – Seniors

**Quinte Senior Citizens Homes \***

- 193 North Park Street – Seniors

**Thurlow Non-Profit Housing Corporation\***

- 2 Yorke Street – Seniors

**Trent-Moira Co-Operative**

- 173 Cannifton Road – Families

**Centre Hastings**

**Madoc**

**Hastings Local Housing Corporation**

- 27 Wellington Street – Seniors
- 47 Wellington Street – Seniors

**Marmora**

**Dr. H.G. Parkin Living Centre**

- 2 Madoc Street – Seniors 65+

**Hastings Local Housing Corporation**

- 43 Matthew Street – Seniors

**Stirling**

**Hastings Local Housing Corporation**

- 204 Church Street – Seniors

**Tweed**

**Hastings Local Housing Corporation**

- 23 McCamon Street – Seniors

**Deseronto**

**Hasting Local Housing Corporation**

- 315 Edmon – Seniors
- Mill Street– Seniors 65+
- Brant Street – Singles, Families, Seniors
- Green Street – Families
- Main Street – Families

**Quinte West**

**Frankford Ward**

**Hasting Local Housing Corporation**

- 21 Albert Road – Seniors
- 40 Mill Street – Seniors

**Ontario East Triangle Court**

- 135 March Drive – Seniors 65+

## **Trenton Ward**

### **Hastings Local Housing Corporation**

- York & Kent Street – Families
- Gould Street – Families
- Scattered Houses – Families (Reid Street, Cory Crescent, Graham Road, Bleeker Avenue, Ireland Drive)
- 24 Creswell Drive – Seniors \*
- 45 Creswell Drive – Seniors
- 236 Dundas Street – Seniors
- 139 Ontario Street – Seniors 65+

### **Trenton Memorial Lodge**

- 80 Catherine Street – Seniors 65+

### **Quinte West Non-Profit Housing Corp.**

- 29 Adrian Court – Families
- 30 Annwood Court – Singles, Families, Seniors
- 32 Flindall Street – Singles, Families, Seniors

### **Trenton Ontario Branch 110 Legion Non-Profit Housing Corp.**

- 120 George Street – Seniors 65+

## **What are the requirements relating to waiting lists?**

**“Hastings County Social Housing Registry” – is a chronological list of all eligible applications for RGI assistance in Hastings County in compliance with the provincial and approved local rules and standards. Housing Providers with asterisks beside their names are under different funding models and maintain their own waiting lists. Applicants must contact these Housing Providers separately to be placed on their waiting list.**

## **How to apply for rent-geared-to-income assistance.**

Rent-geared-to-income (RGI) assistance is financial assistance provided for eligible households under legislated eligibility requirements to reduce the amount the household must otherwise pay to occupy a unit in a housing project.

Rent-geared-to-income is based on 30% of a household’s gross monthly income. If the household is receiving assistance from Ontario Works or the Ontario Disability Support Program, a social assistance rent scale is applied. Additional charges may apply depending on the project, such as utilities, parking, laundry, and the like.

### **Step 1:**

- Please contact the Intake Access Centre at 613-771-9630 or 1-866-414-0300 during regular business hours Monday-Friday from 8:30am-4:30pm. Staff will help you complete an application over the phone. You must have a valid Social Insurance Number to apply.
- Alternatively, you may apply [on-line](#) by going to [www.hastingscounty.com](http://www.hastingscounty.com) and follow the links by clicking on “County Services”, then Social Housing. Scroll down the page to the heading “How to apply for social housing” and follow the instructions to apply on-line or to print off the [paper application form](#) and mail it in.
- You may also request to have a paper application mailed to you by contacting the Intake Access Centre or the Housing Services office.

- If you need any assistance in completing the application form, the Hastings County Social Housing Registry staff are ready to help you at 613–968–3465.

**Step 2:** Ensure that the application and consent to disclose information for verification purposes are signed.

**Step 3:** Submit your application form and all appropriate supporting documents to the Hastings County Social Housing Registry or the Housing Provider where you wish to reside. Your eligibility for RGI assistance will be assessed.

Once your application has been assessed by the Hastings County Social Housing Registry you will be sent a letter which will indicate if you are eligible to receive assistance or if your application has not been filled out properly.

### **What is the eligibility criteria for rent-geared-to-income assistance?**

You or people residing with you must have:

- Ability to live independently over the age of 16 with or without support services (at least one member of household).
- Legal residential status in Canada of each member of the household (have applied for citizen, permanent resident, or refugee status).
- No deportation order, departure or exclusion order under the Immigration Act.
- No member of household owes arrears as a result of either rent or damage to any social Housing Provider throughout Ontario.
- No member has been convicted for misrepresentation of income in relation to RGI assistance under the Criminal Code, by a Court of law or Landlord Tenant Board.
- RGI households convicted of misrepresentation under the Canadian Criminal Code or found by the Landlord Tenant Board or Court of Law to have misrepresented income are barred from re-application for RGI assistance for a two-year period.
- The maximum allowable period for a RGI tenant to be absent from the unit is 60 consecutive days.
- If you own property, you must sell it within 180 days after receiving RGI assistance.
- Notice of any change in any information or documents under your application form must be submitted within 30 business days of the change.

### **What are the requirements to be included in the special priority household category (SPP)?**

**The special priority household category or special priority status on the waiting list is reserved for individuals who are victims of domestic abuse and afraid for their lives or the lives of their children.**

**Abuse is defined as one or more incidents of physical or sexual violence, controlling behaviour or intentional destruction of or intentional injury to property, or words, actions or gestures that threaten an individual or lead an individual to fear for his or her safety**

#### **General Rules**

- Any member of your household of any age who is subject to domestic abuse from another individual with whom you live or have lived (provided the request was made within three months after leaving the abuser) may apply for inclusion into the special priority household category on the waiting list.
- Your request must be in writing and must state that the member of the household has been the victim of abuse by another individual and indicate whether the abusing individual is or was living with the abused individual, or was sponsoring him/her as an immigrant.

- You are required to complete a standard Request for Special Priority Household Category with supporting information and documentation for verification purposes. This request may be attached to your housing application form for RGI assistance or submitted separately.
- If the abusing individual is no longer living with you, the request must be submitted within 3 months of separation, unless you have extenuating circumstances.
- You must indicate your intention to live permanently apart from the abusing individual.
- You may indicate an appropriate way to communicate with you or person acting on your behalf with respect to your request.
- If you believe that you will be at risk by obtaining information and documents supporting your request, the Hastings County Social Housing Registry staff will be happy to speak with you.

### **What are the provincial and local occupancy standards?**

**Occupancy standards are used to determine the size of rent geared-to-income unit, for which the household is eligible.**

#### **General Rules:**

Under local occupancy standards you may be eligible for the following:

#### **Each of the following will qualify for one bedroom:**

- One adult
- One child
- Any two members of the household who are spouses of each other or same-sex partners of each other
- Any two children of the same sex.



The bedroom size of the unit offered and or eligible for will be determined by the household size related to the above conditions.

#### **An additional bedroom can be added if:**

- One of the spouses or same sex partners requires a separate bedroom because of a disability or medical condition. (must be accompanied by a Doctor's verification)
- One room is required to store equipment required by a member of the household because of a disability or medical condition. (must be accompanied by a Doctor's verification)
- The bedroom is required to accommodate an individual who provides a member of the household with support services. (must be accompanied by a Doctor's verification)
- A member of the household is pregnant.
- A member of the household has joint custody over a child who is not a member of the household,
- A member of the household has regular overnight visitation rights with a child who is not a member of the household and the bedroom is required to accommodate the child (verification of overnight visitation rights is required)
- A child of the household is away in school, is financially dependent and lives in the household when not at school

Applicants will be placed on centralized waiting list following the above criteria and will be housed appropriately.

## What are the requirements relating to waiting lists?

**“Hastings County Social Housing Registry” – is a chronological list of all eligible applications for RGI assistance in Hastings County in compliance with the provincial and approved local rules and standards.**

### General RGI Rules:

- Applications on the waiting list, not requesting a “priority” category are ranked chronologically according to the date of application for RGI assistance. Applicants for RGI assistance may indicate a preference for a size of unit, housing project, or location in a specified geographic area which include:  
Bancroft      Belleville      Centre Hastings      Deseronto      Quinte West      Coe Hill

### Special Priority Rules:

- There is one special priority category on the waiting list under the provincial rule - victims of abuse. To be included into the special priority household category, you must complete a standard request form.
- If eligible for Special Priority, you will be placed on the waiting list for all appropriate units in your specified geographical area.
- Special priority households are subject to the same eligibility rules as other applicants for RGI assistance.
- A special priority household has the highest ranking above all applicants on the waiting list.
- The ranking date of the special priority household(s) is the date of application for special priority status.

### Local Priority Rules:

- There is one local priority on the waiting list “Urgent Housing Crisis” which includes “Urgent Medical”. Some examples of “Urgent Housing Crisis” include absolute homelessness (living on the street or in a shelter). A request for “Urgent Medical” must be accompanied by a Doctor’s verification.
- If eligible for Urgent Housing Crisis or Urgent Medical, you will be placed on the waiting list for all appropriate units in your specified geographical area which include:  
Bancroft      Belleville      Centre Hastings      Deseronto      Quinte West      Coe Hill

Applications are removed from the waiting list in the following cases:

1. applicant household(s) becomes ineligible under a review of eligibility;
2. applicant household(s) asks to be removed;
3. applicant household(s) refuses 3 offers of RGI unit (except households consisting of two spouses or same-sex partners who may refuse a bachelor unit);
4. applicant household(s) accepts an offer of RGI unit.

## What are the rules and procedures with respect to the transfer of households to a unit in a housing project operated by a different Housing Provider?

If the household who is currently occupying an RGI unit wishes to relocate to another RGI unit in a housing project operated by another Housing Provider within the County of Hastings area, the household should complete an application.

## What are the eligibility criteria for wheelchair modified housing (special needs housing)?

**A household is eligible for wheelchair modified housing if at least one member applying for RGI requires the use of a wheelchair in order to live independently.**

## How do people apply for wheelchair modified housing?

If you are looking for a wheelchair modified unit you can apply to the Hastings County Housing Registry.

## What are the housing projects within Hastings County that provide wheelchair modified housing?

Below is the list of Housing Providers in Hastings County that provide wheelchair modified housing:

### Housing Providers

Aldersgate Homes, Belleville  
Trent-Moira Co-operative Estates  
Belleville Emmanuel Residence, Belleville  
Thurlow Non-Profit Housing, Belleville  
Trenton Memorial Lodge, Trenton  
Quinte West Non-Profit, Trenton  
Trenton Ontario Branch 110 Legion, Trenton  
North Hastings Non-Profit, Bancroft  
Marmorata District Housing Commission, Marmorata  
Quinte Living Centre \*  
Cheshire Homes, Belleville \*

### Hastings Local Housing Corporation

Bleecker Avenue, Belleville  
Brown Street, Belleville  
Russell Street, Belleville  
Tracey Street, Belleville  
Brant Street, Deseronto  
185 Cannifton Road  
139 Ontario Street, Trenton  
Mill Street, Deseronto  
Matthew Street, Marmorata  
Spring Street, Coe Hill

An applicant or tenant household ceases to be eligible for wheelchair modified housing if any of the following happens:

- The Housing Provider discovers that the household did not initially meet an eligibility requirement.
- The household no longer has a member who requires wheelchair modified housing because the household member has permanently recovered from the condition that necessitated the need for wheelchair modified housing and will not require the wheelchair modified housing in the future because of that condition.
- The applicant fails, while still on the waiting list, to provide updated document or information to the Housing Provider within 30 business days after a change
- The tenant fails, while occupying wheelchair modified housing, to give the Housing Provider written notice of a change to a document or information provided to the Housing Provider, within 30 business days after the change, and in the case of a change in a document, fails to provide the updated document within the 30 day period.
- The applicant or tenant fails to provide the information and documents required by the Housing Provider to support the annual review of eligibility within the time specified by the provider.

## What types of decisions are subject to internal review?

**An Internal Review is an independent and critical examination of the decision that is reviewable under section 156 of the *Housing Services Act, 2011* by an individual or individuals who did not participate in making that decision conduct the review.**

Under the *Housing Services Act*, there are 6 types of decisions that may be reviewed under the internal review:

1. Eligibility for RGI assistance
2. Eligibility for special needs housing
3. Type of accommodation
4. Category on the waiting list
5. Amount of geared-to-income rent
6. Deferral of geared-to-income rent payable by the household



## What are the rules and procedures in respect to an internal review of decisions?

### General Rules:

- To appeal decisions made by the Hastings County Social Housing Registry or any Housing Provider you must request an internal review of the decision in writing.
- Request must be submitted within 30 business days after the day the notice of decision is received by the applicant/tenant.
- Request to review special priority household category on the waiting list should be given only by the individual who completed a request for special priority household category.
- Requests may be withdrawn by giving written notice of the withdrawal to the Hastings County Internal Review Committee any time prior to the Internal Review hearing date. The request of the withdrawal must be given only by the individual who initially requested the review.