

Hastings County Community and Human Services
Housing Services
Administrative Policies and Procedures

SUBJECT : Rent Collection Policy		
APPROVED BY : County Council		
POLICY #: L.H.C. 7		
ORIGINAL ISSUED	SUPERCEDES	CURRENT VERSION
May 2007	November 2012	November 2016

PURPOSE

To ensure that rent owing to the Hastings Local Housing Corporation is collected following a procedure that is consistent for all tenants.

SCOPE

The policy applies to the units owned and managed by the Hastings Local Housing Corporation.

REQUIREMENT

The Hastings Local Housing Corporation is required to collect rent on the first day of each month from households within its portfolio.

DEFINITIONS

This policy references notices which are products of the Landlord Tenant Board. These notices are required to pursue non-payment of rent. Further clarification is outlined below.

An “N4” is a notice that informs the tenant of the amount of money they owe the Hastings Local Housing Corporation. The N4 states that if payment is not received by the set date given in the notice, tenancy will be terminated and the tenant will have to vacate the unit. The termination date, which is stated in the notice, cannot be earlier than 14 days from the date the notice is given. If the tenant does not move out by the date given in the notice, and does not pay the amount of money owing, the Hastings Local Housing Corporation can apply to the Landlord Tenant Board for an order terminating the tenancy and evicting the tenant and/or ordering the payment of arrears.

If the tenant disagrees with the claims in an N4 notice, the tenant does not have to move out of the unit. The Hastings Local Housing Corporation will then proceed with an L1 application if payment is not received.

If a tenant does not pay the amount owing by the date stated in the N4 notice then an L1 application may be made to the Landlord Tenant Board. An L1 application cannot be made to the Landlord Tenant Board (LTB) until the day after the termination date specified in the N4 notice. Once the L1 application has been made a hearing date will be scheduled. The tenant must be provided a copy of the L1 application and the Notice of Hearing by the Hastings Local Housing Corporation. The cost of the L1 application is currently \$170.00 and is charged to the tenants account.

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RESPONSIBILITY

The tenant is informed when they sign their lease that the rent is due on the first day of every month. Failure by tenants to pay their rent by this date will result in the following progressive procedure being followed by the Hastings Local Housing Corporation;

- Rent is due on the 1st of every month
- On the 5th of the month an N4 will be sent to the tenant if rent is not paid
- When the termination date on the N4 comes up, a letter will be sent advising the tenant that the Landlord is in a position to file an application with the Landlord & Tenant Board, the tenant will be advised to contact the Property Supervisor within 10 days to arrange a repayment plan otherwise the Landlord will apply to the LTB and the tenant will be charged the \$170 filing fee,
- If payment, or a satisfactory payment plan has not been received after these steps have been followed, an L1 will be filed with the LTB.

The Hastings Local Housing Corporation is committed to providing affordable housing for low-income households. Reasonable, flexible payment plans are offered to tenants in extenuating circumstances; however, it is the tenant's responsibility to inform the Hastings Local Housing Corporation of any such circumstance and work out a reasonable payment plan to alleviate further problems.

REFERENCES

Hastings Local Housing Corporation Administrative Policies