



SOCIAL HOUSING POLICIES



DIVISION:	Social and Community Services		
POLICY SECTION:	Social Housing	EFFECTIVE DATE:	1/1/2021
SUBJECT:	Rules of the Centralized Waitlist (CWL) System		
POLICY NUMBER:	2021-NP-01	SUPERCEDES:	2003-10

1. PURPOSE

1.1 This policy is intended for use by all County of Simcoe housing providers that operate a designated housing project under the Housing Services Act (including former OCHAP/CSHP) and the centralized waitlist (CWL).

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Municipal & Private Non-Profit

Co-Operatives

Federal Non-Profit

<input checked="" type="checkbox"/>
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Rent Supplement *

**including former OCHAP/CSHP*

Centralized Waitlist (CWL)

Simcoe County Housing

1.2 This policy is intended to allow the Service Manager to adopt changes into the CWL as they pertain to the Housing Services Act, 2011, Bill 184 and updated regulations.

2. POLICY STATEMENT

2.1 The County of Simcoe in its capacity as Service Manager is required to administer and enforce the requirements of the Housing Services Act, 2011 and its related Ont. Regulations. Under this Act and regulations there are prescribed/local rules which must be considered when managing the CWL.

3. REFERENCES

Housing Services Act, 2011, Sections 42, 44 – 49, 53, 59 – 64, 66
 O. Reg. 367/11, sections 23 – 58.1, 68 – 79, and any updates as required
 Bill 184

Definition of “financial assistance” specifically as it pertains to rent and housing and includes such references as: rent-g geared-to-income (RGI) as defined and prescribed in legislation, and/or any other Service Manager and/or Ministry approved financial assistance that is equal to the definition of rent-g geared-to-income (RGI) provisions.

4. SCOPE

- 4.1 The Service Manager shall have a system for selecting applicant households from those waiting for financial assistance within the housing projects administered by the Service Manager from within the service area.
- 4.2 The system must include:
 - a) Rules for determining whether a unit that becomes vacant should be occupied by an applicant household that will be receiving financial assistance. Rules related to this determination are found within this policy; and
 - b) Priority rules for applicant households waiting for financial assistance, which can be found in the Service Manager policy related to the System for Selecting Waiting Households and Established Priorities; and
 - c) Rules governing the selection by a housing provider of applicant households to occupy units and/or receive financial assistance, which can be found in the Service Manager policy related to the System for Selecting Waiting Households and Established Priorities;
- 4.3 The system must comply with the prescribed requirements.
- 4.2 The system allows an applicant household to be added to the CWL for financial assistance, as determined under the Service Manager's policy for Determining Eligibility.
- 4.4 The system requires an applicant household be removed from the list if:
 - i. the applicant household requests to be removed; and/or
 - ii. the applicant household ceases to be eligible for financial assistance; and/or
 - iii. the applicant household has accepted an offer of financial assistance, other than with an emergency shelter and/or temporary housing, from within the service area; and/or
 - iv. an applicant household that is not currently receiving financial assistance accepts an offer of a portable housing benefit
 - v. the Service Manager otherwise makes a determination of extenuating circumstances
- 4.5 The system requires an eligibility review of each applicant household within a 24-month period
- 4.6 The system allows, by request and at the Service Manager's discretion, an applicant household to be temporarily removed from the CWL and reinstatement when:
 - a) the requested and agreed upon period of time has expired; and/or
 - b) the applicant household makes a request for reinstatement
- 4.7 The system requires the removal of an applicant household from the CWL for up to one year if the applicant household:
 - a) was included in a special priority household category following a request for inclusion relating to abuse, other than trafficking, of a member of the household; and/or
 - b) a request to be temporarily removed from the list is received; and/or

- c) the Service Manager is advised that the abused member is/will be living with the abusing individual; and/or
 - d) the applicant household was not previously removed, by the Service Manager, under this section
- 4.8 The system requires the Service Manager to reinstate a household that was temporarily removed from the list under section 4.7 on the earlier of:
 - a) the date on which the household makes the request to be reinstated, or
 - b) one year after the household was removed from the list
- 4.9 The Service Manager will consider the following when using its discretion under this policy:
 - a) the applicant household acted in good faith in relation to their application to the CWL and any required/lack of response is due to unforeseen absence, accident, illness or some other reason beyond the residents control; and/or
 - b) the applicant household believes they are/will be at risk of abuse, violence or harm in relation to their application to the CWL
- 4.10 The system requires the Service Manager to ensure that applicant households that were on a previous CWL, before a change in regulation, remain on the current CWL.
- 4.11 This policy has relation to other Service Manger policies including but not limited to those which outline the system for selecting waiting applicant households and established priorities, determining eligibility, occupancy standards, local rules, financial assistance, reasons for refusal, and applicant household preference requirements.
- 4.12 A member of an applicant household may apply, on behalf of the applicant household, to the Service Manager for financial assistance and/or special needs housing, in a unit in a housing project in the Service Managers service area.
- 4.13 The process for submitting an application, and the acceptable form of application for housing and financial assistance can be found in the Service Manager policy related to Determining Eligibility, and the application must include,
 - a) the prescribed information and documents; and
 - b) the information and documents required by the Service Manager
- 4.14 The Service Manager shall determine whether an applicant household is eligible for financial assistance. Eligibility for special needs housing shall be determined in accordance with the prescribed provincial eligibility rules. The Service Managers policy related to Determining Eligibility outlines the rules for determining applicant household eligibility for financial assistance and special needs housing.
- 4.15 The Service Manager shall determine the priority of applicant households waiting for financial assistance, including whether an applicant household is included in a category given priority over other categories. This priority process can be found in the Service Managers policy related to the System for Selecting Waiting Households and Established Priorities

- 4.16 The Service Managers determination shall be made in accordance with the following:
- a) The prescribed provincial priority rules, including prescribed rules to determine eligibility of special needs housing; and
 - b) The Service Managers priority rules outlined in the Service Managers System for Selecting Waiting Households and Established Priorities; and
 - c) The Service Managers rules related to the Service Managers policy for Determining Eligibility; and
 - d) The Service Managers rules related to housing preferences; and
 - e) The Service Managers established local rules; and
 - f) The rules related to refusals; and
 - g) Eligibility requirements for inclusion on the CWL as found in this policy; and
 - h) Ineligibility and cessation of eligibility for inclusion on the CWL as found in this policy

Eligibility for inclusion on the Centralized Waitlist (CWL):

- 4.17 An applicant household is eligible to be on the CWL if:
- a) at least one member of the applicant household is 16 years old or older and able to live independently; and
 - b) each member of the applicant household meets at least one of the following criteria:
 - i. the member is a Canadian citizen,
 - ii. the member has made an application for status as a permanent resident under the *Immigration and Refugee Protection Act (Canada)*, or
 - iii. the member has made a claim for refugee protection under the *Immigration and Refugee Protection Act (Canada)*
 - c) the household has submitted a complete application and/or has returned a complete eligibility review package
 - d) an individual indicates they can live independently and can carry out the normal essential activities of day-to-day living, either on his/her own or with the aid of support services that the individual demonstrates will be provided when required
 - e) the household is **not** deemed ineligible due to a removal order that has become enforceable under the *Immigration and Refugee Protection Act (Canada)* against any member of the household
 - f) the household owes arrears of rent or an amount for damage caused by a member of the current applicant households to any housing project under any transferred housing program and meets the Service Manager's satisfaction for entering into an agreement, or has made reasonable efforts to enter into an agreement, with the person to whom the arrears/amount is owed for the payment of the arrears/amount and the service manager is satisfied that the member is making or intends to make all reasonable efforts to repay the arrears/amount, and meets all other financial assistance eligibility requirements

Cessation of Eligibility:

- 4.18 An applicant household that has been previously deemed to be eligible for inclusion on the CWL ceases to be eligible if:
- a) the household is no longer eligible under section 4.17 of this policy and/or any other applicable prescribed legislation; and/or
 - b) the household fails to notify the Service Manager or its agent of a change and/or of the occurrence of an event that would be considered a failure to follow Service Manager policies and/or prescribed eligibility rules that would lead to the cessation of eligibility due to a failure to notify of changes or events
 - c) the applicant household fails to provide information requested by the Service Manager, except under approved extenuating circumstances, for the purposes of determining whether the applicant household is initially and continually eligible
 - d) the applicant household refuses an offer by the Service Manager for such assistance in a unit in the Service Managers service area that:
 - i. meets the Service Managers occupancy standards; and
 - ii. is in a housing project for which the household has expressed a preference; and
 - iii. meets the requirements outlined in prescribed legislation and/or in a Service Manager policy related to refusal of a unit by an applicant household

Local Rules:

- 4.12 For the purpose of prescribed legislation related to local eligibility rules, the Service Manager has the right to establish local rules in the areas of:
- a) maximum household income
 - b) maximum household assets
 - c) certain convictions
 - d) maximum absence from unit
 - e) occupancy standards
 - f) tenant transfers within the service area
- 4.13 Local eligibility rules may not:
- a) treat a household differently from other households because the household resides, or at any time in the past did reside, outside of the Service Managers service area; and
 - b) treat a household receiving financial assistance differently from other such households because of how long the household has received such assistance
- 4.13 Local rules established by the Service Manager and outlined in any/all other Service Manager policies are equally applicable to, and related with, this policy.

5. PROCEDURES

- 5.1 CWL staff, through a delegation by the Service Manager, is responsible for the management and administration of the CWL.
- 5.2 When exercising its management and administration of the CWL, CWL staff will abide by all prescribed and local rules, and all policies created by the Service Manager that relate to the CWL, financial assistance, occupancy standards, housing preferences and selection processes, and/or any that are not expressly outlined herein, including enforcement/abiding by all:
 - a) refusal rules; and
 - b) cessation rules; and
 - c) eligibility rules; and
 - d) all priority ranking rules; and
 - e) the application and determination process; and
 - f) tenant transfer protocols; and
 - g) applicable delegation agreements made by the County of Simcoe in its capacity as Service Manager

Determination of a vacant unit to receive financial assistance:

- 5.9 When making a selection for financial assistance in a vacant unit, housing providers will utilize the CWL management system and/or an alternate approved process, as established by the Service Manager, in accordance with all prescribed legislation and created agreements, policies, requirements, delegation, and guidelines.
- 5.10 Where a housing provider isn't directly using an electronic form of the CWL management system, they will request a current CWL list from CWL staff.
- 5.11 Termination of a housing provider from the use of the CWL management system is enforceable by the Service Manager under delegation and/or breach of its use.
- 5.12 Housing providers will adhere to and enforce prescribed legislation, delegation agreements, and any/all policies the Service Manager has established pertaining to the CWL, refusals, financial assistance, occupancy standards, waiting household selections, tenant transfers, and all established priorities.
- 5.13 Housing providers will follow target mandates and/or an alternate Service Manager approved target plan when making an applicant household selection and in determining financial assistance for a vacant unit.
- 5.14 When selecting an applicant household, housing providers will request approval from the Service Manager prior to altering mandated targets and/or using an alternate waiting list as it relates to units that are eligible to receive financial assistance, this includes but is not limited to:
 - a) a request for insitu status; and/or
 - b) a request to change target percentages; and/or
 - c) a request to approval an alternate form of financial assistance; and/or
 - d) any requests related to household transfers and/or over-housed households where processes are not already established
- 5.15 Contact your Program Supervisor with any questions or concerns as to the application of this policy.