



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

SUBJECT: Failure to Pursue Income Policy		
APPROVED BY: Hastings County Council		
POLICY #: HP / HLHC 4		
ORIGINAL ISSUED	SUPERCEDES	CURRENT VERSION
March 2002	June 2020	September 2022

PURPOSE

To establish set guidelines to assist in determining when a Rent-Geared-to-Income (RGI) household should be required to pursue income.

SCOPE

This policy applies to *Housing Services Act, 2011* Part VII Prescribed Housing Programs and the Hastings Local Housing Corporation.

REQUIREMENTS

RGI tenants and in-situ market rent households applying for RGI are required to make every reasonable effort to pursue and provide documentation of all income they may be entitled to including:

- Ontario Works (OW)
- Support Payments (Spousal Support)
- Employment Insurance Benefits (EIB)
- Seniors' Benefits
 - Guaranteed Annual Income System (GAINS)
 - Old Age Security (OAS)
 - Guaranteed Income Supplement (GIS)
- Immigrant Sponsorship Support

The income types listed above are the only income types that households can be required to pursue as a condition of RGI eligibility.



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If Housing Services is of the opinion that a member of the household may be eligible to receive income from the above noted sources, and the member is not receiving such income, Housing Services will give the household a written notice:

- Stating that the member may be eligible to receive income of the type specified in the notice
- Requesting the member to apply for that income and to make reasonable efforts to do whatever is required for the purpose of obtaining a decision on the application and receiving of that income
- Allowing the household a reasonable period of time, specified in the notice, within which to inform Housing Services of the results of the application.

Tenants who have had a decrease in income and are subsequently required to pursue income will not have their RGI reviewed and decreased until a decision has been reached on the pending income.

RESPONSIBILITY

If a member of the household may be eligible to receive income, as prescribed in the *Housing Services Act, 2011*, the household will be granted 30 calendar days to pursue this income.

RGI tenants may be ineligible for RGI if they do not:

- Respond to the written notice to pursue income
- Provide proof of the outcome of an application on which a decision has been reached
- Make reasonable efforts to obtain income within the time frame set out in the notice.

Reasonable efforts include making the application for income and providing any and all supplementary information that is required to support the application.

Housing Services may determine that an RGI tenant continues to be eligible for RGI if there are extenuating circumstances that interfered with the RGI tenant's attempts to pursue or to obtain the income.

REFERENCES

Housing Services Act, 2011
Ontario Regulation 367/11 s.31 (2)