



Social Housing Program Directive 2017-01: ERO Reviews and Appeals

Approval Date: July 7, 2017
Approval: Consolidated Municipal Service Manager (CMSM), Norfolk County
Effective Date: Immediately
Revision Date/s: n/a

Authority: Housing Services Act, 2011 S.O. 2011, c.6, s. 53, 155 & 156 and O.Reg 367/11 s. 61

The Program Directive outlined in this Policy is applicable to the following checked programs:

- Federal Non-profit Housing Program
- Municipal / Public Non-profit Housing Program
- Public/Local Housing Corporation
- Rent Supplement Programs

Context:

The Corporation of Norfolk County is the Consolidated Municipal Services Manager (CMSM) for the purposes of administering Federal, Provincially and Municipally funded programs under the *Housing Services Act, 2011* (HSA) and its Regulations: for the geographic area that includes Norfolk County and Haldimand County. In this role the CMSM has a responsibility to ensure that, when at all possible, homelessness is prevented and people are supported appropriately to maintain housing stability. Under the *HSA*, the CMSM has the ability to set local rules, policies and directives establishing program eligibility criteria and to accommodate local needs and priorities. All local rules, policies and directives established by the CMSM are communicated to Housing Providers through directives and information bulletins identified as policies from the Social Housing Division.

The purpose of this directive is not to interfere with the role of the housing provider as landlord under the *Residential Tenancies Act*, but to support housing providers and tenants in managing difficult situations that may lead to eviction and homelessness. Whenever possible, we should strive to prevent homelessness from social housing as tenants have very few, if any other affordable housing options.

Housing Services Program Directives

This Program Directive is to be implemented by the Housing Providers as administered by the CMSM, Norfolk County.

Housing Stabilization:

In order to improve housing stability of households whose tenancy is at risk of eviction, Housing Providers shall advise the Service Manager of the following prior to filing with the Landlord Tenant Board:

1. Tenant has lost subsidy and the reason why;
2. Tenant has accumulated rental arrears;
3. Tenant is known to be receiving assistance from Ontario Works or ODSP;
4. Tenant has mental health challenges and has a Mental Health and/or Case Manager.

The Service Manager will assist in offering solutions towards housing stabilization through referral to other resources and programs to assist the tenant in need of supports.

Internal Reviews/Appeals:

A member of a household may request an internal review/appeal of any of the following decisions if they are adverse to the household:

1. That a household is ineligible for rent-geared-to-income assistance
2. The type of accommodation in which the household may be accommodated as determined by the occupancy standards
3. The category of housing in which the household has been placed on within the waiting list
4. That the household is ineligible for special needs (modified unit) housing
5. The amount of geared-to-income rent payable by the household

Before the Housing Provider or Service Manager makes a decision that is adverse to a household AND for which a review may be requested, the Housing Provider shall advise the household that any member of the household is entitled to request a review and shall include information on who to make such request and the deadline for doing so. The Housing Provider shall forward these notices and requests for reviews and/or appeals to the attention of Supervisor, Housing Services.

Housing Eligibility Review Investigations:

If a Housing Provider requests an investigation be opened by the Housing Eligibility Review Officer (ERO) or the Housing Provider has been advised that there is an on-

going investigation, the Housing Provider must keep the Eligibility Review Officer apprised of any new developments or information in the case. For example, when there is an open ERO investigation, the ERO must be advised in advance of any meetings between tenants and support agencies that are planned to attempt resolution to the situation at hand.