

Housing Services Directive 2019-01: Rental Arrears Reporting

Approval Date: March 22, 2019
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. 45, 56 and O.Reg 367/11 s. 26

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 Federally, 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 order for Housing Services to determine if new applicants to the Centralized Waitlist (CWL) owe past arrears of rent with respect to any housing community under any housing program, it is necessary for all Housing Providers to provide Housing Services with information related to past and current tenants who have vacated units owing rental arrears.

Directive:

Housing Providers are required to complete the “Arrears Reporting Form” for any tenant who vacates a unit owing arrears. This form can also be used to update the status of payments owing for a tenant in relation to a repayment agreement. The completed document is to be sent to Housing Services, Social Services & Housing Department electronically to the following email address: housing@hnhss.ca.

The “Arrears Reporting Form” will be provided to each Housing Provider in blank form, and is to be completed by entering the requested information for the tenant(s) owing arrears. The CMSM enter this information into Rent Café and will also use this information to upload to the Province-wide Arrears Database on a monthly basis.