



Public Information

Guide

On Rent-Geared-to-Income Assistance And Special Needs Housing

This information package on rent-geared-to-income (RGI) assistance and special needs housing has been prepared by the City of Kingston for all members of the general public, applicants/tenants/members who are seeking affordable accommodation or are living in housing administered by the City of Kingston and the County of Frontenac. It provides a general overview of the legislated requirements and specific local rules for both applicants and RGI tenants or members of non-profit co-operatives

Third Edition
March 2006



Public Information

This information on rent-g geared-to-income (RGI) assistance and special needs housing has been prepared by the City of Kingston for all members of the general public who are seeking affordable accommodation in the City of Kingston and the County of Frontenac. It provides a general overview of the legislated requirements and specific local rules for applicants and RGI tenants or RGI members of non-profit cooperatives.

Information is delivered in a Question-Answer (Q-A) format and each Q-A section contains three parts: (1) clarification of specific terms as needed, (2) general rules, (3) and items to remember. For detailed information on RGI assistance and special needs housing, please refer to the Social Housing Reform Act, 2000 and Ontario Regulation 298/01 amended from time to time.

The City of Kingston provided this information brochure to The Social Housing Registry, Rural and Urban Access Points, and each participating Housing Provider that operates a housing project within the Service Manager's service area which is Kingston and the County of Frontenac. Members of the public can make copies of this information at their own expense.

An applicant for RGI assistance and special needs housing will be provided a copy of this information with an application form.

Public information is available to members of the public during normal business hours:

At the City of Kingston:

#216 Ontario St., Housing Programs, Community and Family Services, Community Development Services Group
Office hours: Monday-Friday 8:30 a.m. - 4:30 p.m.

At The Social Housing Registry of Kingston and Frontenac:

#1471 John Counter Blvd., Suite 100, Kingston.
Office hours: Monday to Friday 8:15 a.m. - 4:15 p.m. – closed 11:45 to 12:45 p.m.

At The Social Housing Registry Urban and Rural Access Points:

Urban Access Point at the Housing Help Centre

#428A Barrie Street, Kingston
Office hours: Monday to Friday 8:30 a.m. - 4:00 p.m.

Rural Access Point at the Loughborough Housing Corporation

Address: #4377, William Street, Box 400, Sydenham
Office hours: Monday to Thursday 9 a.m. - 4 p.m.

Rural Access Point at the North Frontenac Non-Profit Housing Corporation

#1093 Garrett Street, Sharbot Lake
Office hours: Tuesday, Wednesday, Friday 9 a.m.-12 noon.

At the offices of participating Housing Providers listed on pp. 3-6 of this Guide.



1. What are the housing projects in Kingston and the County of Frontenac service area and the names of Housing Providers that operate them?

The City of Kingston as the Service Manager is responsible for the administration and funding of 18 Social Housing Providers. They operate under various social housing programs, including:

- Public housing
- Non-profit housing
- Non-profit co-operative
- Federal programs
- Rent supplement agreements with private landlords
- Rent supplement agreements under Ontario Community Housing Assistance Program and Community Sponsored Housing Program
- Aboriginal/Urban Native Program.

All Housing Providers directed or supervised are listed below with their project mandates as established by the Ministry of Municipal Affairs and Housing, including a general description of housing projects and their location by geographic area. Participation in the centralized waiting list (CWL) for RGI assistance is indicated as well.

Housing Providers with supportive services and special needs accommodation are **highlighted**. Types of services are explained in section 18. For more information about their services, please contact providers directly. For your convenience, office locations and phone numbers are indicated. You may refer to the Guide to Modified Units for more details, which is available at The Social Housing Registry, Housing Providers, at the Housing Programs, City of Kingston or on-line at www.cityofkingston.ca/residents/housing or www.socialhousingregistry.ca

A detailed list of housing projects participating in the centralized waiting list delivery with location maps may be requested from The Social Housing Registry, Urban or Rural Access Points. This information may also be obtained through the Internet from e-laws section at the Ontario Government website at www.gov.on.ca (Schedule 19 of Ontario Regulation 369/01).

	Housing Provider	Mandate (if any)	Housing Projects	Location	Participating in CWL
1	Kingston & Frontenac Housing Corporation 1471 John Counter Blvd., Suite 100, Kingston, ON K7M 8S8 Phone : 546-5591	N/A	Public housing projects with total number of 977 units and 484 rent supplement units. Offers detached, semi-detached and row housing, apartments. Offers family units (two-, three-, four-, and five-bedrooms), bachelor and one bedroom units for singles/seniors/adults.	Housing projects and rent supplement units are located in City Central, City West, City North, and Rural. In Rural area – NO PUBLIC TRANSPORTATION	Yes

	Housing Provider	Mandate (if any)	Housing Projects	Location	Participating in CWL
2	Dutch Heritage Villa 480 Elliott Ave Kingston, ON Phone: 546-2016	Seniors	34 unit apartment building Offers one, two and three bedroom units (market and RGI) 2 units are modified	City North	No
3	Kingston Co-operative Homes Inc. 14-1338 Princess St. Kingston, ON Phone: 544-3873	N/A	Non-profit cooperative. Offers 8 one-bedroom RGI units. Two, three, and four bedroom units are available as well	City Central	Yes
4	Kingston Home Base Non-Profit- Housing Inc. 417 Bagot St. Kingston, ON Phone: 542-6672	Alternative Housing Provider (see question 13 for more information)	Short-term and long-term shared accommodation under Youth Net and Core Programs. Manages 13 housing projects with 60 units	City North and City Central	Yes
5	Kingston Municipal Non-Profit Housing Corporation 37 Cassidy St Unit 222 Kingston, On Phone: 542-0443	Seniors and Disabled: Rideaucrest and Country Pines Other Housing projects: Family, Family and disabled	Five participating housing projects with 57 market and 265 RGI units with a wide range of unit types (from one- to four-bedroom apartments). Two apartment complexes suitable for seniors. Country Pines in Glenburnie (Rural area) offers 60 one and two bedroom apartments. Centrally located Rideaucrest Towers project offers 70 one and two bedroom apartments.	City Central, City North, In Rural area – NO PUBLIC TRANSPORTATION	Yes
6	Royal Canadian Legion Villa 671 Princess St. Kingston, ON Phone: 544-2008	Seniors	44 unit apartment building. Offers one and two bedroom units.	City Central	Yes
7	St. Andrew-Thomas Senior Citizen Residence 760 Front Road Kingston, ON Phone: 384-8966	Seniors	Offers 39 one bedroom and 11 two bedroom apartments (market and RGI).	City West	Yes

	Housing Provider	Mandate (if any)	Housing Projects	Location	Participating in CWL
8	The Elizabeth Fry Society of Kingston 127 Charles St Kingston, ON Phone: 544-1744 (Kaye Healey Homes)	Alternative Housing Provider (see question 13 for more information)	12 housing projects with 37 RGI units offered for women and their families. Offers accommodation in small duplex and triplex units as well as one 12 unit building.	City Central and City North	Yes
9	Loughborough Housing Corporation “Maple Ridge” 4377 William St. PO Box 400 Sydenham, ON Phone: 376-3686	Seniors	30 unit apartment building in the village of Sydenham. Two units are accessible to those with physical disabilities.	Rural location in Sydenham (25 kms from Kingston) NO PUBLIC TRANSPORTATION	Yes
10	North Frontenac Non-Profit Housing Corporation PO Box 275 Sharbot Lake, ON Phone: 279-3322	N/A	Offers 18 four-plex or semi-detached units for rent by families	4 Rural locations in Sharbot Lake: (1) Hwy 7, (2) Hwy 38, (3) Wagner Rd, (4) Clement Rd. NO PUBLIC TRANSPORTATION	Yes
11	Weller Arms Non-Profit c/o 202-234 Guthrie Drive Kingston, ON Phone: 545-1375	Seniors	30 one and two bedroom apartments. Some accessible units available.	City North	Yes
12	Porto Village Non-Profit Housing Box 1-700 Division Street, Kingston, ON Phone: 544-8362	N/A	Offers 50 one, two and three bedroom apartments for singles and families	City North	Yes
13	Phoenix Homes Kingston 37 Cassidy St. Unit 222 Kingston, ON Phone:	N/A	Three housing projects with total 6 units. Types of RGI units offered are one-, two-, three, and four bedrooms.	City Central and City North	Yes
14	Lois Miller Co-operative 202-234 Guthrie Dr. Kingston, ON Phone: 545-1375	N/A	Three participating projects. Federal/Provincial co-operative offers 82 one, two and three bedroom apartments for singles and families at subsidy and market value	City North	Yes

	Housing Provider	Mandate (if any)	Housing Projects	Location	Participating in CWL
15	Marion Community Homes 480 Days Road Kingston, ON Phone: 634-0551	Seniors	Federal housing project with Rent Supplement Units. 50 unit apartment building.	City West	Yes
16	Zion United Church Foundation Inc. 119 Quebec St. (106 Pine St.) Kingston, ON Phone: 548-3389	Seniors	Federal housing project with Rent Supplement Units. 42 unit apartment building with limited parking.	City Central	Yes
17	Tipi Moza 37 Cassidy St. Unit 222 Kingston, ON Phone:	Urban Native/ Aboriginal Housing	Federal housing project with 17 scattered locations	City Central and City North	Yes, voluntarily
18	Bridge House Kingston 333 Kingscourt Ave Kingston, ON Phone: 549-6303	Alternative Housing Provider (see question 13 for more information)	Short-term shared accommodation for up to 9 months	City North	Limited

Not administered by the Service Manager but voluntarily participating in the centralized waiting list:

	Housing Provider	Mandate (if any)	Housing Projects	Location	Participating in CWL
1	Catarauqui Co-operative 202-234 Guthrie Dr. Kingston, ON Phone: 545-1375	N/A	Federal housing project: 26 units with 13 one and two bedroom RGI units. Two modified units are available at market value.	City North	Yes



2. How to apply for rent-geared-to-income (RGI) assistance

Rent-geared-to-income (RGI) assistance is a financial assistance provided to eligible households under legislated eligibility requirements to reduce the amount the household must otherwise pay to occupy a unit in a housing project.

RGI assistance is based on 30% of a household's gross monthly income, or if the household is receiving assistance from Ontario Works or the Ontario Disability Support Program, a social assistance rent scale is applied. Additional charges may apply depending on the project, i.e. utilities, parking, laundry, etc.

Step 1 - Obtain a standard application form (Part A) for RGI assistance from The Social Housing Registry or any Access Point, or print out a copy from The Social Housing Registry website www.socialhousingregistry.ca

Step 2 - Ensure that the standard application form (Part A) for RGI assistance is complete. Read the instructions carefully and if you have any questions, please call or visit The Social Housing Registry or any Access Points. If you need any assistance in completing this form, The Social Housing Registry staff is ready to help you.

Step 3 - Ensure that the application and consent to disclose information for verification purposes are signed by each member of your household listed in the application form who are 16 years or older

Step 4 - Submit your application form and all appropriate supporting documents to The Social Housing Registry Central office or to any Access Point in Kingston and Frontenac County where your eligibility for RGI assistance will be assessed.

Part A of the Application form is used for the general assessment of your eligibility for RGI assistance.

If your application is not completed as required, you will be notified within 7 business days. The Social Housing Registry will advise you to submit the necessary documents or information.

If you are eligible for RGI assistance, you will be notified by The Social Housing Registry. When it is closer to the time when you will be offered housing, Part B of the application will be mailed to you by The Social Housing Registry and you will be required to complete it as instructed.

Part B of the application form is used to verify your income for geared-to-income rent calculations. You will be required to provide copies of income verification documents as indicated for each type of household income and income producing/non-income producing assets in sections A - I, i.e. employment and/or asset verification forms, OW verification, income tax documents, etc.



Remember:

- Your application form and consent to disclose information for verification purposes **must** be signed by **each** member of your household 16 years of age or older
- If a member of your household who is 16 years of age or older is unable for any reason to sign the application and consent, his/her parent, guardian, attorney or authorized person may sign the application and give the consent on his/her behalf
- The Social Housing Registry determines eligibility for RGI assistance generally within 30 calendar days based on a complete application only. Incomplete application forms (Part A and Part B) with missing documents or information will not be considered for determination of eligibility for RGI assistance
- Before making a decision on ineligibility for RGI assistance The Social Housing Registry provides an Opportunity to Comment on any information that may be used for decision making

- Personal information requested in Part A and B of your application is collected, pursuant to the *Social Housing Reform Act, 2000*, Sections 162, 163,164 and 165 or the *Municipal Freedom of Information and Protection of Privacy Act, (R.S.O. 1990, c M.56)*. This information will be used only to determine suitability and eligibility for RGI housing and the appropriate rent scale and rent-geared-to-income charge
- If you are a tenant/member currently receiving RGI assistance, your eligibility for RGI assistance is monitored by your Housing Provider.



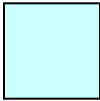
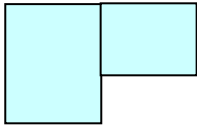
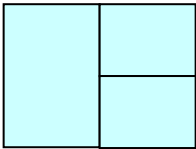
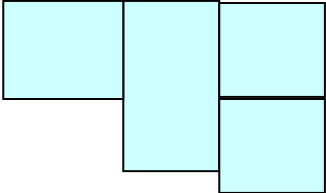
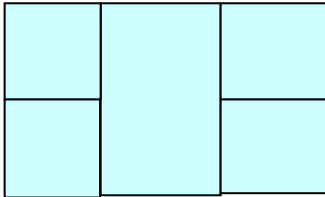
3. What are the eligibility criteria for rent-geared-to-income assistance?

The basic eligibility requirements are as follows:

- Ability to live independently over the age of 16 with or without support services (at least one member of household)
- Legal residential status in Canada of each member of the household (citizen, applicant for permanent residency, or claimant for refugee protection)
- No removal order has become enforceable under the Immigration and Refugee Protection Act
- No member of household owes arrears of rent, and/or money owed as the result of reimbursement requested by “Housing Provider”, and/or damage arrears with respect to previous tenancy in any housing project under any housing program. An exception can be made if any member of your household has entered into an agreement with the Housing Provider for the repayment
- No member has been convicted for misrepresentation of income in relation to RGI assistance under the Criminal Code, by a Court of Law or Ontario Rental Housing Tribunal
- RGI households convicted of misrepresentation under the Canadian Criminal Code or found by the Ontario Rental Housing Tribunal or Court of Law to have misrepresented income are barred from re-application for RGI assistance for a five year period
- Household income must be within the established income limit by type of unit as shown in Chart 1 on page 9
- Depending on your family composition, you must occupy a unit, which you are eligible for under local occupancy standards (see section 6 of this Guide, page 13)
- The maximum allowable period for a RGI tenant/member to be absent from the unit is 90 consecutive days
- If you own residential property, it must be sold within 180 days after RGI assistance has been received
- Notice of any change in any information or documents must be submitted within 10 business days of the change or a longer time as may be allowed or may be extended by The Social Housing Registry or your Housing Provider.

Chart 1

Household Incomes Limits by Type of Unit

Type of Unit	Household Income Limits by type of unit
Bachelor 	\$19,000
1 Bedroom 	\$24,500
2 Bedroom 	\$29,500
3 Bedroom 	\$34,500
4 Bedroom 	\$44,500



Remember:

- As an RGI tenant/member, you may be required by your Housing Provider to pursue additional income from one or more of the following sources: Ontario Works, Support payments, Employment Insurance, Pension or support payments required under a sponsorship agreement



4. What are the requirements to be included in the Special Priority Household Category?

Special priority household category or special priority status on the waiting list is reserved for individuals who are victims of abuse.

Abuse is defined as an incident of physical or sexual violence against an individual, an incident of intentional destruction of or intentional injury to an individual's property, or words, actions or gestures that threaten an individual or his or her property.

General Rules:

- Any member of your household who is 16 years of age or older may apply for inclusion into the special priority household category on the centralized waiting list
- You are required to complete a standard Request for Special Priority Household Category Form and provide supporting information and documentation for verification purposes. This request may be attached to your housing application form for RGI assistance or submitted separately
- Your request must be in writing and must state that the member of the household has been the victim of abuse by another individual and indicate that the abusing individual is or was living with the abused individual, or is sponsoring him/or her as an immigrant
- The consent to disclose information and documents for the purpose of verifying statements must be signed by the abused member of the household
- If you live or have lived with the abusing individual in shared accommodation (rooming houses, boarding houses, house/apartment with common entrance and common kitchen and bathroom facilities) you may be asked to provide proof of joint residency (recent lease, joint bank account, utility bills, OW/ODSP stubs, etc.)
- If the abusing individual is no longer living with you, the request must be submitted within 3 months of separation, unless there are extenuating circumstances
- You must indicate your intention to live permanently apart from the abusing individual
- You may indicate an appropriate way to communicate with you or with a person acting on your behalf with respect to your request for special priority status.
- If you believe that you will be at risk by obtaining information and documents supporting your request, The Social Housing Registry staff will conduct an in-depth interview.



Remember:

- The request for Special Priority Household Category must be signed by the member of household who makes this request. Consent to disclose information and documents must be signed by the abused member
- If the abused member is under 16 years old or is unable to sign the consent, the parent, guardian, attorney or authorized person may sign the consent on the abused member's behalf
- Personal information collected by The Social Housing Registry for the purpose of determining eligibility for special priority is not disclosed to Housing Providers or other agencies.



5. What are the requirements to be eligible for Homeless Priority Status?

The homeless priority status on the centralized waiting list is reserved for eligible RGI applicants in the following circumstances:

- (a) Living on the street (no shelter),
- (b) Living in substandard housing, which has been condemned by the municipality,
- (c) Using the emergency shelter as their primary residence
- (d) Whose accommodation has recently been destroyed by accidental fire or natural disaster,
- (e) Living with family or friends on a temporary basis for a period not longer than six months,
- (f) Awaiting release from hospital or other institution/ time-limited treatment facility and cannot return to their former place of residence,
- (g) Families whose children will not be returned by a child protection agency until adequate housing is provided, and lack of housing is the only outstanding custody issue
- (h) Being evicted by landlord (non-familial) without cause,
- (i) Permanently living in a motel/hotel,
- (j) Other circumstances that are subject to review on individual merit by the Service Manager.

General Rules:

- The Social Housing Registry determines eligibility for homeless priority status on the centralized waiting list only for eligible applicants for RGI assistance
- You must complete a standard request for homeless priority status and sign the consent. Your request may be attached to your Part A of the application form for RGI assistance or submitted separately

- Applicants for homeless priority status must provide a verification form that may be and signed by one of the following qualified individuals or provide copies of supporting documents:

Community Health Care Worker
Law Enforcement Officer
Doctor/Nurse Practitioner
Lawyer
Property Standards Officer
Shelter Worker
Social Service Worker
Parole Officer
Member of Clergy
Counselor

- If your accommodation has recently been destroyed by accidental fire or natural disaster, you may provide verification from the Fire Department or attach a copy of newspaper article
- If you were evicted or are being evicted by your landlord (non-familial) without a cause, you may provide a copy of eviction notice from landlord for verification purposes
- If your permanent residence is a motel/hotel, you may provide copies of receipts as supporting documents
- If you believe that you are unable to provide verification from one of qualified professionals or provide supporting documents, you may request an interview with The Social Housing Registry staff
- You may indicate supportive contacts to ensure The Social Housing Registry and Housing Providers communicate in a timely manner while you are on the waiting list or during placement in a vacant unit
- One of 10 vacancies will be offered to an applicant with homeless priority status who is eligible for a unit under local occupancy standards.



Remember:

- You must notify The Social Housing Registry of any changes in your circumstances within 10 business days or a longer period of time as The Social Housing Registry may allow
- Homeless priority status is subject to review due to changes in information, document and individual circumstances. The Social Housing Registry monitors eligibility for the homeless priority ranking
- Ineligibility for the homeless priority status will result in chronological ranking by the date of application for RGI assistance
- You are entitled to request an internal review of The Registry decision on your ineligibility for homeless priority status

- You must know that **one refusal** of a unit, for which you are eligible under occupancy standards and for which you indicated preference in Part A of the Application Form, will result in your chronological ranking on the centralized waiting list
- Personal information provided in your Request for Homeless Priority Status or further under an internal review is CONFIDENTIAL and is safeguarded by The Social Housing Registry and Housing Providers pursuant to the Municipal Freedom of Information and Protection of Privacy Act, the Social Housing Reform Act, 2000, and Personal Health Information Protection Act, 2004 as applicable.



6. What are the local occupancy standards?

Occupancy standards are used to determine the size of the RGI unit for which the household is eligible.

General Rules:

The largest unit a household is eligible for is defined as:

- One bedroom for any 2 members of the household who are spouses/same sex partners
- One bedroom for each additional member
- Additional bedroom(s) due to medical conditions, to accommodate a child in joint custody, or under visiting rights requirements (You will be required to provide documentation to support this type of request).

You may request an additional bedroom(s) under local occupancy standards in the following specific cases:

1. if one of the spouses or same-sex partners requires a separate bedroom because of a disability or medical condition
2. if the room is required to store equipment needed by a member of the household because of a disability or medical condition
3. if the bedroom is required to accommodate an individual who is not a member of the household and who provides a member of the household with support services that are required because of the member's disability or medical condition
4. if a member of the household is pregnant
5. if a member of the household has joint custody over a child who is not a member of the household, and the member is required to provide accommodation for the child, and the bedroom is required to accommodate the child
6. if a member of the household has visiting rights with respect to a child who is not a member of the household and it is a condition that the member must provide adequate accommodation for the child when the child frequently stays overnight with the member and a bedroom is required to accommodate the child
7. to accommodate a foster child.

The smallest unit a household is eligible for is defined as:

- One bedroom for every two members of the household
- An additional bedroom if there is an odd number of members of the household
- If the household consists of one individual or two individuals who are spouses or same-sex partners, the smallest unit the household is eligible for is a bachelor unit.

If agreed to by the household and if there are no medical restrictions, two children may share a bedroom in the smallest unit. In this case the size of the bedroom must be no less than six feet wide and floor area must be no less than 40 sq. ft. for each person. Separate bedrooms must be assigned to children of the opposite sex over the age of 5. Foster children are included in the family composition.

Formal and informal care giving services are allowed. Professional Caregiver is defined as an individual who works without supervision in a private household under a signed contract with a care giving agency. Informal caregiver is defined as a family member, adult child, friend, neighbour, who provides in-home overnight care or support to a member of the household with disabilities or medical condition.

Eligibility for additional bedroom(s) will be determined under the occupancy standards only if the household requests it and provides supporting documents to The Social Housing Registry / Housing Provider. Request forms are available at The Social Housing Registry, Access Points, and from Housing Providers.



Remember:

- Occupancy standards are applied at the time of your application for RGI assistance, during periodic reviews of the occupancy for RGI tenants/members, or upon request for additional bedroom(s)
- Eligibility for additional bedroom(s) will be determined under the occupancy standards only if the household requests it and provides supporting documents. A standard request form is available at The Social Housing Registry, Access Points, and from Housing Providers
- Request for additional bedroom(s) may be included in the initial application for RGI assistance, or it may be made directly to Housing Providers after being housed in an RGI unit.



7. What are the requirements relating to waiting lists?

“Centralized Waiting List” – is a chronological list of all eligible applicants for RGI assistance in Kingston and the County of Frontenac in compliance with the provincial and approved local rules and standards.

Note: Waiting lists for special needs (modified units) housing are maintained separately from the centralized waiting list.

General Rules:

- Applications on the centralized waiting list are ranked chronologically according to the date of application for RGI assistance
- The highest ranking is given to a Special Priority Household Category on the waiting list under the provincial rule – for victims of abuse
- To be included in the Special Priority Household Category, you must complete a standard request
- Special Priority Households are subject to the same eligibility rules as applicants for RGI assistance
- A Special Priority Household has a priority ranking above all applicants on the centralized waiting list
- The ranking date of the Special Priority Household(s) is the date of application for special priority status
- Within the Special Priority Household Category, the highest ranking is given to the household at a greater risk of being abused (who are still residing with the abuser)
- Local Priorities:
 - Homelessness priority applicants, 1 in 10
 - In-Situ market households in economic hardship and eligible for RGI assistance
- Applicants for RGI assistance may indicate a preference for a size of unit, housing project, or location in a specified geographic area (City Central, North, West, Rural)
- Applications are removed from the centralized waiting list in the following cases:
 - 1) applicant household(s) becomes ineligible for RGI assistance under review of eligibility;
 - 2) applicant household(s) asks to be removed;
 - 3) applicant household(s) that refuses 3 offers of RGI unit (except households consisting of two spouses or same-sex partners who may refuse a bachelor unit);
 - 4) applicant household(s) accepts an offer of RGI unit

Other categories on the centralized waiting list:

- Overhoused RGI households that occupy larger units than they are eligible for will be transferred by the Housing Providers to the centralized waiting list
- Homeless priority applicants (as described in section 5)
- In-Situ market households in economic hardship and eligible for RGI assistance
- Current RGI tenant/members requested transfers to RGI units in housing projects operated by other Housing Providers.

Cascading age policy applies to waiting lists for housing projects with the mandate to house seniors 65 and over. If a Housing Provider has no one 65 or older on their waiting list, a Housing Provider can make selection for a vacant unit from applicants who are 60-64 years, then select from applicants 55-69 years old, and continue with applicants 50-54 years old.



Remember:

- To apply for special priority status on the centralized waiting list you must complete a Request for Special Priority Household Category and submit it to The Social Housing Registry or any Access Point
- To apply for homelessness priority you must complete a Request for Homeless Priority Status and submit it to The Social Housing Registry or any Access Point
- If a household does not meet the mandate of the housing project, this household is not placed on the waiting list for that project. Applicants 50-65 years old, may indicate preference for seniors housing under the local cascading age policy
- Applicants for RGI assistance can refuse only 3 offers of RGI units (except households consisting of two spouses or same-sex partners who may refuse a bachelor unit)
- Your application is removed from the waiting list once an offer of housing has been accepted
- A current RGI tenant/member may request a transfer to another RGI unit operated by another Housing Provider through the centralized waiting list
- Eligibility for RGI assistance for in-situ market tenants is determined by Housing Providers. To apply for In-Situ Category you must live in a housing project administered by the City of Kingston and the County of Frontenac.



8. What are the geographic areas into which the service area has been divided for the purposes of its centralized waiting list?

The City of Kingston and the County of Frontenac service area is subdivided into 4 geographic sub-areas:

1. City Central
2. City North
3. City West
4. Rural - North of Highway #401 with **NO PUBLIC TRANSPORTATION** to housing projects

Maps with project locations are available at The Social Housing Registry and any Access Point.



Remember:

There is **NO PUBLIC TRANSPORTATION** to housing projects located in **Rural area**.

A detailed map for a specific housing project location, including neighborhood amenities is available at The Social Housing Registry.



9. What are the rules and procedures with respect to the transfer of households to a unit in a housing project operated by a different Housing Provider?

If an RGI tenant/member wishes to relocate to another RGI unit in a housing project operated by another Housing Provider within the Kingston and the County of Frontenac, the household should complete a request for transfer. It must be signed by all members of the household 16 years of age and over, or a person acting on the member's behalf.



Remember:

- The household requesting an external transfer to another RGI unit operated by another Housing Provider is added to the waiting list(s) for all housing project(s) selected with the ranking date being the date of the request
- For tenants/members residing in a unit provided by Alternative Housing Providers (see section 13) the ranking date is the date of the initial application for RGI assistance.



10. What types of decision are subject to internal review?

Internal Review – is an independent and critical examination of the decision that is reviewable under section 82 of the Social Housing Reform Act, 2000. It is conducted by an individual or individuals who did not participate in making that decision.

Internal Review is the process of reviewing a complete applicant file, not in-person communication with an applicant or anyone who could represent the applicant.

Under the Social Housing Reform Act, there are 6 types of decisions that may be reviewed under the internal review:

- (1) Eligibility for RGI assistance
- (2) Eligibility for special needs housing
- (3) Type of accommodation
- (4) Category on the waiting list
- (5) Amount of geared-to-income rent
- (6) Deferral of geared-to-income rent payable by the household.



11. What are the rules and procedures in respect to an internal review of decisions?

In Kingston and the County of Frontenac the Service Manager has established 2 streams of internal reviews: for applicants seeking RGI assistance and for tenants/members occupying RGI units. Under the Central Waiting List Management Agreement The Social Housing Registry is responsible for decisions made regarding RGI applications and will conduct internal reviews on:

- Eligibility for RGI assistance
- Special Priority Household Category on the centralized waiting list
- Homeless Priority Status on the centralized waiting list
- Type of unit
- Initial RGI calculations under Part B of the Application Form.

Housing Providers who are responsible for decisions on RGI assistance for tenants/members will be accepting internal review requests from tenants/members and will review requests on:

- Eligibility for RGI assistance of existing tenants/members including In-Situ market tenants in economic hardship
- Eligibility for RGI unit under the occupancy standards
- Amount of geared-to-income rent payable by tenant/member
- Deferral of geared-to-income rent payable by the household.

General Rules:

- To appeal decisions made by The Social Housing Registry or any Housing Provider you must complete a standard Request for Internal Review of Decision
- Your request must be submitted within 10 business days after the day the notice of decision is received by the applicant/tenant/member or within a longer period of time as may be determined by The Social Housing Registry or your Housing Provider. The Social Housing Registry or your Housing Provider may extend the time if the applicant/tenant/member acted in a good faith and could not submit his/her request because of absence, accident, illness or some other reason beyond the member's control
- Request to review the decision to deny to a household special priority status should be given only by the individual who completed a request for special priority household category
- Request may be withdrawn by giving written notice to The Social Housing Registry or your Housing Provider within 10 business days.
- To withdraw your request to review the decision to deny Special Priority status to a household, a written notice of the withdrawal may be provided to The Social Housing Registry within 5 business days.



Remember:

- The person who made the decision does not participate in the internal review of that decision
- Decision on RGI eligibility that not reviewable are final
- Decision that can be reviewed is final if your request has not been submitted within TEN (10) business days or a longer period of time as The Social Housing Registry or your Housing Provider allowed after the day the notice of decision has been received.
- Decision of a person conducting internal review is final when it is made.



12. What are the rules and procedures with respect to the opportunity for members of the household to comment on information that may form a significant basis for a decision that is adverse to the household?

The Social Housing Reform Act requires that a household be given an opportunity to comment on information that will be used to make a decision about ineligibility for RGI assistance. Before the decision is finalized the applicant/tenant/member will be given at least 30 days for an opportunity to comment on information. Comments from the household must be in writing and must be signed by each individual providing the comments. The written comments must be received from the household by the date specified in the notice given by The Social Housing Registry or your Housing Provider. A standard notice contains a statement that any member of the household may comment on information, a summary of information, a description of the proposed decision, and a deadline to comment.



Remember:

- Applicants/tenants/members who have been given an opportunity to comment on a decision are not entitled to have an additional opportunity to comment
- Applicant/tenant/member may waive their right to comment earlier than the date indicated in the notice
- Notice to provide comments on Special Priority Status will be given only to the individual who made the request and not to all members of the household.



13. Who are the Alternative Housing Providers that provide housing in the service area to homeless or hard to house households?

Alternative Housing Providers have a commitment to provide accommodation to individuals or families who are homeless, hard to house, without shelter or currently using the emergency shelter.

As a general rule, Alternative Housing Providers offer a temporary, shared residential accommodation. They also provide supportive services in addition to housing, as indicated below. For more information, please read the special information brochures prepared by each Alternative Housing Provider which are available at The Social Housing Registry.



Remember:

- Applications for housing projects administered by Alternative Housing Providers may be submitted to The Social Housing Registry or directly to the Housing Providers as indicated.

ALTERNATIVE HOUSING PROVIDER		SUPPORTIVE SERVICES
1.	Bridge House (Kingston) Inc. Office Location: 333 Kingscourt Ave., Kingston, ON Phone: 549-6303	<ul style="list-style-type: none"> ▪ Short term lodging ▪ Low cost transportation and child care to women and children visiting loved ones who are incarcerated in Kingston & Area ▪ Counselling, emotional support, information on the criminal justice system and referrals on issues of parenting, immigration, education, abuse, human rights and legal issues ▪ Information on rehabilitation, life opportunity and choices for families
2	Kingston Home Base Housing Office location 417 Bagot Street Kingston, ON Phone: 542-6672	<ul style="list-style-type: none"> ▪ Provides furnished subsidized housing for single adults 16 years and older ▪ Support services from Community Support Workers are available to offer counselling with emotional or mental health issues, life skills, advocacy, problem solving, stress management, and budgeting ▪ Youth Net Program for single individuals aged 16-24 ▪ Core program for those who are in need of support services ▪ Housing Help Centre
3.	Elizabeth Fry Society 127 Charles St., Kingston, ON Phone 544 -1744	<ul style="list-style-type: none"> ▪ Housing for women and their families. Open to all women over the age of 16 years who demonstrate economic need and require supportive counselling



Remember: Applications for Bridge House accommodations must be submitted directly to its office.



14. What are the criteria to be met for accommodation in a unit provided by an Alternative Housing Provider under the mandate to provide housing to homeless or hard to house households?

The criteria to be eligible for accommodation with an Alternative Housing Provider are similar to criteria for RGI assistance. Alternative Housing Providers offer a short- and long-term shared accommodation that may be considered as a temporary residential accommodation in emergency situations.



15. What are the housing projects within Kingston and the County of Frontenac that provide special needs housing and the Supportive Housing Providers that operate them?

- **“Special Needs Housing”** means a unit that is occupied by or is made available for occupancy by a household having one or more individuals who require accessibility modifications or provincially-funded support services in order to live independently in the community
- **“Modified unit”** means a unit that has been modified so, as to be accessible to an individual with a physical disability or so as to allow an individual with physical disability to live independently
- **“Supportive Housing Provider”** means a Housing Provider providing special support services in a housing project operated by it.

Below is the list of Supportive Housing Providers in Kingston and the County of Frontenac:

1. Kingston & Frontenac Housing Corporation
1471 John Counter Blvd., Suite 100, Kingston, ON K7M 8S8
2. Bridge House (Kingston) Incorporated
333 Kingscourt Avenue, Kingston, On K7K 4R4
3. Kingston Co-operative Homes Inc.
14-1338 Princess Street, Kingston, ON K7M 7N9
4. Kingston Home Base Non-Profit Housing Inc.
417 Bagot Street, Kingston, ON K7K 3C1
5. Kingston Municipal Non-Profit Housing Corporation
37 Cassidy Street, Kingston, ON K7K 7B3

There is **NO PUBLIC TRANSPORTATION** to Country Pines housing project located in a Rural Area

6. Lois Miller Co-operative Homes Inc.
202-234 Guthrie Drive, Kingston, ON K7K 6K8
7. Loughborough Housing Corporation
4377 William Street, Box 400, Sydenham, ON K0H 2T0

There is **NO PUBLIC TRANSPORTATION** to housing projects

8. North Frontenac Non-Profit Housing Corporation
1093 Garrett Street, Box 250, Sharbot Lake, ON K0H 2P0

There is **NO PUBLIC TRANSPORTATION** to housing projects

9. Porto Village Non-Profit Homes Inc.
Box 1-700 Division Street, Kingston, ON K7K 6N8
10. Royal Canadian Legion Villa Kingston
671 Princess Street, Kingston, ON K7L 1E6
11. St. Andrew-Thomas Senior Citizen Residences Inc.
760 Front Road, Kingston, ON K7M 4L7
12. The Elizabeth Fry Society of Kingston
127 Charles Street, Kingston, ON K7K 1V8
13. Weller Arms Non-Profit Homes Inc.
c/o 202-234 Guthrie Drive, Kingston, ON K7K 6K8

For more details, please review the Guide to Modified Units available at The Social Housing Registry or on-line at the Housing Program, Community and Family Services website at www.cityofkingston.ca/residents/housing or www.socialhousingregistry.ca



16. How to apply for special needs housing

If you are looking for a modified unit, wheelchair accessible residential accommodation, or accommodation with provincially-funded supportive services to live independently in the community, you can apply directly to The Social Housing Registry or to the Housing Provider that manages the special needs housing project in which you prefer to live.

The Social Housing Registry may assist you with information on the availability of modified or supportive units in the service area.

For special needs housing, whether modified unit or provincially funded supportive services to live independently in the community, an application for special needs housing.

You must include full particulars of the reasons for which one or more of the members of your household require a special needs unit. You are also required to consent to the disclosure to the special needs Housing Provider of information and documents required for the purpose of processing the application, determining eligibility for special needs and defining the size and type of unit for which your household is eligible.

Types of modifications for each modified unit are outlined in the Guide to Modified Units available at The Social Housing Registry, Housing Providers, and Housing Programs, Community and Family Services or on-line on the Housing Programs website at www.cityofkingston.ca/residents/housing or www.socialhousingregistry.ca



Remember:

- Both, your application and the consent must be signed by each member of the household who is 16 years old or older or by an authorized person on your behalf
- If you are applying for special needs housing, any member of your household who is 16 years or older may request that the Supportive Housing Provider determines that the household should be included in the Special Priority Household Category or special needs waiting lists. In this case you will be required to complete, a request for special priority must be completed and the abused member must sign the consent to disclose information for verification purposes
- If the abused member who is less than 16 years old and unable to sign the consent, please ensure that a parent or guardian, attorney, or an authorized person signs the consent on behalf of the abused member
- A household on the waiting list for special needs housing must report any change in document or information provided to the Supportive Housing Provider within 10 business days after the change or a longer period of time as your Supportive Housing Provider may allow.



17. What are the eligibility criteria for special needs housing?

A household is eligible for special needs housing if at least one member requires accessibility modifications and/or provincially funded support services in order to live independently, regardless of whether they are eligible for rent-geared-to-income assistance.

The Supportive Housing Provider makes the determination as to whether the household meets these criteria.

Any member of the household is applying for special needs housing who is 16 years or older may request inclusion in the Special Priority Household Category on the special needs waiting list.

At least once every 24 months after a household is determined to be eligible for special needs housing on the waiting list, the Supportive Housing Provider must review the households continued eligibility for special needs housing at least once in every 12 month period after a household begins to occupy special Needs unit, the Supportive Housing Provider will review the eligibility of a Special Needs unit.

An applicant/tenant/member household ceases to be eligible for special needs housing, whether the household is occupying a special needs unit or is on the Special Needs waiting list, if any of the following happens:

- The Supportive Housing Provider discovers that the household did not initially meet an eligibility requirement
- The household no longer has a member who requires accessibility modifications in order to live independently, or who requires provincially funded support services in order to live independently, because the household member has permanently recovered from the condition that necessitated the provision of support services and will not require support services in the future because of that condition
- The applicant fails, while still on the waiting list, to provide an updated document or information to the Supportive Housing Provider within 10 business days after a change, or longer period as the Supportive Housing Provider may allow
- The tenant/member fails, while occupying a special needs unit, to give the Supportive Housing Provider written notice of a change to a document or information provided to the Supportive Housing Provider, within 10 business days after the change, or a longer period of time as the Supportive Housing Provider may allow.
- The applicant/tenant/member fails to provide the information and documents required by the Supportive Housing Provider to support the review of eligibility within the time specified by the Supportive Housing Provider
- A member of the household who is 16 years or older, or if the member is unable to sign, a person authorized to sign on the member's behalf, fails to sign a consent to disclose to the Supportive Housing Provider
- A tenant/member occupying a modified unit ceases to be eligible for that unit if the household no longer has a member who requires the accessibility modifications in the unit in order to live independently
- A household occupying a unit for which provincially-funded support services are provided ceases to be eligible for that unit if the household no longer has a member who requires the support services available for the unit in order to live independently, and will not in the future require those support services as a result of that condition.

Remember: 

- Being found ineligible for special needs housing does not affect a household's eligibility for rent-geared-to-income assistance. Rent-geared-to-income assistance continues as long as the household continues to meet the eligibility criteria for RGI assistance.



18. What are the services offered by each supportive Housing Provider and the nature of the special needs housing provided by each Supportive Housing Provider?

Kingston & Frontenac Housing Corporation

1471 John Counter Blvd., Suite 100, Kingston, ON K7M 8S8 Phone : 546-5591

- Detached, semi-detached and row housing, and apartments. Some units have been modified to accommodate physically disabled persons.

Bridge House (Kingston) Incorporated

333 Kingscourt Avenue, Kingston, ON K7K 4R4 Phone: 549-6303

- Bridge House provides short term lodging, low cost transportation and child care to women and children visiting loved ones who are incarcerated in Kingston & area. This service is provided 365 days per year, for over 1700 women and 800 children.
- Bridge House also provides counselling, emotional support, information on the criminal justice system and referrals on issues of parenting, immigration, education, abuse, human rights and legal issues. Bridge House also provides information on rehabilitation, life opportunity and choices for the families.
- The Bridge House program promotes family unity with responsible living choices and alternatives for families upon the completion of a prison sentence.

Kingston Co-operative Homes Inc.

14-1338 Princess Street, Kingston, ON K7M 7N9 Phone: 544-3873

- Kingston Co-op provides non-profit, affordable housing in a democratic, co-operative, mixed income community of 95 townhouses. Wheelchair accessible units are available. Ten dollar membership fee for adults 16 years and older.

Kingston Home Base Non-Profit Housing Inc.

417 Bagot Street, Kingston, ON K7K 3C1 Phone: 542-6672

- Provides furnished shared accommodation for single adults 16 years and older.
- Support services from Community Support Workers are available to offer counseling with emotional or mental health issues, life skills, advocacy, problem solving, stress management, and budgeting.
- Youth Net Program for single youths ages 16-24.
- Core program provides furnished shared housing and one-bedroom
- Offers 4 modified units.

Kingston Municipal Non-Profit Housing Corporation

37 Cassidy Street, Kingston, ON K7K 7B3 Phone: 542-0443

- Total 23 units are wheelchair accessible (9 one-bedroom, 13 two-bedroom, and 1 three-bedroom) located in City Central, North and Rural areas.
- There is **NO PUBLIC TRANSPORTATION** to Country Pines housing project located in Rural Area.



Lois Miller Co-operative Homes Inc.
202-234 Guthrie Drive, Kingston, ON K7K 6K8 Phone: 545-1375

- Offers 5 modified two-bedroom units located in the City North area.
- Open to anyone interested in co-operative housing.



Loughborough Housing Corporation
4377 William Street, Box 400, Sydenham, ON K0H 2T0 Phone: 376-3686

- Offers 2 one-bedroom modified units located in the village of Sydenham.
- Open to seniors only
- There is **NO PUBLIC TRANSPORTATION** to housing projects.

North Frontenac Non-Profit Housing Corporation
1093 Garrett Street, Box 250, Sharbot Lake, ON K0H 2P0 Phone: 279-3322



- Offers 18 four-plex or semi-detached units for rent by families in Sharbot Lake.
- There is one wheelchair accessible unit.
- There is **NO PUBLIC TRANSPORTATION** to housing projects.

Porto Village Non-Profit Homes Inc.
Box 1-700 Division Street, Kingston, ON K7K 6N8 Phone: 544-8362

- Offers one two-bedroom wheelchair accessible unit.
- All units are open concept for easy access.
- There is an active tenants association.

Royal Canadian Legion Villa Kingston
671 Princess Street, Kingston, ON K7L 1E6 Phone: 544-2008

- Offers 44 units, two of which are suitable for people with physical disabilities.
- Open to seniors.

St. Andrew-Thomas Senior Citizen Residences Inc.
760 Front Road, Kingston, ON K7M 4L7 Phone: 384-8966

- Seniors building with 4 one-bedroom apartments wheelchair accessible (one RGI and three market units).
- Pets are allowed with the board's approval.

The Elizabeth Fry Society of Kingston
127 Charles Street, Kingston, ON K7K 1V8 Phone: 544-1744

- Provides supportive housing for women and their families. Open to all women over the age of 16 years who demonstrate economic need and require supportive counseling
- Support services from Community Support Workers include: counselling with emotional issues, medical and mental concerns, life skills training, alcohol and drug abuse, violence against women, childhood sexual assault, eating disorders, legal matters and advocacy, reintegration from incarceration/hospital/shelter, finance and budgeting skills, educational pursuit, relationship issues and problem solving
- Offers apartments in small duplex and triplex units as well as one 12 unit building
- One one-bedroom unit is wheelchair accessible.

Weller Arms Non-Profit Homes Inc.
c/o 202-234 Guthrie Drive, Kingston, ON K7K 6K8 Phone: 545-1375

- Offers one one-bedroom and one two-bedroom modified units in the 30 unit apartment building.
- Seniors are welcome.



19. What are the types of decisions of Supportive Housing Providers that are subject to internal review?

Internal Review – is an independent and critical examination of the supportive provider’s decision that is reviewable under S.82 of the Social Housing Reform Act, 2000 by individual or individuals who did not participate in making that decision.

Internal Review is a process of reviewing a complete applicant/tenant/member file not involving in-person communication with an applicant or anyone who could represent the applicant.

Types of decisions reviewable by Supportive Housing Providers are:

1. A decision that the household is ineligible for special needs housing
2. A decision respecting the type of accommodation in which the household may be accommodated
3. A decision respecting the category into which the household has been placed on a waiting list for special needs unit
4. A decision respecting the amount of geared-to-income rent payable by the household
5. A decision respecting a deferral of geared-to-income rent payable by the household



20. What are the rules and procedures of Supportive Housing Providers in respect of the internal review of decisions?

General Rules:

- If a decision of the Supportive Housing Provider is one that may be reviewed, you will be notified of your right to request an internal review. You will be informed as to how to make the request and the deadline for making the request
- The request must be received within 10 business days after the household receives the notice of the decision from the Supportive Housing Provider or within a longer period of time as may be determined by the Supportive Housing Provider. The Supportive Housing Provider that made the decision may extend the time for giving a request for a review if the provider is satisfied that the household member acted in good faith and was unable to comply with the deadline date because of a reason beyond the household member’s control
- Request to review special priority household category on the waiting list for special needs unit should be given only by the individual who requested inclusion in this category

- Request may be withdrawn by giving written notice of the withdrawal within TEN (10) business days if you appeal eligibility for special needs housing, type of unit, and initial amount of geared-to-income rent payable, and within FIVE (5) business days, if you appeal special priority household category on the waiting list for special needs housing.



Remember:

- No individual who participated in the making of the decision being reviewed shall participate in the review of that decision
- The individual or individuals conducting the review may substitute their decision for the decision being reviewed
- A decision of a person conducting an internal review is final when it is made.



21. What are the rules and procedures of Supportive Housing Providers in respect of the opportunity for members of the household to comment on information that may form a significant basis for a decision that is adverse to the household?

The Social Housing Reform Act requires that a household be given an opportunity to comment on information that will be used to make a decision about ineligibility for special needs housing.

Before the decision is finalized the applicant/tenant/member for special needs housing will be given a standard notice for an opportunity to comment on information in the application.

Comments from the household must be in writing and must be signed by each individual providing the comments. The written comments must be received from the household by the date specified in the notice. A standard notice contains a statement that any member of the household may comment on information, provides a summary of information, a description of the proposed decision, and a deadline by which comments must be provided.



Remember:

- Applicants/tenants/members who have been given an opportunity to comment on a decision are not entitled to have an additional opportunity to comment
- Applicants/tenants/members may waive their right to comment earlier than the date indicated in the notice
- Opportunity to comment on Special Priority Status on the centralized waiting list will be given only to the individual who made the request and not to all members of household.