

## Northumberland County Community Housing Directives

Housing Services Division

555 Courthouse Road

Cobourg, Ontario K9A 5J6

---

**Subject: Reasonable Efforts to Pursue Income**

**Directive Number: 2021-16**

**Effective Date: Upon issuance, October 18, 2023**

---

### Intent

To provide direction to housing providers on when and what type of income must be sought by households in receipt of rent-geared-to-income (RGI) assistance.

### Policy

Under the Housing Services Act, 2011 (HSA), RGI tenants and co-op members may be required to pursue certain types of income. The housing provider must provide the household notice and give a reasonable period of time to pursue the income.

### Procedures

The only types of income a household may be requested to pursue are:

- Ontario Works
- Support income
- Employment Insurance (EI) benefits

- Old Age Security (OAS), Guaranteed Income Supplement (GIS), and Guaranteed Annual Income Supplement (GAINS)
- Immigration sponsorship income

If the housing provider is of the opinion that a member of the household should be eligible to receive certain types of income set out above, but is not receiving or has not applied to receive, the housing provider will give the household written notice.

The written notice must state:

- The type of income that the RGI tenant or co-op member may be eligible to receive
- That the RGI tenant or co-op member must apply for the income and make reasonable efforts to obtain the income
- A period of 30 days to report back on the results of the application.

The household is deemed to be making reasonable effort if they have at least completed and submitted an application for the income and submitted all required documentation.

If the household fails to respond to the housing provider within the 30 days, the household may be ineligible for RGI.

If the household can demonstrate extenuating circumstances exist, the household will continue to be eligible.

## **Pending Income**

Tenants or co-op members 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.

For example, a tenant who loses their job and is required to pursue Employment Insurance or Ontario Works will continue to be charged RGI based on their previous earnings until a decision has been reached on their EI or Ontario Works application.

Housing providers will be required to complete retroactive calculations as required for the time between decrease of income and newly pursued income.

The effective date of the RGI change is the first day of the month following the change.

## **Repealed Rules**

This directive replaces Policy 2013-17 Reasonable Efforts to Pursue Income

## **Legislative Authority**

Housing Services Act 2011 s. 42(1)

Ontario Regulation 367/11 s. 31

If there are any questions please contact the Service Manager for Northumberland County Housing Services at 905-372-3329.