

Frequently Asked Questions

Q: Will I know when my application is complete?

A: A notice informing you of your application status will be mailed to you. No need to call.

Q: What if I can't get some of the information needed to complete my application?

A: We may ask you for other information in its place. Until the application is complete, we will not place it on the waiting list.

Q: What can I do if my application is rejected?

A: You have a right to provide more info in writing.

Q: At what age am I eligible for seniors housing?

A: 59 years of age.

Q: Is there special help for the abused?

A: Please call our general enquiries line at 416-981-6111 for more information about Special Priority or visit our website.

Q: How long do I have to wait for housing?

A: The wait ranges from about one to five years for a bachelor; seven to ten years for a one-bedroom; five to ten years for a two-bedroom; and up to ten or twelve years for a three- to five-bedroom home. You need to wait for your name to come up on the waiting list and for a vacancy in the size of unit in buildings you have chosen.

Q: What if I don't want the unit I am offered?

A: You get up to three housing offers. You should only choose locations that you are willing to accept, because you only get up to three offers. Once you refuse three offers, your name will be removed from the waiting list and you will have to apply all over again at the bottom of the waiting list.

Q: If I am housed somewhere that is not my first choice, will I stay on the waiting list for my other choices?

A: No. Once housed, you are taken off all waiting lists.

Q: If I choose to accept a unit that is smaller than the size I am eligible for, will I get priority to transfer to a larger unit?

A: This depends on the transfer policy of your landlord.



Q: If I add building choices to my application, how does it affect my date of application?

A: Each landlord has their own waiting list. You are placed on each landlord's waiting list on the date you added them to your application. If you added to your building choices after your original application date, the date of application for those building choices will be the date you added them to your application.

Q: Do I have to pay back all my arrears to be eligible?

A: You must have proof of an up-to-date payment schedule in place in order to be placed on the waiting list or to be offered housing.

Q: What are the rules on sharing rooms?

A: Applicants **may** request:

- two opposite sex children share a bedroom; but two same sex children **must** share a room, unless it is less than 4 sq. metres per person;
- spouses/partners share a bachelor unit;
- a parent share with a dependent.

Q: If I have legal visitation or joint custody of two children, will I get two bedrooms for them?

A: No. The same rules apply for households with children in joint custody or legal visitation. If you have two same sex children they must share a bedroom. Legal documentation to prove the joint custody or legal visitation is required.

Q: What is the Social Housing Reform Act?

A: It is a law that completes the Ontario government's plan to move the funding and administration of provincial social housing programs to municipal governments.

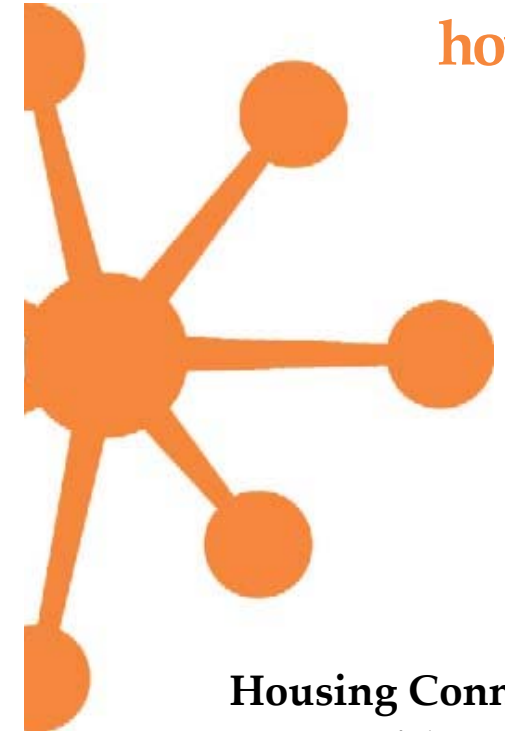
How to contact us:

- Online www.housingconnections.ca
- Email us at ask@housingconnections.ca
- Visit a Community Partner
- Call us at 416-981-6111 or Fax 416-981-6112
- Visit our Resource Centre at 176 Elm Street. Monday, Wednesday, Thursday, or Friday 8:30 a.m. – 4:30 p.m. or Tuesday from 10 a.m. – 6 p.m. **The Resource Centre and Call Centre are closed on the last Tuesday of every month.**

With an application number and personal identification number (PIN) applicants can:

- view, update and print information;
- reply to some Housing Connections' letters.

Applying for rent-geared-to-income housing



**Housing Connections
provides access to
subsidized housing in
Toronto**

What is rent-geared-to-income housing?

Rent-geared-to-income housing is subsidized housing in which the rent one pays is based on one's income. It is calculated at about 30 per cent of gross monthly household income. For example, if you make \$1,500 a month (before taxes), then your basic subsidized rent might be about \$500.

Depending on the situation, you may have other deductions or allowances, and there may also be charges for parking, hydro or other services.

If you receive social assistance, the rent charges are based on the rent benefit set by the Ontario government, rather than 30 per cent of gross monthly income.

Who is eligible?

- All household members must be Canadian citizens, landed immigrants, applicants for permanent resident status, refugees or refugee claimants and have no enforceable deportation, departure or exclusion order.
- At least one household member must be 16 or older and able to live independently.
- If any member of the household owes money to a social housing provider in Ontario, you must attach a copy of a written payment plan agreement signed by the provider.
- You cannot be on the waiting list if a member of the household has been charged with an offence related to rent-geared-to-income assistance in the last two years.

How do I apply?

- **Apply online** or **download application and instructions** from www.housingconnections.ca
- **Visit** one of Housing Connections' Community Partners located across the city to get information about rent-geared-to-income housing, or to pick up or get help with an application. Use the link to 'Community Partners' on our website to find the locations.
- **Call our automated telephone** system at 416-981-6111 (press '1' for general information, then '1' again for information about the application process)
- **Visit our self-help Resource Centre** at 176 Elm Street, Toronto, Ontario, M5T 3M4



When applying remember:

- One central application for any number of housing locations;
- Applications **MUST** be completed in full to be placed on the list;
- You must let us know of any health-related housing needs.

Your responsibilities

• Stay in touch

If your telephone number or address changes, tell us right away. You cannot be offered housing if you can't be reached! And worse, **if we cannot contact you, your file will be made inactive!** A file may be inactive for up to 24 months and then taken off the waiting list.

• Keep your application up to date

The government regulations make it **your responsibility** to keep your application up to date. If you don't tell us about changes in your information, **you could lose your place on the waiting list.**

• Stay Eligible

Every member of your household must continue to meet the eligibility requirements

• Review your needs regularly

Review your housing needs regularly and tell us right away if your building choices change.

- **Update your information online with your application number and personal identification number (PIN).**

Landlords' role

Landlords make the offers of accommodation directly to the applicants on the waiting list.

They are responsible for explaining tenant selection policies to applicants and ensuring the applicant is suitable for their building.

Right to Refuse

Landlords have the right to refuse an applicant based on SHRA regulations such as:

- The applicant owes arrears to another Ontario social housing provider and has not set up a repayment schedule;
- The payment history of the applicant shows that they are likely to default on their rent;
- The applicant is not suitable for the particular building (e.g. they do not fit the specific mandate such as HIV positive applicants.)

Offers of Accommodation

A household can get up to three offers of rent-geared-to-income accommodation from their list of building choices. If a household refuses all three offers of accommodation, they will no longer be eligible to be on the waiting list.

