



## Policy Manual

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For Public Reference

# Table of Contents

<b>INTRODUCTION</b> .....	<b>1</b>
<b>1 BASIC ELIGIBILITY</b> .....	<b>2</b>
1.1 OCCUPANCY STANDARDS .....	3
1.2 HOUSING PROVIDER WAITING LISTS .....	4
1.3 REFUSALS.....	5
1.4 ARREARS.....	5
<b>2 OTHER ELIGIBILITY</b> .....	<b>6</b>
2.1 PRIORITY .....	6
2.2 DISADVANTAGED HOUSEHOLDS.....	7
2.3 SUPPORTIVE HOUSING.....	7
2.4 MANDATES .....	8
2.5 MODIFIED UNITS .....	8
<b>3 MAINTAINING A CENTRALIZED WAITING LIST</b> .....	<b>9</b>
3.1 WHAT IS A CHRONOLOGICAL SYSTEM? .....	9
3.2 REVIEW OF ELIGIBILITY.....	9
3.3 INELIGIBILITY.....	10
3.4 CHANGES TO FAMILY COMPOSITION.....	11
3.5 CHANGES TO UNIT SIZE.....	11
3.6 TRANSFERS TO ANOTHER HOUSING PROVIDER .....	12
3.7 INACTIVE AND CANCELLED STATUS .....	12
3.8 RE-APPLICATION AFTER BECOMING INELIGIBLE BECAUSE OF RENT-GEARED-TO-INCOME FRAUD.....	13
<b>4 ADVERSE DECISIONS</b> .....	<b>14</b>
4.1 OPPORTUNITY TO COMMENT.....	15
4.2 INTERNAL REVIEW PROCEDURE .....	15
<b>APPENDICES</b> .....	<b>16</b>
APPENDIX A - GLOSSARY .....	16
APPENDIX B - SOCIAL HOUSING REFORM ACT (SHRA).....	21

## INTRODUCTION

The Social Housing Reform Act, 2000 (referred to in this manual as the “*SHRA*”) governs most of the social housing programs administered by Housing Connections. Ontario Regulation 298/01 (also referred to in this manual as “*O. Reg. 298/01*”) describes who the *SHRA* applies to and how. The City of Toronto uses “*City Guidelines*” to communicate the mandatory policies and procedures that Housing Connections must follow.

The manual is divided into four sections, focusing on different major topics:

1. Basic Eligibility
2. Other Eligibility
3. Maintaining a Chronological Waiting List
4. Internal Review

Each section is broken down more into subsections and headings to help the reader find specific topics. References from the *Social Housing Reform Act, 2000*, *City Guidelines*, and *Ontario Regulation 298/01* are summarized throughout the manual.

## 1 BASIC ELIGIBILITY

**Basic eligibility for rent-geared-to-income housing has the following requirements:**

- All members of the household must have legal status in Canada (i.e. a Canadian citizen, a landed immigrant/permanent resident, an applicant for permanent resident status, a Convention Refugee, or a Refugee Claimant).
- At least one person in the household must be 16 years of age or older and able to live independently (with support services if needed).
- No member of the household owes arrears (debts) to any social housing provider in Ontario (if an up-to-date repayment plan is in place, the client is still eligible).
- No present or past member of the household can have a conviction of rent-geared-to-income fraud or misrepresentation.
- No member of the household has been issued a deportation, departure or exclusion order.

**References:** *O. Reg. 298/01, s. 7(1); SHRA 2000, c. 27, s. 68 (3).*

## 1.1 Occupancy Standards (updated May 2011)

If the shared bedroom does not have the minimum space required for two people as stated in the City's Municipal Code Property Standards (currently four square metres or 43.056 sq. ft. of space per person), the client's household cannot be housed in the unit.

**The following guidelines are used to determine the unit size a household is eligible for:**

- A household with one individual is eligible for either a bachelor or a one-bedroom unit.
- No more than two people to a bedroom.
- Adults who are spouses or same-sex partners of each other are given one bedroom.
- Children of the opposite sex are given separate bedrooms (unless request to share is provided in writing).
- Children of the same sex who are under 18 years of age are given one bedroom. If a bedroom, which should be shared by two children, does not provide a minimum of four square metres (43.056 sq. ft.) of space per person, another bedroom will be given.
- Children 18 years of age or over are entitled to their own room (unless the applicant requests that they share a room with another child)
- A single parent may share a bedroom with a child of either gender if the applicant requests it in writing.
- Bachelor units are normally allocated to single persons. However a two-person family is eligible for a bachelor unit, if the applicant requests it.

**References:** *City Guideline 2010-2; O. Reg. 298/01 sections 27 and 28; SHRA, 2000, c. 27, s. 76.*

**An extra bedroom may be given for any of these reasons:**

- One of the spouses or same-sex partners needs a separate bedroom because of a disability or medical condition.
- One of the children who would normally share a bedroom needs a separate bedroom because of a disability or medical condition.
- A room is needed to store equipment required by a member of the household because of a disability or medical condition.
- The bedroom is for someone who is not a member of the household but is providing support services required by the member's disability or medical condition.
- A member of the household is pregnant and the household would need an extra bedroom for the new child.
- A member of the household has joint custody of a child and would need an extra bedroom. Joint custody must be documented through a legal agreement.
- A member of the household has visiting rights to a child who is not a member of the household and is legally required to provide space for the child when the child stays overnight. Documentation in the form of a legal agreement is required.

**References:** *City Guideline 2003-8; O. Reg. 298/01, s. 2.*

## 1.2 Housing Provider Waiting Lists

After first applying, clients need to list what areas they would like to live in by choosing the housing provider(s) and their location(s) of preference. There is a waiting list maintained for each provider and the list includes every applicant household that selected that building. The list is ranked by the rules made under the SHRA.

Each provider has their own waiting list. Clients are listed for each of these locations by the date of application. This means that applications may have more than one date of eligibility. After the application is approved for the centralized waiting list, providers and locations are added to an application, these are listed by the date the new provider is requested.

Housing providers are responsible for their own tenant/member selection.

**References:** *City Guideline 2003-10; O. Reg. 298/01, s. 41; SHRA, 2000, c. 27, s. 68.*

### 1.3 Refusals

Clients are given only three housing offers from housing providers. If a client says no to an offer three times, then his or her name will be taken off the centralized waiting list. Once the client's name is taken off the centralized list, the client will have to re-apply and get a new application date.

If a household receives an offer from a housing provider, the unit offered must be:

- a unit the household is eligible for,
- the size and type the household listed as a preference (and are approved for),
- and; the unit must be in a housing development the household has chosen

A household can refuse a unit and not be taken off the centralized waiting list if the household is in temporary housing while a member receives treatment or counselling.

**Reference:** *O. Reg. 298/01 s. 39.*

### 1.4 Arrears

In order to be on the centralized waiting list or to be offered rent-geared-to-income housing, clients must have a repayment plan in place with any social housing providers in Ontario to whom they owe arrears (debt).

**References:** *O. Reg. 298/01, s. 7(1); SHRA, 2000, c. 27, s. 13.*

## 2 OTHER ELIGIBILITY

### 2.1 Priority

The waiting list works on a chronological basis – that means that people are housed in the order that they apply. The only exceptions to this rule are the priorities identified in provincial law and in City Guidelines.

Priority status allows clients to move ahead of all other clients on waiting lists for housing. A request for priority and consent to disclose documents must be signed by the household member making the request, or if the person cannot sign, it may be signed by a person authorized to make the request on the client's behalf.

**There are local access rules that give priority to the following categories:**

- 1st priority goes to *victims of abuse*. This is required by the *Social Housing Reform Act (SHRA)* for all providers. To be eligible for the Special Priority Household Category, the client must hand in the correct forms (Applicant Declaration of Abuse and Confirmation of Abuse, completed by an eligible professional) and provide appropriate documentation (including proof of cohabitation).
- 2nd priority goes to people who are *terminally ill*. This is a Local Priority and is optional for all housing providers. Some housing providers in Toronto have decided not to honour this priority. The priority for terminally ill is for applicants who have a terminal illness and a life expectancy of less than two years. Applicants must hand in the Housing Connections Request for Priority for Terminally Ill Applicants form, which must be completed by a doctor.
- 3rd priority goes to *overhoused* tenants in rent-geared-to-income housing. A household is *overhoused* if it is living in a unit that has more bedrooms than allowed by the occupancy standards. Overhoused tenants who are paying their rent-geared-to-income will be placed at the top of a provider's internal waiting list after special priority applicants, in the order of the date they became overhoused. This is a provincial rule.

**References:** *City Guideline 2003-4; O. Reg. 298/01 s. 24; SHRA, 2000, c. 27, s. 77(1).*

## 2.2 Disadvantaged Households

Housing providers must offer one out of every seven vacancies to individuals who are disadvantaged by the chronological system under these categories:

- Homeless or newcomers who are homeless
- Separated families with a child in Children's Aid Society (CAS)
- Youth who are 16 or 17 years old at the time of applying

**Note:** If a provider has a mandate, then only disadvantaged households who meet the requirements for the mandate will be placed on the housing provider's waiting list.

**Reference:** *City Guideline 2003-4.*

## 2.3 Supportive Housing

The mandate of supportive housing providers is to give housing for residents who need support services to live independently. These units are given to specific clients from vulnerable groups with support funding from either the Ministry of Community and Social Services or the Ministry of Health and Long-Term Care. These providers do not have to use the centralized waiting list when they are choosing tenants.

In some cases, housing providers have a referral agreement to provide supportive housing in a percentage of their buildings' units. The centralized waiting list is used only for those non-supportive units.

## 2.4 Mandates

Some housing providers have mandates or special requirements for people who live in their buildings. All mandates must be approved by the City. For some mandates, in addition to completing the standard application, a special mandate form must be signed by the provider for the client to prove his or her eligibility to be listed for the building(s).

If a housing development has a mandate, offers are only made to applicants that meet the *housing mandate criteria* (e.g. age, ethno-specific individuals, artists, and homeless).

If a client chooses preferences that he or she is not eligible for (i.e. mandated providers) the client will not be listed for those housing developments.

**Note:** A common mandate for housing providers is that of seniors. The City of Toronto defines a senior as a person who is 59 years of age or older; these applicants are eligible to be listed for, and considered for an offer for seniors mandated housing. Some housing providers have an approved mandate that defines seniors as those 65 and older, which means they do not consider a client for an offer of housing until he or she is the age of 65.

*The Housing Connections Housing Listings mapbook identifies which buildings are mandated.*

**References:** *City Guideline 2003-1, O. Reg. 298/01, 60 (1).*

## 2.5 Modified Units

Some providers have structurally modified units for people requesting accessible units. Clients requesting modified units must provide medical documentation about their diagnosis and prognosis. The documentation will be reviewed, and a decision will be made by the housing provider.

**Reference:** *SHRA, 2000, c. 27, s. 71(1).*

### 3 MAINTAINING A CENTRALIZED WAITING LIST

#### 3.1 What is a chronological system?

Clients on the centralized waiting list are chosen chronologically, which means they are ranked by the date they applied to be on the waiting list. The original date of application is based on the date that the completed application is received at the Housing Connections office or an Access Centre office.

A client is only allowed to be listed under one household (i.e. a client is not allowed to be on multiple applications). Once the application is considered eligible, the client's name is immediately placed on all of the housing providers' waiting lists he or she has applied for, and is qualified for. This means the client's name can be on more than one waiting list and may be a different ranking number on each one of those lists.

Housing providers first consider internal transfer clients then those who meet the criteria for the Special Priority Household Category. The second priority is for the terminally ill (although a provider may decide not to accept this local access priority.) The last priority is overhoused households. After all priorities have been considered, clients are chosen chronologically, by date of application, with one in seven vacancies going to clients who are disadvantaged by the chronological system.

**References:** *City Guideline 2003-10; O. Reg. 298/01 s. 41; SHRA, 2000, c. 27, s. 68(2).*

#### 3.2 Review of Eligibility

Eligibility is first determined at the time of application. Eligibility continues to be reviewed while a household is on the waiting list. Ongoing eligibility reviews are done by Housing Connections once every 24 months. When the household is housed and begins receiving rent-g geared-to-income assistance, the household's eligibility must be reviewed by the housing provider once every 12 months, and may be reviewed more often.

**References:** *O. Reg. 298/01, s. 11; SHRA, 2000, c. 27, s. 66(2).*

### 3.3 Ineligibility

**A household may stop being eligible to be on the waiting list for rent-geared-to-income assistance if:**

- Housing Connections discovers that the household did not meet an eligibility requirement.
- The household does not meet an eligibility requirement or local eligibility rule about maximum income or asset limit.
- The household fails to provide information and documents needed to review eligibility within the time specified by Housing Connections; or, does not sign the consent to disclose information.
- The household refuses three offers of rent-geared-to-income units that are the appropriate size and in a housing development the household has selected.

**Reference:** *O. Reg. 298/01, s. 39.*

### 3.4 Changes to Family Composition

Changes to the family composition can change the preferences initially chosen by a client. The client's preferences for housing will be changed based on the new family composition.

Clients are allowed to change their family compositions with eligible family members (see *Chapter 1* of this manual for a definition of *eligibility*).

**Households are defined as one of three types:**

1. Seniors
  - People 59 years of age are eligible for seniors housing
  - At least one member of the applicant household must be 59 years of age before they can apply for seniors housing
  - Seniors and caregiver (under 59 years of age) can list for seniors' buildings (Housing Connections requires a letter from the client's doctor identifying the person as a caregiver)
2. No Dependants
  - Singles or couples over 16 years of age with no dependants
  - Groups of adults
3. With Dependants
  - This category is for all households with dependant family members

**Reference:** *SHRA, 2000, c. 27, s. 66(2)*.

### 3.5 Changes to Unit Size

If a change to the size of the household affects the unit size the household is eligible for, a client keeps the original date for all provider preferences where the provider has the new unit size.

**Reference:** *SHRA, 2000, c. 27, s. 66(2)*.

### 3.6 Transfers to another housing provider

If a household that is receiving rent-geared-to-income wants to transfer to another unit, they should contact their housing provider.

If a household that is receiving rent-geared-to-income wants to transfer to a housing development with a different housing provider, the household must give a new application to the centralized waiting list. The household will get a new application date.

**Reference:** O. Reg. 298/01 s. 38

### 3.7 Inactive and Cancelled Status

Clients must contact Housing Connections at least once a year while they are on the waiting list. If a household has not contacted Housing Connections within 12 months, a letter is sent to the client, asking for a *confirmation of interest*. Clients can respond by mail, e-mail, fax, telephone or by dropping off the form in person. If the client does not answer the letter within 60 days, Housing Connections contacts the person that the client listed as an *alternate contact*. If, 60 days after mailing the letter to an alternate contact, no response is received from the client or the alternate, Housing Connections will call the client and/or the alternate. If Housing Connections cannot reach the client or alternate at that time, the application is changed to *inactive* status.

While an application is at *inactive* status, the household keeps its original application date; however, they cannot receive an offer from a provider while at the *inactive* status.

If the client contacts Housing Connections to confirm his or her interest at any time during the 24 month period after the file status becomes *inactive*, the file is then changed back to *active* status. If there is no contact within 24 months, the application is *cancelled*. If a household has been identified as homeless, the application stays *inactive* for five (5) years before it is *cancelled*. Once an application is *cancelled*, if a client wants to be on the waiting list they must re-apply.

If changes make a household no longer eligible to be on the waiting list for rent-geared-to-income housing, the application becomes *inactive*. The client will have an *Opportunity to Comment* 30 days after a letter is sent explaining the application has become *inactive*. The client is then given the chance for an *Internal Review* of the process. If the Internal Review Panel agrees with Housing Connections' decision, the application is *cancelled*. If a client wants to be on the waiting list they must re-apply.

### 3.8 Re-application after becoming ineligible because of rent-geared-to-income fraud

A household that is not eligible for rent-geared-to-income assistance because a member was charged with an offence under the Criminal Code relating to receiving rent-geared-to-income, or found by the Ontario Rental Housing Tribunal or a court of law to have misrepresented his or her income or the income of the household, may not reapply for assistance for two years after:

- The first day of the month after the rent-geared-to-income assistance is stopped; or
- The date the household is given written notice of the decision of ineligibility, if the household is on the waiting list.

**Reference:** *O. Reg. 298/01 s. 16.*

## 4 ADVERSE DECISIONS

Before Housing Connections makes a decision that a household is not happy with, members of the household have an *opportunity to comment* on any information that may be important to the decision. This is the last stage that new information can be introduced. If the household still does not like the decision, that household has the right to an *internal review* of the process to make that decision. The *internal review* is not an appeal and note that no new information can be introduced after the opportunity to comment. The review looks at the process used to make the decision.

**Adverse decisions resulting from the following processes are eligible for the opportunity to comment and internal review process:**

- General eligibility for the waiting list
- Application dates (i.e. rank on waiting list)
- Number of bedrooms requested
- Number of offers refused
- Annual rent calculation
- Request for transfer within Rent Supplement
- Loss of subsidy within Rent Supplement
- Eligibility for Special Priority Household Category
- Eligibility for local rules

**Reference:** *SHRA, 2000, c. 27, s. 82.*

## 4.1 Opportunity to Comment

In this process, written comments from the client can be given to Housing Connections before a final decision is made. This is the client's chance to give new or more supporting documentation and/or comments to clear up information and in some cases, means there is no need for a negative decision.

The *Opportunity to Comment* must come from the household. A letter is sent to the household as a notice of their *opportunity to comment* and the household has 30 days from the date of the letter to send in their comments. Comments from the household must be in writing and must be signed by each individual providing the comments.

**Individuals are given a chance to comment only once**, even if the final decision made is different from the first.

**References:** *O. Reg. 298/01, s. 55; SHRA, 2000, c. 27, sections 80 & 82.*

## 4.2 Internal Review Procedure

If, following the *opportunity to comment* stage, a final decision is made that is adverse to a household, the household is sent a notice of the decision and are notified of their right to an *internal review* of the decision-making process (the client has the right to an internal review whether or not they have used their right to comment). The household then has 10 days to request an *internal review*, which is a review of the process; it is not an appeal. The client can bring a guest (e.g. an interpreter, advocate, worker, or family member). It is the client's decision to accept or refuse the right for an internal review.

Internal Review Panels are held weekly and are made of community members who represent different parts of the Housing Connections network, including private citizens, shelters, housing providers and other community agencies.

The decision of the Internal Review Panel is final.

**Note:** The client cannot introduce new information at this stage.

**Reference:** *SHRA, 2000, c. 27, sections 83 and 84.*

## Appendices

### Appendix A - Glossary

The following are terms used in this manual that are defined in the *Social Housing Reform Act, 2001* or its regulations.

**Abuse** means any incident of the following:

- (i) Physical violence
- (ii) Sexual violence
- (iii) Intentional destruction of an individual's property
- (iv) Intentional injury to an individual
- (v) Words, actions or gestures that threaten the safety of the person, children, family or property of the individual

**Access Centres** refer to community-based organizations that help refer people to the resources and information they need, such as information about housing.

**Active status** refers to when an applicant is on the chronological waiting list and is eligible to be offered housing should it become available.

**Adverse decision** is a decision about a household's eligibility that is made that is not in the favour of the household. This could be a decision about the household's eligibility to be on the waiting list or eligibility for a priority.

**Alternate contact** refers to a person that Housing Connections can contact on the client's behalf (e.g. interpreter, agency, relative, friend, community support worker, or case manager).

**Business day** means a day from Monday to Friday, other than a holiday.

**Cancelled status** refers to files that have been inactive for 24 months or have been cancelled because the household did not meet other eligibility criteria. If a cancelled household wants to reapply to the waiting list, their eligibility date will be the day they reapply.

**Centralized waiting list** refers to Housing Connections' database, where all applications are stored. The list is actually made up of many waiting lists (one for each housing development, also known as subsidiary lists). Clients are placed on a waiting list for every housing development they have selected.

**Child**, in relation to an individual of the household, is defined as someone who meets all of the following conditions:

- (i) He or she is a child of a member of the household;
- (ii) He or she lives in the household (see definition of '*student*');
- (iii) He or she does not presently have a spouse or same-sex partner, nor have they ever had one; and
- (iv) He or she is not a parent of another individual living in the household.

**Coordinated access** refers to the one stop shopping system that requires a centralized waiting list for all social housing providers in Toronto. It makes it easier for clients to find out about rent-g geared-to-income housing in Toronto and how to gain access to that housing. It is a process that:

- (i) Assesses the eligibility of applicants for social housing
- (ii) Uses standard application forms and common eligibility criteria
- (iii) Maintains eligible files in a database
- (iv) Provides waiting lists for participating housing providers
- (v) Applicants select where they want to live and are placed on the lists for which they are eligible. Participating housing providers access their building's list when filling vacancies.

**Dependant**, in relation to an applicant, means:

- (a) A person who resides in the same dwelling place and who is,
  - (i) The spouse of the applicant;
  - (ii) A dependent child of the applicant or of his or her spouse;
  - (iii) A dependent adult of the applicant or of his or her spouse; or,
- (b) A spouse who is absent from the dwelling place of the applicant if the absence is for a reason other than a breakdown in the relationship with no reasonable prospect of reconciliation.

**Family unit** means:

- (i) An individual, the individual's spouse or same-sex partner and all of the children of both or either of them who are living with them;

- (ii) An individual and the individual's spouse or same-sex partner living with him or her, if neither has any children;
- (iii) An individual and the individual's children living with him or her, if the individual has no spouse or same-sex partner; or
- (iv) An individual, if the individual has no spouse or same-sex partner and no children.

**Full-time attendance**, in relation to a *student* attending a recognized educational institution, means, in the case of a student having a permanent disability, taking at least 40 per cent of a full course load, and in the case of any other student, taking at least 60 per cent of a full course load, as determined from the course calendar of the educational institution.

**Household** means an individual who lives alone or two or more individuals who live together.

**Households disadvantaged by the chronological system** refers to the local access priority in Toronto that requires one in seven vacancies be filled by a household disadvantaged by the chronological system. This includes youth, homeless, and separated families.

**Housing mandate criteria** refers to the housing provider that requires its tenant to fulfil certain requirements, such as being a certain age (for seniors housing), or being in a certain situation (homeless, abused).

**Housing development or project** describes subsidized housing communities. Houses and apartments are managed in groups. These groups are known as developments or projects. In Toronto, many of these developments are run by Toronto Community Housing; others are run by various private non-profit organizations or housing co-operatives.

**Housing provider** refers to the person or organization that manages and/or owns the housing development.

**Inactive status** means that although the client maintains his or her spot on the chronological waiting list, the client cannot receive an offer of housing until they have met further eligibility requirements. Usually, this means that Housing Connections has not had contact with a client for more than twelve (12) months.

**Internal review** refers to the process that reviews adverse decisions as identified by the SHRA.

**Market unit** refers to a unit that is in a social housing development and that is not a rent-geared-to-income unit.

**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 a physical disability to live independently.

**Overhoused** applies to clients who are residing in a housing unit that is larger than the unit for which the tenant qualifies according to the provincial occupancy standards.

**Parent**, in relation to another individual, means a natural parent of the other individual (unless the other individual has been adopted by one or more other individuals in Ontario or according to the law of another jurisdiction), an adoptive parent of the other individual who has adopted that individual in Ontario or according to the law of another jurisdiction, and an individual who has demonstrated a settled intention to treat the other individual as a child of his or her family, but does not include an individual in whose home the other individual has been placed as a foster child for consideration by another person having lawful custody.

**Recognized educational institution** means any one of the following:

- (i) A school, as defined in the *Education Act*;
- (ii) A university;
- (iii) A college of applied arts and technology established under *section 5* of the *Ministry of Training, Colleges and Universities Act*;
- (iv) A private vocational school, as defined in the *Private Vocational Schools Act*;
- (v) A private school, as defined in the *Education Act*, for which a notice of intention to operate has been submitted to the *Ministry of Education* in accordance with that *Act*.

**Regulations** means regulations made under the *Social Housing Reform Act, 2001*.

**Rent-geared-to-income assistance** means financial assistance provided in respect of a household under a housing program to reduce the amount the household must otherwise pay to occupy a unit in a housing development.

**Rent-geared-to-income unit** means a unit in a housing development that is either occupied by a household receiving rent-geared-to-income assistance or is available for occupancy by a household eligible for rent-geared-to-income assistance.

**Same-sex partner**, in relation to a member of a household, means,

- (a) An individual of the same sex as the member, if the individual and the member have together declared to the service manager that they are same-sex partners; or
- (b) An individual of the same sex as the member who is residing in the same dwelling place as the member, if the social and familial aspects of the relationship between the individual and the member amount to cohabitation and,
  - (i) The individual is providing financial support to the member;
  - (ii) The member is providing financial support to the individual; or
  - (iii) The individual and the member have a mutual agreement or arrangement regarding their financial affairs.

**Senior** refers to clients who are 59 years of age or older. Some housing providers have mandates that require seniors to be at least 65 years of age in order to be housed.

**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.

**Spouse**, in relation to a member of a household, means,

- (a) An individual of the opposite sex to the member, if the individual and the member have together declared to the service manager that they are spouses; or
- (b) An individual of the opposite sex to the member who is residing in the same dwelling place as the member, if the social and familial aspects of the relationship between the individual and the member amount to cohabitation and,
  - (i) The individual is providing financial support to the member;
  - (ii) The member is providing financial support to the individual; or
  - (iii) The individual and the member have a mutual agreement or arrangement regarding their financial affairs.

**Student** is defined as a *child* if he or she meets the following three criteria:

- (i) He or she is in regular attendance at a recognized educational institution and,

while in attendance, do not live in the household.

- (ii) He or she lives in the household while not attending that educational institution.
- (iii) He or she is dependent, in whole or in part, on the household for financial support.

***Supportive housing provider*** means a housing provider providing special needs housing in a housing development operated by it.

***Terminally ill*** means that the client has less than two years to live. Medical documentation must outline the individual's diagnosis and life expectancy.

***Unit*** means a unit intended for use as residential accommodation in a housing development.

***Youth*** refers to clients who are aged 16 and 17.

#### **Appendix B - Social Housing Reform Act (SHRA)**

The *SHRA*, Bill 128, was passed in December 2000 and provides the legislative framework for:

1. The transfer of social housing from the province to municipalities and
2. How social housing operates. Some of the sections in this legislation, such as eligibility rules for assisted housing, require further details in order to implement the legislation. These "details" are called Regulations.

Regulations are specific procedures to be followed and they are amended from time to time. Regulations accompany some of the sections in the *SHRA*.