

Northumberland County Community Housing Directives

Housing Services Division

555 Courthouse Road

Cobourg, Ontario K9A 5J6

Subject: Social Housing Arrears

Directive Number: 2021-03

Effective Date: Upon issuance, October 18, 2023

Intent

To establish guidelines for reporting arrears of rent and/or damages for past rent-geared-to-income (RGI) tenants or co-op members.

Background

Under the Housing Services Act, 2011 (HSA), in order to be placed on a centralized waitlist for RGI assistance, all members of the household must not owe household arrears to any community housing provider in the Province of Ontario, unless they have a repayment agreement that is in good standing.

Northumberland County Housing Services has entered into an agreement with the Ministry of Municipal Affairs and Housing to access arrears information pertaining to former community housing tenants across Ontario.

The Provincial Wide Arrears Database (PWAD)

The Provincial Wide Arrears Database (PWAD) is a database used by Service Managers to track social housing arrears.

Northumberland County Housing Services is responsible for collecting information from community housing providers within Northumberland County on arrears owed for rent

and or for damages by former households. This information is then reported to the PWAD system.

Applications for RGI Assistance

All new applicants applying for RGI assistance will be screened under the PWAD for community housing arrears. If any member of the household appears on the PWAD, the household will be ineligible for RGI assistance unless:

- They have entered into a repayment agreement with the housing provider
- They have made reasonable efforts to enter into a repayment agreement with the housing provider
- There are extenuating circumstances

All community housing arrears must be paid in full prior to an acceptance of offer of housing.

Ineligibility for RGI assistance for arrears applies to new applicants only.

Special Priority Applicant

If arrears are owed by a Special Priority applicant for a unit that they shared with the abuser, the applicant is responsible for repayment of only half the arrears in order to be eligible for RGI assistance.

Reporting Arrears

All non-profit and co-operative housing providers, must report any move outs of tenants or co-op members with or without arrears by faxing a completed "Housing Provider Update Form" (attached).

Northumberland County Housing Services staff will complete a Referral to Collection form for any tenants moving out with arrears.

All Housing providers must provide proof of correspondence to the former tenant or co-op member to advise them of the arrears. They must also keep accurate records on file for those arrears and chargebacks.

Damages

Damages applied to the file should only be those that are beyond the regular “wear and tear” of a unit.

Repayment of Arrears

The housing provider must also update Northumberland County Housing Services if the arrears are subsequently paid or if the former tenant/co-op member defaults on the repayment agreement.

Repealed Rules

N/A

Legislative Authority

Ontario Regulation 367/11, s. 26.

If there are any questions, please contact Northumberland County Housing Services at 905-372-3329.

Housing Provider Contact Information

Name of Housing Provider:		
Name of Contact Person:	Telephone Number:	Fax Number:

Applicant/Tenant Information

Name of Applicant/Tenant:	Date of Birth:	SIN:
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Offer of Housing

Date of offer:	Move-in date:	Unit #:	Street address of unit (include city/town):
<input type="checkbox"/> This household has accepted the RGI unit listed above.		Remove from subsidiary list?	
<input type="checkbox"/> This household has refused the RGI unit listed above.		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> Unable to contact this household to make an offer of an RGI unit.		<input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> No response to voice messages	<input type="checkbox"/> Contact numbers not in service (please give numbers):		
<input type="checkbox"/> No response to letter	<input type="checkbox"/> Fail to attend viewing/lease signing		

Refusal to Offer Housing

Unit #:	Street address of unit (include city/town):	Remove from subsidiary list?
<input type="checkbox"/> Poor rental payment history	<input type="checkbox"/> Household is unlikely to accept future offers	
<input type="checkbox"/> Not approved for co-op membership	<input type="checkbox"/> Project has no suitably sized units	
<input type="checkbox"/> Not a seniors household	<input type="checkbox"/> Not eligible for RGI (provide details below)	

Notification of Move Out/ Arrears/Damages/Misrepresentation of Former Tenant/Members:

Move out date:	Arrears Owing:	Unit #:	Street address of unit (include city/town):
<input type="checkbox"/> Arrears	<input type="checkbox"/> Damages	<input type="checkbox"/> Misrepresentation	Date of conviction (if misrep):
Repayment agreement? <input type="checkbox"/> Yes <input type="checkbox"/> No	Repayment agreement in good standing? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Other Details:

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