

# Policy

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**Subject:** Rent Arrears Policy for Past Tenants

**Policy Number:** 2021-23

**Effective Date:** November 2, 2023

**Approved by:** NCHC Board of Directors

**Reviewed by:** NCHC General Manager

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## Purpose/Overview

To establish a policy for the collection of arrears from past tenants.

“Arrears” are defined as an outstanding payment owing for:

- the rental of a housing unit;
- incidental expenses such as freezer and air conditioning charges;
- an outstanding payment resulting from damage to a housing unit caused by a current household member;
- landlord tenant board fees and orders; and/or
- money owing because of a reimbursement request for an overpayment of a rent subsidy.

## Policy

After a tenant moves out of a property owned by the Northumberland County Housing Corporation (“NCHC”), Northumberland County staff acting on behalf of NCHC will determine if there are any Arrears owing to NCHC.

Tenants who leave NCHC with Arrears will be notified and will be required to contact the NCHC within 15 days of receiving this notification to establish a payment plan or to pay the Arrears in full.

If no contact is made, Northumberland County staff, working on behalf of NCHC, will place the tenant on the Provincial Wide Arrears Database and a referral will be made to the County's Collection Agency through the Finance Department.

Households with Arrears to any social housing provider in Ontario will not be eligible to be placed on any centralized waitlist for social housing, or to receive support from specific programs, in all of Ontario.

## **File Retention**

Any tenant with outstanding Arrears will be considered to have an open file and the file will not be eligible for destruction until seven years after the Arrears have been cleared.

The outstanding Arrears will be clearly indicated in the electronic case management system, the Provincial Wide Arrears Database, and within the tenant's hardcopy file.

## **Bad Debt**

On an annual basis, NCHC will consider a write-off of bad debts. This will be approved by NCHC's Board of Directors. Recommendations for bad debt write-off will be considered in scenarios where:

- All adult household members are deceased;
- The total debt on file is less than \$5 and payments have not been received;
- There is insufficient documentation to substantiate the Arrears listed; and
- Other extenuating circumstances brought forward to the Board by the Housing Services Manager.

## **Repealed Policy**

2014-13PM Rent Arrears Policy for Past Tenants

## **Legislative Authority**

Landlord Tenant Board Notice – N4, L1

Residential Tenancies Act s. 96 (3), s. 108 (a), (b), s 109 (1), s. 113, 114 (1), (2)

Housing Services Act 397/11 section 106 (2), (3)

## **Cross Reference**

NCHC Policy 2021-15 Eviction Prevention for Non-Payment of Rent