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August 19, 2020

Ann-Marie Norio, Regional Clerk
Niagara Region
1815 Sir Isaac Brock Way
Thorold, ON L2V 4T7

Dear Ms. Norio,

At their July 24, 2020 meeting, the Niagara Regional Housing Board of Directors was informed that the attached report NRH 11-2020 would be forwarded to PHSSC and Council for information.

Your assistance is requested in moving report NRH 11-2020 through proper channels to Regional Council.

Sincerely,

A handwritten signature in black ink, appearing to read 'Walter Sendzik', followed by a long horizontal line extending to the right.

Councillor Walter Sendzik
Chair

**Niagara Regional Housing**

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MEMORANDUM**Date:** August 19, 2020**To:** Public Health and Social Services Committee**From:** Donna Woiceshyn, Chief Executive Officer**Subject:** Regulation Changes and Communications Plan Update

The attached provides an update regarding amendments to regulations under the *Housing Services Act, 2011*.

Council should be aware that they may receive inquiries regarding the change to one offer of housing (#2 of attached memo). Previously, applicants were able to refuse three offers of housing before they were removed from the Centralized Waiting List. In all cases, the offers of housing are taken from the list of choices applicants made for themselves from the Building Selection List that is given to them when they apply. Applicants are able to update their choices whenever they would like as they wait for housing and circumstances change. In short, if they refuse an offer, they are rejecting their own choices for housing.

It is important to note that this is a Provincial policy change to the regulations, so NRH is required to implement it. Applicants who have special circumstances that lead them to refuse their own choice will have the ability to appeal the decision and remain on the list if the decision is overturned.

NRH has already had a number of applicants who have not wanted to accept the first of their choices to be offered, so Council should expect to be contacted by discontented applicants. The following are common examples of refusals:

- Units are too small due to square footage
- No longer like the area/location
- Do not want to move yet

If you have any questions, please contact Jeanette McKay, Supervisor of Housing Access, at ext. 3928.

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NRH 11-2020
20-191-3.6.
July 24, 2020
Page 1 of 1

MEMORANDUM

Date: July 24, 2020

To: Niagara Regional Housing Board of Directors

From: Wendy Thompson, Manager Community Resource Unit

Subject: Regulation Changes and Communications Plan Update

The following is an update to *Memos 19-185-2.7 and 20-187-3.5* regarding amendments to regulations under the *Housing Services Act, 2011*:

1. Rent Calculations – As of **July 1, 2021**, rent calculations will shift from annual, with updates as required based on income change, to annual only with the possibility of one adjustment in a rolling year. Rent will be based on 30% of net household income, which is a change from the current calculation on gross income. Other changes include the exemption of full-time students from rent calculations. A communication plan for tenants and community partners will begin in Autumn 2020.
2. Refusal of Offers – As of **July 1, 2020**, applicants must accept the first unit they are offered (from their own choices on the Building Selection List). To prepare for this change, NRH has posted information on the NRH website, sent letters to all applicants, distributed a flyer to all housing providers and partners and included the flyer in the Housing Herald newsletter and in Income Declaration Packages.
3. Previous Convictions – Effective **September 23, 2019**, housing providers are able to refuse to re-house households if there has been a previous eviction due to illegal activity and they have reasonable grounds to believe the household would pose a risk to others in the community. As of June, 2020, no applicants have been refused housing on these grounds.
4. Transfers – In accordance with the new regulations and previous practice, NRH does not permit transfers between housing providers.

Attached: Appendix 1 - UPDATED Communication Plan for Changes to HSA regulations

Appendix 1 - HSA Regulation Changes - NRH Communications Plan UPDATE

| Area of Change | Regulation Change(s) | NRH Effective Date | Audience | Communications | Communication Dates |
|---|---|--------------------|------------|---|---|
| Community Safety (previous convictions) | Amendment to Ontario Regulation 367/11 under the Housing Services Act, 2011 that allows housing providers to refuse to offer a unit to a household based on a previous eviction for serious illegal activity. | 23-Sep-19 | Tenants | Income Declaration packages | Mailed on 25th of each month |
| | | | | Housing Herald | Spring/summer version |
| | | | Staff | NRH Today | February 2020 |
| | | | Providers | Notice | TBD |
| | | | Board | Memos w/ updates | As necessary |
| | | | PAC/TAC | To be Added to Agenda | PAC – March 5 2020 TAC – August 2020 |
| Transfers <i>NOTE: NRH is not changing how transfers are handled</i> | Amendment to Ontario Regulation 367/11 under the Housing Services Act, 2011 related to tenant transfers between different housing providers in the same Service Manager service area. | 01-Jan-20 | Staff | NRH Today | February 2020 |
| | | | Providers | Notice | March 5 2020 |
| | | | Board | Memos w/ updates | As necessary |
| | | | | | |
| Refusal of Offers, Selections and Overhoused | Amendments to Ontario Regulation 367/11 under the Housing Services Act, 2011 including a new provincial eligibility rule on refusal of offers, rules on household preferences for a housing project and changes to a Service Manager's authority to make a local rule where a household ceases to meet occupancy standards. | 01-Jul-20 | Applicants | Letter to all applicants | February 2020 |
| | | | | Posters in front reception/OW offices/211 | May 2020 |
| | | | Tenants | Income Declaration packages | Mailed on 25th of each month |
| | | | | Housing Herald | Spring/summer version |
| | | | Staff | NRH Today | February 2020 |
| | | | Providers | Send Notice | TBD |
| | | | Board | Memos w/ updates | As necessary |
| | | | PAC/TAC | To be Added to Agendas | PAC – March 2020 TAC – August 2020 |
| RGI calculations | Ontario Regulation 298/01 replaced with new Ontario | 01-Jul-21 | Partners | Email | |
| | | | Tenants | Income Declaration packages | Mailed on 25th of each month |
| | | | | Housing Herald | Spring/summer version |

HSA Regulation Changes - NRH Communications Plan

| Area of Change | Regulation Change(s) | NRH Effective Date | Audience | Communications | Communication Dates |
|----------------|---|--------------------|-----------|-----------------------|---|
| | Regulation 316/19 “Determination of Geared-to-Income Rent under Section 50 of the Act” under the Housing Services Act, 2011 (HSA) to simplify the calculation of Rent-Geared-to-Income (RGI) assistance. Amendments to Ontario Regulation 367/11 “General” under the HSA to support RGI simplification. | | Staff | NRH Today | February 2020 |
| | | | Providers | Send Notice | TBD |
| | | | Board | Memos w/ updates | As necessary |
| | | | PAC/TAC | To be added to agenda | PAC – March 5 2020 TAC – August 2020 |
| | | | Partners | Email | |

**Ministry of Municipal
Affairs and Housing****Ministère des Affaires municipales
et du Logement**NRH 11-2020
20-191-3.6. App. 2
July 24, 2020
Page 1 of 2Community Housing Policy
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July 22, 2020

MEMORANDUM

TO: Service Managers

FROM: Peter Kiatipis, Director, Community Housing Policy Branch

RE: Protecting Tenants and Strengthening Community Housing Act, 2020

On July 22, 2020, the *Protecting Tenants and Strengthening Community Housing Act, 2020* received Royal Assent in the Ontario Legislature.

The Act contains amendments to the *Housing Services Act, 2011* and *Residential Tenancies Act, 2006* to deliver on commitments under the government's Community Housing Renewal Strategy and Housing Supply Action Plan. It also contains amendments to the *Building Code Act, 1992* to improve building code services to the public and building sector, and includes the *Ontario Mortgage and Housing Corporation Repeal Act, 2020*.

The included amendments to the *Housing Services Act, 2011* are part of the second stage of the government's Community Housing Renewal Strategy – a multi-year strategy to stabilize and grow Ontario's community housing sector.

Amendments to the *Housing Services Act, 2011* are broad and enabling, intended to provide a streamlined legislative framework for community housing that will incent non-profit and co-operative housing providers to stay in the housing system once their original agreements and mortgages end and make it easier for Service Managers and housing providers to meet the housing needs of their communities.

Now that the Act has been passed by the Legislature, specific details need to be developed in regulation. The government is committed to working with sector partners to develop the details in regulation on how the new legislative provisions will work on the ground in communities.

A copy of the *Protecting Tenants and Strengthening Community Housing Act, 2020* will be available on the Ontario eLaws website shortly (www.ontario.ca/laws).

Attached to this memo is a plain language Info Sheet that summarizes amendments that have been made to the *Housing Services Act, 2011* through the *Protecting Tenants and Strengthening Community Housing Act, 2020*.

We ask that you please distribute this Info Sheet to housing providers in your service area and that you confirm with your regional Municipal Services Office after it has been distributed.

Thank you for your ongoing partnership and support as we work to achieve key commitments under the Community Housing Renewal Strategy to sustain, repair, and grow the community housing sector.

We look forward to continuing to work with you in the months ahead.

Sincerely,

Peter Kiatipis

Director, Community Housing Policy Branch, Ministry of Municipal Affairs and Housing

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

OVERVIEW

On July 22, 2020, the *Protecting Tenants and Strengthening Community Housing Act, 2020* received Royal Assent, which amends the *Housing Services Act, 2011* (the Act). These amendments are intended to:

- Provide a streamlined legislative framework for community housing that will incent non-profit and co-operative housing providers to stay in the housing system once their original agreements and mortgages end.
- Make it easier for Service Managers and housing providers to meet the housing needs of their communities, while enabling opportunities for long-term sustainability and new community housing development.

The legislative amendments are broad and enabling. The government is committed to working with sector partners to develop proposed regulations setting out the details on how the new legislative provisions would work on the ground in communities. The new provisions in the legislation are planned to come into force incrementally over time, as regulatory details are developed. This will help give communities and housing providers the time they need to make important business decisions and to plan for implementation.

Below is an overview of changes to the Act and what this means for future work with sector partners to develop regulations.

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

1. Streamlined Legislative Framework to Grow Community Housing

Problem

Many non-profit and cooperative housing providers don't know what the rules will be when their original program obligations end. Many are faced with financial or other challenges in order to continue to offer housing to people who need it the most.

The current rules for community housing are complex and may discourage housing providers from continuing to participate. Old inefficient rules make it difficult for housing providers to manage their assets, build new housing and offer innovative services for the people who need them.

Solution

Changes that would allow community housing providers to move into a new streamlined part of the Act once they have reached the end of their original obligations. In addition, community housing providers and projects that are not currently in the Act could enter the system under this new framework.

Under the new provisions, community housing providers could voluntarily enter into service agreements with Service Managers related to the administration of housing projects. These new legislative provisions provide the framework for the government to work with Service Managers, housing providers and sector partners on baseline parameters and minimum standards for service agreements to be detailed in regulation.

The goal is to create a more streamlined approach that will incent non-profit and co-operative housing providers to stay in the system once their original obligations end and allow new providers to enter the system. We want to make it easier for Service Managers and municipalities to meet the housing needs of their communities, while supporting housing providers to explore new opportunities for long-term sustainability and development.

New part VII.1 of the Act

Existing and new community housing providers would be able to enter the new legislative framework if they:

- 1) Enter into service agreements with Service Managers that comply with requirements to be set out in regulation
 - 2) Fulfill their original obligations under original operating agreements and mortgages, if relevant
 - 3) Provide notice to the Minister
- Rules would be set out in regulation for how a service agreement could be amended, replaced or terminated
 - Specific baseline requirements for service agreements could be set out in regulation for different categories of housing providers (e.g. to support housing providers with varying levels of capacity)
 - The Minister would have the authority to issue directives on the administration of projects that are in the new framework.
 - The Minister and Service Managers would be required to maintain publicly available lists of the housing projects in their service areas that are in the new framework

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

2. Protecting Community Housing

Problem

While the new legislative framework is designed to enable and incent housing providers to remain in the community housing system once their original obligations end, some housing providers may so choose to exit the system. There needs to be a plan in place for those instances when a housing provider chooses to no longer provide community housing.

Solution

Legislative changes that provide the ability to define a process in regulation for housing projects to exit the system at the end of their operating agreements, should they wish to leave. These changes provide a foundation for the province to work with Service Managers, housing providers and sector partners to develop rules and a process for housing projects to exit the system. These details would be set out in regulation.

Future regulation would set clear conditions and requirements for housing providers to leave the system, particularly in the areas of tenant protections and protection of public investment.

New sections 68.1 and 101.7 of the Act

Housing providers wishing to leave the system could only do so if they:

- 1) Enter into exit agreements with Service Managers that meet baseline rules and requirements to be set out in regulation. This could include rules for exit agreements to address the protection of tenants and public investment in community housing.
- 2) Provide joint notice with Service Managers to the Minister
 - The Minister would be required to maintain publicly available lists of housing projects whose original agreements/ mortgages have ended and that have exited the system but have not yet been removed from the regulation

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

3. Modernizing Accountability Approaches

Problem

Service Managers are required to provide a certain number of households with rent-geared-to-income assistance in their communities. These requirements are referred to as “service level standards”.

These service levels have not been updated for over twenty years and don’t reflect changes in population or the changing needs of communities over time. Because service level standards were only designed to measure rent-geared-to-income assistance, they don’t recognize or incent Service Managers to provide different types of housing assistance matched to household need.

Solution

Legislative changes that provide the ability to broaden the types of housing assistance that could be counted towards a Service Manager’s required service levels. The ministry plans to work in partnership with Service Managers and sector partners to propose a modern, outcomes-based approach to accountability and service level standards in regulation. This would consider how different types of housing assistance could be counted towards new service level requirements.

New Part II.I, section 10.1 of the Act

- Service Managers would be required to provide a prescribed level of housing assistance in their service areas through delivering:
 - Any form of assistance that is described in the regulations; and
 - Any program that has been approved by the Minister

4. Improving Access Systems

Problem

The current waiting list system was designed to provide access to one type of housing assistance – rent-geared-to-income assistance – and it is not well designed to meet the varied housing needs of households in a timely way. People looking for housing sometimes have to go to different access points, lists, and processes to find the housing and supports they need.

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

Solution

Legislative changes that would require Service Managers to have an access system in its service area for housing assistance. This could include an access system beyond just rent-geared-to-income assistance and could include other types of housing assistance set out in regulation.

The province plans to work with Service Managers and sector partners on proposing a regulation on the housing assistance to be included in the access system and possible requirements for the access system.

Over time, the province would also work with Service Managers to encourage use of the access system for the range of housing assistance delivered locally – for example, locally funded rent supplements.

New Part II.I, section 10.2 of the Act

- Service Managers would be required to administer an access system for housing assistance in their service areas, including:
 - Rent-geared-to-income assistance under Part V of the Act;
 - Any form of assistance that is described in the regulations; and
 - Any program that is approved by the Minister
- Changes would also provide the regulation-making authority to create baseline rules for eligibility and priority for prescribed types of housing assistance

Overview of Legislative Changes for Community Housing: Bill 184, Protecting Tenants and Strengthening Community Housing Act

5. More Consistent Local Eligibility Rules

Problem

Currently, Service Managers can make local eligibility rules for rent-geared-to-income assistance in certain areas – including setting household income limits and asset limits. Some Service Managers have income and asset limit rules while others do not, leading to inconsistencies across communities in how eligibility for RGI assistance is determined. The Auditor General found that this can lead to people being on waiting lists who may be able to afford housing in the private market, creating longer waiting times for those in genuine need.

Solution

A new provision that would require Service Managers to make local eligibility rules in areas that would be detailed in regulation.

New Subsection 42 (2) of the Act

- Service Managers would be required to have local eligibility rules for rent-geared-to-income assistance in prescribed areas
 - This provides the authority to set out local eligibility rules that would be required in regulation.

Requiring Service Managers to have local eligibility rules for rent-geared-to-income assistance would enable greater consistency across the province in how housing need is identified and prioritized and would help ensure RGI assistance goes to those who need it most. The province plans to work with Service Managers, housing providers and sector partners to propose local eligibility rules on income and asset limits in regulation.

Conclusion

The changes outlined in this document will depend on the approval of future regulations to be developed over the coming years. The ministry is committed to continuing to work with its municipal partners and sector stakeholders in all areas of regulation development as we enter this period of transformational change.