



Housing Services Division
 The Regional Municipality of Halton
 690 Dorval Drive, 7th Floor, Oakville, ON L6K 3X9
 Tel (905) 825-6000 1-866-442-5866 Toll Free
www.halton.ca

Community Housing Program Directives

Directive No. 11

Subject: Opportunity to Comment

The Directions in this notice are to be implemented by the housing providers administered by the Region of Halton under the following programs.

<input checked="" type="checkbox"/>	Provincially Prescribed Non-Profit and Co-operative Housing Programs, including Public Housing
<input type="checkbox"/>	Federal Non-Profit Housing Programs
<input checked="" type="checkbox"/>	Rent Supplement
<input type="checkbox"/>	Halton Access to Community Housing (HATCH)
<input type="checkbox"/>	Other -

Effective Date:

January 1, 2021

Authority:

Service Agreement with Halton Region

Purpose:

To set out the local rule established for the purpose allowing households in receipt of rent-geared-to-income (RGI) assistance, the Opportunity to Comment on inquiries made by a Housing Provider.

Background:

In-year reviews may be conducted as a result of information received from a 3rd Party (e.g. another tenant alleges that someone else moved into the unit).

Households are to be given the opportunity to comment on information received from a 3rd Party source prior to an adverse decision being made by the Housing Provider.

This requirement is not applicable to information received directly from household members as a result of routine reviews (i.e. annual review or in-year reviews).

Directions:

3rd party information received by housing provider:

Where a housing provider receives 3rd party information which could lead to a decision that negatively affects the household the process to be followed is outlined below.

Written comments are requested from the household member(s) to allow them to respond to information received by a 3rd party.

An opportunity to comment should only be given to a household where the 3rd party information received would have resulted in an in-year change. Please refer to the RGI Guide – section 4.1 for a list of the reasons in-year reviews can be conducted.

If a housing provider believes there are extenuating circumstances to not issue an opportunity to comment, please contact your Housing Programs Administrator.

NOTE: Unreported information may not necessarily indicate that the household intentionally withheld information or breached their tenancy agreement.

Opportunity to Comment Process

- Upon receipt of 3rd party information, the housing provider determines that a 'proposed decision' that may adversely impact the household. This does not need to be a formal letter, but should be documented in the file.
- The housing provider issues the Notice of Opportunity to Comment letter (Appendix I) to allow the household to comment on the information received.
- The household will have 30 days to respond to the Notice of Opportunity to Comment.
- Once the written comments are received, or there is no response, the housing provider may make a decision based on the information provided and send the household a Notice of Decision (Appendix II).
- The household may request a review of the decision and it will be forwarded to the Service Manager Review Committee.

NOTE: Subsidy cannot be withdrawn for failure to respond to the Opportunity to Comment, it can only be withdrawn based on the information received that triggered the Opportunity to Comment process.

DocuSigned by:



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Alex Sarchuk

Commissioner, Social and Community Services Department

Replaces: Program Directive 22
Date Released: December 18, 2020
Revised: N/A



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Appendix I

Sample Letter - Notice to Household

Note: Letter must be on housing provider's letterhead.

Opportunity to Comment

Date
Name
Address

Dear Resident:

We have received information about *(insert information)*. This information has caused us to reassess your *(insert information e.g. eligibility for Rent-Geared-to-Income (RGI) assistance, placement of the wait list)* and could lead to a loss of your rent-geared-to-income assistance.

The following is a summary of the information we have received:

(insert details)

Before we make a final decision, you have an opportunity to provide us with your comments on the information that we have received.

- Your comments must be in writing and we must receive them by *(insert date at least 30 calendar days form the date of the letter)*
- You may provide your comments by using the attached Form "A", which may be completed by any member of your household and signed by all members of your household who are 16 years or older and whose income is included in the RGI calculation.
- Please attach any relevant documents to your comments.
- If you do not wish to make any comments on the information, please complete the attached Form "B" and have it signed by all members of your household who are 16 years or older and whose income is included in the RGI calculation.

If you have any questions, please contact the office at _____.

Signature
Name of Person Signing
Title
Phone



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Form A – Comments

Date: _____

To Housing Provider:

Address of Housing Provider:

Dear Housing Provider:

Re: Opportunity to Comment – *(address of unit)*

I/We understand that you have information that could affect:

- our rent-geared-to-income subsidy
- our place on the waiting list or
- the unit we occupy
- other _____

I/We understand that any household member(s) may give comments and that you must receive the comments by *(insert date)*. I/we also understand that in addition to written comments I/we may attach other relevant documents. We would like to make the following comments about this information:

Comments:

(attach separate pages if required)



Signature of Household Member

Date

Signature of Household Member

Date

Signature of Household Member

Date

Signature of Household Member

Date



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Form B – No Comments

Date: _____

To Housing Provider:

Address of Housing Provider:

Dear Housing Provider:

Re: Opportunity to Comment – *(address of unit)*

I/We understand that you have information that could affect:

- our rent-geared-to-income subsidy
- our place on the waiting list or
- the unit we occupy
- other _____

I/We hereby agree that we **will not** be making any comments on the information. I/we understand that, by not making any comments, you will base your decision on the information you have received.

I/We also understand that all members of my household who are 18 years or older (and whose income is included in the RGI calculation) must sign below if we agree not to provide comments.

Signature of Household Member

Date

Signature of Household Member

Date

Signature of Household Member

Date

Signature of Household Member

Date

