



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. 13

Subject: Eligibility Review Officers (ERO's)

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 checked="" type="checkbox"/>	Halton Access to Community Housing (HATCH)
<input type="checkbox"/>	Other

Effective Date:

January 1, 2021

Authority:

Housing Services Act, 2011, s.57

O.Reg 367/11 s.66

Purpose:

Eligibility Review Officers (ERO) are designated by the Service Manager for the purpose of investigation of eligibility of any household member who has/is in receipt of rent-g geared-to-income assistance.

Background:

O. Reg. 367/11 s. 66 details the powers of the ERO to include:

- May undertake inquiries into matters that may be relevant to the investigation;
- May enter a place if,
 - The place is open to the public
 - The officer enters with consent, or
 - The officer enters under the authority of a search warrant.

An ERO is deemed to be engaged in law enforcement for the purposes of the *Freedom of Information and Protection of Privacy Act* and the *Municipal Freedom of Information and Protection of Privacy Act*.

Penalty

The HSA also sets out a penalty for any person who obstructs or knowingly gives false information to an ERO engaged in an investigation. Upon conviction, the fine can be up to \$5000 and/or imprisonment for a term of not more than six months. (HSA, 2011 s. 57 (7,8))

Working in partnership with the Human Services Planning and Program Support Division of Halton Region, a team of ERO's are available to assist housing providers with addressing suspected cases of fraud.

Directions:

Referral Process for Suspected Fraud:

When a housing provider believes that a household may be ineligible to receive rent-gear-to-income assistance and determines that a referral for investigation is warranted, the housing provider may make a referral to the Eligibility Review Unit, by completing an Eligibility Review Referral Form (Appendix 1).

Information Required in an ERO Referral:

The following information must be submitted for an ERO referral:

- A completed Eligibility Review Referral Form (Appendix 1), identifying the following detail:
 - nature of the suspected fraud and the actual concern (reason for the referral and summary of the issue), and
 - the contact name and number of housing provider for follow-up.
- An up-to-date Consent and Declaration Form signed by all household members who are leaseholders, members or whose income is included in the RGI calculation. Witnesses are required to the signatures.

The completed Eligibility Review Referral Form must be sent by fax or email to the following:

Fax No. 905-825-2814
Program Integrity Supervisor
Human Services Planning and Program Support Division
1151 Bronte Road
Oakville, ON L6M 3L4

ProgramIntegrity-ERO@halton.ca

A copy of the referral form is also to be forwarded to your Housing Programs Administrator by e-mail or by fax to 905-825-8274.



Investigation

Upon receipt of the referral form, an ERO will be assigned and begin an investigation. Once completed, the ERO will provide the housing provider with an ERO Investigation Report which will include a summary of the evidence and recommendations based on the findings. A copy of the report will be provided to the respective Housing Programs Administrator.

During the investigation the ERO may request the following information from the housing provider:

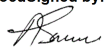
- The tenant/member's original housing file.
- If Halton Region decides to pursue a fraud prosecution or prosecution under the HSA, the ERO will prepare the fraud referral, working directly with the housing provider, which will then be forwarded to Halton Regional Police Services and/or the Crown Attorney's office.

After the Investigation

A housing provider will review the ERO Investigative Report and will determine what actions to take based on the recommendations that are allowable under legislative authority. It is recommended that a housing provider consult with their Housing Programs Administrator on actions as a result of an ERO investigation.

An ERO report can be accessible to the RGI assistance recipient through Halton Region's Freedom of Information Coordinator and the pertinent Freedom of Information and Protection of Privacy legislation.

If a review of the housing provider's decision is requested, the ERO will provide the necessary evidence obtained through the investigation for this purpose.

DocuSigned by:

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Alex Sarchuk

Commissioner, Social and Community Services Department

Replaces: Program Directive No. 11

Date Released: December 18, 2020

Revised: N/A



Appendix 1

Eligibility Review Referral Form

Program Area

Please select the program that the client is receiving:

Child Care Subsidy Ontario Works Services for Seniors Other: [Click here to enter text.](#)

Housing: HCHC RGI Rent Supplement

Staff Name [Click here to enter text.](#)

Extension [Click here to enter text.](#)

Referral Date [Click here to enter a date.](#)

Client/Tenant Information

Case ID/File # [Click here to enter text.](#)

Surname [Click here to enter text.](#)

First Name [Click here to enter text.](#)

Address

Unit # [Click here to enter text.](#)

Street # [Click here to enter text.](#)

Street Name [Click here to enter text.](#)

City [Click here to enter text.](#)

Postal Code [Click here to enter text.](#)

Sin # [Click here to enter text.](#)

Phone # [Click here to enter text.](#)

Summary of the Issue

Please provide as much detail as possible

Forward completed form to the [Program Integrity –ERO mailbox](#)

