

Housing In Peel

Subject: Overhoused Households

Date: June 6, 2022
Replaces: January 1, 2021

Applicable to The policy and procedures contained in this document apply to the following housing providers:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Municipal & Private Non-Profit | <input type="checkbox"/> Federal Non-Profit |
| <input checked="" type="checkbox"/> Co-operatives | <input checked="" type="checkbox"/> Rent Supplement
incl. former OCHAP/CSHP |
| <input checked="" type="checkbox"/> Peel Access to Housing (PATH) | <input checked="" type="checkbox"/> Internally Funded/ROP
Administered |
-

Content This document contains the following information:

Purpose
Overhoused Definition
Peel Policy RGI Eligibility for Overhoused Households Notification to Household of Overhoused Status Overhoused Household Ineligible for RGI Exception to RGI ineligibility during the first 12 months
Overhoused Household's Wait List Requirements First 12 months After 12 months
Centralized Wait List Application and the Confirmation of Application Letter
Household No Longer Overhoused
Household No Longer on the CWL
Procedures
Summary of Housing Provider Requirements
Centralized Wait List (CWL) - Reminders
Determining Overhoused Status – Case Scenarios
CWL –5 building selection requirement Failure to select 5 buildings Flexibility in extenuating circumstances
CWL – Case Scenarios of Extenuating Circumstances
CWL – Reminders for the Integrated Wait List Worker (IWLW)
Community Resources

Legislation
Questions
Appendices
Letter and Form Templates

Purpose

The purpose of this document is to provide:

- Peel’s policy for Overhoused Households under the authority of the *Housing Services Act, 2011* (HSA).
- processes housing providers are to follow when households are determined to be overhoused, and
- examples and guidelines that may assist with managing overhoused households and ensuring their compliance with the requirements to maintain rent geared to income (RGI) eligibility.

Overhoused Definition

A household is overhoused when there are fewer members living in the household than the minimum number required for that unit size as established under the Region of Peel’s Occupancy Standards policy.

Peel Policy

RGI Eligibility for Overhoused Households

When a household is overhoused, the household is required to move to an appropriate sized unit (as per the [Occupancy Standards](#)), to remain eligible for RGI assistance.

As such, an overhoused household must:

- **During the first 12 months** of being overhoused (from the date the household is notified of their overhoused status), be added to at least one wait list:
 - the housing provider’s internal transfer list, and/or
 - Centralized Wait List (CWL)
- **After the first 12 months** (i.e. by 1st day of the 13th month) apply, or remain on the CWL.

Notification to Household of Overhoused Status

Once a household is deemed to be overhoused, the housing provider is required to notify the household of their:

- overhoused status
- requirements to maintain RGI eligibility, and
- right to appeal the decision to the Service Manager within 30 days of receiving notice.

(See the [Notification to Household](#) section for more information).

Overhoused Household Ineligible for RGI

An overhoused household is deemed ineligible for RGI assistance if the household:

- is not on at least one of two wait lists: the housing provider's internal transfer list, or CWL (and therefore not following the Service Manager's policy for overhoused households), or
- refuses an offer of appropriate housing, after 12 months of being notified of their overhoused status

Reminder: To remain eligible for RGI an overhoused household must also continue to meet RGI eligibility criteria.

Exception to RGI ineligibility during the first 12 months

Under the HSA, an overhoused household **cannot** be deemed **ineligible** for RGI assistance for the first 12 months from the date the household is notified of their overhoused status (O. Reg. 367/11, s. 38 (3)).

The household will **not be deemed ineligible** for RGI, if within **the first 12 months** from the date a household is notified of their overhoused status, the overhoused household:

- refuses an offer of an appropriate sized unit

The household will not be found ineligible **until the 1st day of the 13th month**, following the date the household was notified of their overhoused status and they refuse an offer of suitable housing.

Tip: Housing providers that are making an offer of housing to an overhoused household on the internal transfer list should refer to the:

- [Offer of Housing Refused by Household](#) section of this document
- [Number of Offers a Household Can Refuse](#) HIP P&P

Overhoused Household's Wait List Requirements

This section outlines the wait list requirements, for an overhoused household, in order to remain eligible for RGI, once the household is notified of their overhoused status.

First 12 months

- When a household is deemed overhoused and has received notice regarding their overhoused status, the household will be added to the housing provider's internal transfer list.

(Exception: If the housing provider does not have an appropriate sized unit the household must apply to the CWL upon being notified of their overhoused status).

- A household on the housing provider's internal transfer list can also apply to the CWL.

If a household applies to the CWL, the household can

- remain on the internal transfer list and the CWL simultaneously, or
- submit a written request to the housing provider to be removed from the internal transfer list and present their [Confirmation of Application letter](#) to the housing provider to verify the household has been added to the CWL.

If the household does not wish to be added or remain on the overhoused internal transfer list,

- the household is required to report it to the housing provider

After 12 Months (i.e. 1st day of the 13th month)

Households that are still overhoused after 12 months (from date of notification) must be on the CWL by the 1st day of the 13th month (if not yet on it).

Note: Households will not automatically be placed on the CWL. The household must provide a [complete](#) application to Housing Client Services before being placed on the CWL.

A household is deemed ineligible for RGI assistance by the housing provider if the household:

- does not apply to the CWL within required timeframe, or
- submits an incomplete application to Housing Client Services and fails to follow up with Housing Client Services request for the missing information within the required timeframe.
- refuses one offer of suitable housing

A household, once added to the CWL, must present the [Confirmation of](#)

[Application letter](#) (mailed to the household by the Region of Peel) to their housing provider to verify the household is on the CWL (Note: household will also provide a photocopy which will be added to their RGI file).

**Centralized
Wait List
Application and
the
Confirmation
of Application
Letter**

A household's CWL application must be completed in full before the household can be added to the CWL.

A CWL application is complete once Housing Client Services receives the application and all required information and signatures.

Housing Client Services will only add a household to the CWL once the application is determined complete.

Once a household applies to the CWL, the household is issued a Confirmation of Application letter by the Region of Peel which includes the following information:

- Name of applicant
- CWL contact information
- CWL client ID number

As such, a household's receipt of the letter verifies that the applicant's name has been added to the wait list. The applicant's documentation will be requested once the housing provider has completed and submitted the [Overhoused Tenancy Report](#).

**Household No
Longer
Overhoused**

If an overhoused household's circumstances change such that the household is no longer considered overhoused as per the [Occupancy Standards](#), the household is no longer required to move.

E.g. A newborn baby or a relative is added as a member of the household.

If this occurs the housing provider must notify Housing Client Services using the [Overhoused Household Update Form](#) that the household is no longer considered overhoused.

**Household No
Longer on the
CWL**

If an overhoused household that is on the CWL:

- asks to be removed from the CWL (i.e. cancels their application for RGI), or
- is removed from the CWL and Housing Client Services has deemed the household ineligible for RGI

Housing Client Services will complete an [Overhoused Household Update Form](#) and send it to the overhoused household's housing provider to update the housing provider of the household's CWL status change.

Procedures

The sections below provide the processes/procedures housing providers should follow to support and comply with the overhoused household policy:

Notification to Household of Overhoused Status Housing Provider has appropriate sized unit for household Housing provider does not have appropriate sized unit
Adding or Removing Overhoused Households from the Internal Transfer List In the 1st Month Household is Deemed Overhoused In the 9th month after Household Deemed Overhoused After 12 Months (i.e. 1st day of 13th Month)
Offer of Housing Refused by Household
Ranking on Wait List

Notification to Household of Overhoused Status

Housing provider has appropriate sized unit for household

If the housing provider has an appropriate sized unit for the overhoused household the housing provider will notify the household in writing that they:

- are overhoused
- must move to an appropriate sized unit to remain eligible for RGI
- will be added to the housing provider's internal transfer list (used by the housing provider to make offers of housing to households as units become available)
- have the option of applying to the CWL during the first 12 months and if added to the CWL can
 - remain on the housing provider's internal transfer list, or
 - request to be removed from it
- will be required to apply to the CWL on the 1st day of the 12th month following the date household was notified of their overhoused status if at that time the household is still overhoused and not yet on the CWL
- will be sent a reminder in the 9th month following the date the household was notified of their overhoused status of their requirement to apply to the CWL if household has not yet provided verification to housing provider that they are on the CWL
- cannot be made RGI ineligible within the first 12 months following the date the household was notified of their overhoused status, but will be made ineligible for RGI the 1st day of the 13th month if the household:
 - refuses an offer of suitable housing
 - is not on the CWL, and
- have the right to appeal their overhoused status to the Service Manager within 30 days of receiving notice.

Note: See [Appendix I](#) for a Sample Overhoused Notification Letter - housing provider has appropriate sized unit for household.

A template of this letter is also available for housing providers under [Letter and Form Templates](#).

Housing provider does not have appropriate sized unit

If the housing provider does not have an appropriate sized unit for the overhoused household the housing provider will notify the household in writing that they:

- are overhoused
- must move to an appropriate sized unit to remain eligible for RGI
- must apply to the CWL within the next 30 days as the housing provider does not have an appropriate sized unit for the household
- can make an [online CWL Application](#)
- will be issued a Confirmation of Application letter once their application is received
- must present the Confirmation of Application letter to their housing provider (along with a photocopy for inclusion in the household's RGI file) to confirm the household has been added to the CWL
- will be asked by Housing Services Client Services to provide all eligibility documents and to select a minimum of 5 buildings for which the household may be offered a unit in while on the CWL (with the exception of residents currently in the Town of Caledon that want to remain in Caledon)
- cannot be made RGI ineligible within the first 12 months following the date the household was notified of their overhoused status, if the household:
 - refuses an offer of suitable housing
 - is not on the CWL,
- have the right to appeal their overhoused status to the Service Manager within 30 days of receiving notice.

Note: See [Appendix II](#) for a Sample Overhoused Notification Letter - housing provider does not have appropriate sized unit.

A template of this letter is also available for housing providers under [Letter and Form Templates](#).

Adding or Removing Overhoused Households from the Internal Transfer List

This section provides procedures for housing providers for adding or removing overhoused households to/from their internal transfer list:

- in the 1st month household is deemed overhoused
- in the 9th month following date household deemed overhoused
- after 12 months (i.e. the 13th month, if still overhoused)

In the 1st Month Household is Deemed Overhoused

If the housing provider...	Then the housing provider will...
<ul style="list-style-type: none"> Has an appropriate sized unit for the household 	<ul style="list-style-type: none"> Send the household notification of its overhousehold status, and place the household on its internal transfer list (with priority) either: <ul style="list-style-type: none"> --five days after the day the notification is mailed --one day after the day notification is left at household's home/unit, or --same day if notification is given directly to household
<ul style="list-style-type: none"> Does not have an appropriate sized unit for the household 	<ul style="list-style-type: none"> Send the household notification of its overhoused status and assume notification is received either: <ul style="list-style-type: none"> --five days after the day the notification is mailed --one day after the day notification is left at household's home/unit, or --same day if notification is given directly to household <p>And,</p> <ul style="list-style-type: none"> 30 calendar days following the date the household was notified of their overhoused status send: <ul style="list-style-type: none"> the Overhoused Tenancy Report Form to Housing Services Client Services if the household has submitted the Confirmation of Application letter to the housing provider <p>Or,</p> <ul style="list-style-type: none"> written notification informing household they will be deemed ineligible for RGI the 1st day of the 13th month following the month they were notified of their overhoused status and that their RGI subsidy will be removed the same date if the household has not provided a copy of the letter they are on the CWL.
<ul style="list-style-type: none"> Has an appropriate sized unit for the household, but the household only wants to be added to (or remain on) the CWL 	<ul style="list-style-type: none"> Directs the household to apply to the CWL and to present the Confirmation of Application letter to the housing provider to confirm CWL status. Removes the household from the internal transfer list only after the

	<p>household's CWL status is verified.</p> <ul style="list-style-type: none"> • Reminds the household that as an overhoused household they must remain on at least one wait list to maintain RGI eligibility. • Submits the Overhoused Tenancy Report Form to Housing Services Client Services. • Removes household from internal transfer list.
<p>Tip: Once a housing provider visually verifies the Confirmation of Application letter, a photocopy needs to be made (if not provided by the household) and placed in the household's RGI file. The original letter always remains with the household.</p>	

In the 9th month after Household Deemed Overhoused

If in the 9th month the household is still on the internal transfer list and has...	Then the housing provider will...
<ul style="list-style-type: none"> • Already verified with housing provider that household is on the CWL 	<ul style="list-style-type: none"> • Continue to notify Housing Client Services - the new Overhoused Household Update Form if the household: <ul style="list-style-type: none"> ○ accepts or refuses an offer of housing made by the housing provider from the internal wait list ○ moves out of the project, or • is deemed ineligible for RGI for any reason.
<ul style="list-style-type: none"> • Not verified with housing provider that household is on the CWL 	<ul style="list-style-type: none"> • Complete and send a 9th Month Reminder Letter to the household which reminds them: <ul style="list-style-type: none"> -It is the 9th month since household was notified of their overhoused status. -Household must apply to the CWL and present the Confirmation of Application letter to their housing provider to verify they are on the CWL by the last day of the 12th month to maintain RGI eligibility. -If household is not added to CWL and verification is not provided by this date household will be deemed ineligible for RGI the 1st day of the 13th month and notified of their ineligibility for RGI and removal of subsidy. - Housing Client Services will require overhoused households to select a minimum of 5 buildings.

After 12 Months (i.e. 1st day of 13th Month)

If household is still on the internal transfer list and is...	Then the housing provider will...							
<ul style="list-style-type: none"> • Already on the CWL 	<ul style="list-style-type: none"> • Forward a completed Overhoused Tenancy Report Form to Housing Client Services • Continue to notify Housing Client Services using the new Overhoused Household Update Form if the household: <ul style="list-style-type: none"> ○ accepts or refuses an offer of housing made by the housing provider from the internal wait list ○ moves out of the project, or ○ is deemed ineligible for RGI for any reason. 							
<ul style="list-style-type: none"> • Not on the CWL 	<ul style="list-style-type: none"> • Contact the household to verify whether household has been added to CWL and proceed according to the table below. <table border="1" data-bbox="710 824 1407 1953"> <thead> <tr> <th data-bbox="710 824 938 898">If household is...</th> <th data-bbox="946 824 1407 898">Then the housing provider will...</th> </tr> </thead> <tbody> <tr> <td data-bbox="710 904 938 1713"> <ul style="list-style-type: none"> • On the CWL </td> <td data-bbox="946 904 1407 1713"> <ul style="list-style-type: none"> • Advise household to present verification they are on the CWL to housing provider (i.e. Confirmation of Application letter) • Submit the Overhoused Tenancy Report Form to Housing Client Services after verifying the letter • Continue to notify Housing Client Services using the Overhoused Household Update Form if the household: <ul style="list-style-type: none"> ○ accepts or refuses an offer of housing made by the housing provider from the internal wait list ○ moves out of the project, or ○ is deemed ineligible for RGI for any reason. </td> </tr> <tr> <td data-bbox="710 1720 938 1953"> <ul style="list-style-type: none"> • Not on the CWL </td> <td data-bbox="946 1720 1407 1953"> <ul style="list-style-type: none"> • Send notice to advise the household they are ineligible for RGI including the date their RGI subsidy will be removed and their right to appeal decision to the Service Manager within the next 30 </td> </tr> </tbody> </table>		If household is...	Then the housing provider will...	<ul style="list-style-type: none"> • On the CWL 	<ul style="list-style-type: none"> • Advise household to present verification they are on the CWL to housing provider (i.e. Confirmation of Application letter) • Submit the Overhoused Tenancy Report Form to Housing Client Services after verifying the letter • Continue to notify Housing Client Services using the Overhoused Household Update Form if the household: <ul style="list-style-type: none"> ○ accepts or refuses an offer of housing made by the housing provider from the internal wait list ○ moves out of the project, or ○ is deemed ineligible for RGI for any reason. 	<ul style="list-style-type: none"> • Not on the CWL 	<ul style="list-style-type: none"> • Send notice to advise the household they are ineligible for RGI including the date their RGI subsidy will be removed and their right to appeal decision to the Service Manager within the next 30
If household is...	Then the housing provider will...							
<ul style="list-style-type: none"> • On the CWL 	<ul style="list-style-type: none"> • Advise household to present verification they are on the CWL to housing provider (i.e. Confirmation of Application letter) • Submit the Overhoused Tenancy Report Form to Housing Client Services after verifying the letter • Continue to notify Housing Client Services using the Overhoused Household Update Form if the household: <ul style="list-style-type: none"> ○ accepts or refuses an offer of housing made by the housing provider from the internal wait list ○ moves out of the project, or ○ is deemed ineligible for RGI for any reason. 							
<ul style="list-style-type: none"> • Not on the CWL 	<ul style="list-style-type: none"> • Send notice to advise the household they are ineligible for RGI including the date their RGI subsidy will be removed and their right to appeal decision to the Service Manager within the next 30 							

	days.
<p>Helpful Tip: If an overhoused household informs the housing provider they were added to the CWL at the end of the 12th month (e.g. on the 29th day), the household may not receive the Confirmation of Application letter in the mail before the month ends. In this circumstance the housing provider should contact Housing Client Services directly to verify CWL status.</p>	

Offer of Housing Refused by Household

The housing provider will issue a loss of eligibility notice to the overhoused household immediately after being notified by Housing Client Services that the household has refused an offer of housing, **if the offer is refused 12 months or more after** receiving notification of their overhoused status.

Offers refused **within 12 months** of Overhoused Status notification, do **not** count.

Important: If the offer of housing is made by another housing provider and the household refuses the offer, Housing Client Services will notify the household’s current housing provider of the refusal by completing an [Overhoused Household Update Form](#) and forwarding it to the housing provider. The housing provider will then proceed with deeming the household ineligible for RGI.

Ranking on Wait List

The overhoused household’s date of overhoused notification (as per the Notification Letter) is used to rank the household on the internal transfer list and the CWL.

Priority Status

Overhoused households must be added to their housing provider’s internal transfer list with priority status over other households on the internal transfer list **except** for households that have the provincially legislated special priority status.

Summary of Housing Provider Requirements

This section summarizes a housing provider’s requirements regarding overhoused households.

Housing providers are required to...

- Immediately notify an overhoused household in writing of their:
 - overhoused status
 - requirements to remain eligible for RGI while overhoused, and
 - right to request a Service Manager Appeal within 30 days of

receiving the notice.

- Add the overhoused household to the internal transfer list (with priority) and only remove the household if they:
 - submit a written request to be removed, and
 - present the Confirmation of Application letter to the housing provider to verify they have been added to the CWL.
 - Submit a completed [Overhoused Tenancy Report Form](#) to Housing Client Services according to the circumstances below, but only after the household has provided verification (i.e. the Confirmation of Application letter) they have applied to the CWL:
 - in the **1st month** the household is notified of their overhoused status **if** the housing provider does not have an appropriate sized unit for the household in its project
 - **at any time within the first 12 months** if the household wants to be removed from the internal transfer list, or
 - **the 1st day of the 13th month** (at which time an overhoused household still on the housing provider's internal transfer list is required to be on the CWL to remain eligible for RGI).
 - Remove RGI subsidy from the household **if** after 12 months of being notified of their overhoused status the household:
 - refuses an offer of suitable housing, or
 - fails to follow the Service Manager's policy and procedure for overhoused households.
 - Make one offer of housing to overhoused households, when appropriate units become available
 - Updating Housing Client Services on outcomes, using the [Overhoused Household Update Form](#) and
 - **Sending** the household a notification of RGI ineligibility if the offer is refused.
-

**Centralized
Wait List
(CWL) -
Reminders**

- If the housing provider does not have an appropriate sized unit for the overhoused household the household must apply to the CWL as soon as the household is notified of its overhoused status.
- An overhoused household must apply to Housing Client Services and provide verification to their housing provider they have been added to the CWL by the end of the 12th month following the date the household was notified of their overhoused status (i.e. the household must be on the

CWL by the 1st day of the 13th month).

- Overhoused households will be required to select a minimum of 5 buildings once the household is added to the CWL and identified as overhoused (i.e. once Housing Client Services receives the “Overhoused Tenancy Report” from the housing provider). If a household fails to select a minimum of 5 buildings (within 30 days from the date requested) Housing Client Services will deem the household **ineligible**.
- If an overhoused household on the CWL requests to be removed from the CWL or is deemed ineligible for RGI by Housing Client Services, staff will have to notify the housing provider of this change.

Determining Overhoused Status – Case Scenarios

This section offers example scenarios that may assist housing providers in determining if a household is overhoused.

Households in scenarios 1 and 2 are considered overhoused.

Scenario 1: A couple and their 20 year old child live in a 2 bedroom unit. The 20 year old moves out. The couple is now considered overhoused as the maximum sized unit they are eligible for as per the occupancy standards is a one bedroom.

Scenario 2: A couple lives in a 2 bedroom unit because one spouse has been approved for an additional bedroom for medical reasons. Circumstances change and the spouse for whom the additional bedroom was approved no longer lives in the unit. The remaining spouse is now considered overhoused as the additional bedroom for medical purposes is no longer required, and the maximum sized unit the remaining household member is eligible for is a one bedroom.

Households in Scenarios 3 to 6 are not considered overhoused.

Scenario 3: A single parent with 4 children lives in a 4 bedroom townhouse. The 18 year old son and the 14 year old daughter have their own room, and the 10 year old and 8 year old sons share a room. The 18 year old son moves out, and the 10 year old son moves into the bedroom the 18 year old had been occupying. This household is not considered to be overhoused even though the 18 year old has moved out because the household is still eligible for a 4 bedroom unit based on their new household composition (one parent and three children).

Scenario 4: A single parent and 18 year old dependent child live in a 2 bedroom unit. In September the dependent leaves home temporarily to attend full time post-secondary education in another city. The dependent will be returning to the unit at the end of the school year in May before heading back to school the following September. This household is not considered to be overhoused as the Housing Services Act allows a bedroom to be maintained for students that are not residing in the unit because they are attending full

time post-secondary education away from home.

Scenario 5: A household is living in a special needs unit. A household member moves out, but the member who requires the special needs unit remains in the household. In this circumstance the household is not considered overhoused as the occupancy standards do not apply. (Note: If the member who required the special needs unit moves out the household would be considered overhoused).

Reminder: Under the HSA a special needs unit means “*housing intended for use by a household with one or more members who require accessibility modifications or provincially funded support services in order to live independently in the community*”.

Scenario 6: Two spouses and one dependent live in a 2 bedroom unit, and one spouse moves out of the unit with the dependent. The spouse that remains in the unit obtains a court order for overnight access with the dependent. In this circumstance the household is not overhoused as per the court order the dependent will still require the bedroom to stay overnight with the parent that remains in the unit.

**CWL- 5
building
selection
requirement**

Overhoused households, once added to the CWL, are required to select a minimum of 5 buildings in the Region of Peel (with the exception of overhoused households that currently reside in Caledon and want to remain in Caledon).

Failure to Select 5 Buildings

Overhoused households that fail to select 5 buildings (i.e. select no buildings or only select 1 to 4 buildings) within 30 days from the date requested will be deemed **Ineligible** by Housing Client Services

Flexibility in Extenuating Circumstances

In extenuating circumstances an overhoused household may be permitted to select less than 5 buildings for which the household would be willing to move to/live in when an appropriate sized unit becomes available.

Housing Client Services can consider flexibility with the 5-building requirement if extenuating circumstances for a household are confirmed.

Households with extenuating circumstances must submit third party written verification of the extenuating circumstances (third parties can include a service provider, medical or legal professional, community professional).

Housing Client Services will review the extenuating circumstances for each case individually.

Housing Client Services – Case Scenarios of Extenuating Circumstances

Case scenarios are provided below to assist Housing Client Services with assessing if flexibility with the 5-building selection requirement should be permitted.

Scenario 1 – Extenuating Circumstance: Medical

A household requires a particular-sized unit (based on current occupancy standards) and has a household member (e.g. a child) whose medical needs can only reasonably be met by a doctor whose location is accessible (based on this household’s ability to travel) from a certain number (i.e. less than 5) of social housing buildings that have a unit of the appropriate size.

Scenario 2 - Extenuating Circumstance: Medical

A household requires a particular-sized unit (based on current occupancy standards) and has a household member (e.g. a spouse) whose specialized medical needs (e.g. cancer treatment) can only reasonably be met by the services offered by one Regional health-care facility (e.g. Credit Valley Hospital’s Cancer Care Centre), i.e. the location of which is accessible, based on this household’s ability to travel, from a certain number (i.e. less than 5) of social housing buildings that have a unit of the appropriate size.

Scenario 3 - Extenuating Circumstance: Custody Access

A household whereby parents have joint custody of one or more children and the court order dictates that a child (or children) must live in a location that is accessible to each parent, e.g. based on each parent’s ability to travel.

Housing Client Services Reminders for the Integrated Wait List Worker (IWLW)

If a household is removed from the CWL for failure to respond and/or comply with Housing Client Services requirements (e.g. failure to provide outstanding information requested) the Integrated Wait List Worker (IWLW) will:

- Notify the housing provider using the Overhoused Household Update Form that the household is being removed from the CWL. (Refer to the Overhoused Tenancy Form to confirm the RGI Administrator for the household); and
- Close the household’s Housing Client Services file
- Notify the household in writing that the Housing Services file has been closed

Community Resources

Seniors

- [Community Care Access Centre](#)
- [Peel Senior Link](#)
- [Bereavement Support Groups in Peel](#)
- [Alzheimer's Society of Peel](#)

Families

- [Ontario Early Years Centres \(Locations –scroll to Central West\)](#)
 - [Children's Services Programs - Region of Peel](#)
 - [Children with Special Needs – Region of Peel](#)
 - [Public Health - Region of Peel](#)
 - [Family Services of Peel](#)
 - [Bereaved Families of Ontario: Halton/Peel Region](#)
 - [Malton Neighbourhood Services](#)
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Legislation [Housing Services Act, 2011](#), s. 42
[O. Reg. 367/11](#), s. 38

Questions If you have questions about this document, please contact your Housing Supply Specialist at the Region of Peel.

Appendices Sample Overhoused Notification Letters:

- [Appendix I: Housing provider has appropriate sized unit](#)
- [Appendix II: Housing provider does not have appropriate sized unit](#)

Letter and Form Templates Note: The letter templates provided below are to be printed on the housing provider's letterhead.

- Overhoused Notification Letter:
 - [Housing provider has appropriate sized unit](#)
 - [Housing provider does not have appropriate sized unit](#)
 - [9th Month Reminder Letter](#)
 - [Overhoused Tenancy Report Form](#)
 - [Overhoused Household Update Form](#)
-

**APPENDIX I - Sample Overhoused Notification Letter:
Housing provider has appropriate sized unit**

Date
Name of Tenant/Member
Address

Dear (Insert name of tenant/member),

This notice informs you that your household is living in a unit larger than what is permitted under the Region of Peel's local Occupancy Standards. This means your household is overhoused and to remain eligible for rent geared to income (RGI) assistance you and your household are required to:

- Move to an appropriate sized unit for your household composition.
- Be added to (insert name of housing provider)'s internal transfer list with a priority status where you will wait for an offer of housing in an appropriate sized unit.
- Apply to the CWL no later than the 1st day of the 12th month following the date you receive this notice as you must be on the CWL no later than the 1st day of the 13th month (after receiving notice) if your household is still overhoused.

Helpful Hints about being added to the CWL:

- During the first 12 months (after receiving this notice) applying to the CWL is optional if you are on your housing provider's internal transfer list.
- Once you are on the CWL you have the option of being removed from the internal transfer list.
- To be removed from the internal transfer list you must present the Confirmation of Application letter (which the Region of Peel mails to you once you are added to the CWL) to your housing provider to visually verify and provide a photocopy of the letter for your housing provider to include in your RGI file.
- If in the 9th month following the date you receive this notice you have not submitted verification to (insert name of housing provider) that you are on the CWL you will receive a written reminder of your requirement to apply to the CWL and provide verification to your housing provider you are on the CWL no later than the 1st day of the 13th month following the date you received notice your household is overhoused.

You also need to know that you:

- Are entitled to receive one offer of housing in total for an appropriate sized unit while on the internal transfer list and/or the CWL before being deemed ineligible for RGI.
- Cannot be made ineligible for RGI within the first 12 months following the date you are notified of being overhoused, but, you will be deemed ineligible for RGI the 1st day of the 13th month if you:
 - refused one offer of housing within the first 12 months, or
 - are not following the Region of Peel's policy and procedure for overhoused households, which includes being on
 - the CWL by the 1st day of the 13th month, and
 - the internal transfer list and/or the CWL during the first 12 months.
- Have the right to appeal your overhoused status to the Service Manager within 30 days of receiving this notice informing you your household is overhoused.
- Continue to be required to meet RGI eligibility criteria.

Please contact (insert name and contact of housing provider) to confirm you received this notice, and to ask any questions you may have about your requirements as an overhoused household.

Sincerely,

(insert name of housing provider)

**APPENDIX II - Sample Overhoused Notification Letter:
Housing provider does not have appropriate sized unit**

Date
Name of Tenant/Member
Address

Dear (Insert name of tenant/member),

This notice informs you that your household is living in a unit larger than what is permitted under the Region of Peel's local Occupancy Standards. This means your household is overhoused and to remain eligible for rent geared to income (RGI) assistance you and your household are required to:

- Move to an appropriate sized unit for your household composition.
- Apply to the Centralized Wait List (CWL) within the next 30 days as (insert name of housing provider) does not have an appropriate sized unit.
- Submit verification to your housing provider within the next 30 days that you have been added to the CWL (Note: For verification you will present the Confirmation of Application letter; which the Region of Peel mails to you once you are added to the CWL; to your housing provider to visually verify and provide a photocopy of the letter for your housing provider to include in your RGI file).
- Remain on the CWL until you are no longer overhoused; i.e. until you accept an offer of housing for an appropriate sized unit.

You also need to know that you:

- Will be asked by Housing Client Services (after being added to the CWL) to select a minimum of 5 buildings of which you may be offered a unit in while on the CWL (Note: Residents currently in the Town of Caledon that want to remain in Caledon are exempt from the 5 building minimum selection).
- Are entitled to receive an offer of housing for an appropriate sized unit while on the CWL before being deemed ineligible for RGI.
- Cannot be made ineligible for RGI within the first 12 months following the date you are notified of being overhoused, but, you will be deemed ineligible for RGI the 1st day of the 13th month if you:
 - refused an offer of housing within the first 12 months, or
 - are not following the Region of Peel's policy and procedure for overhoused households, which includes being on
 - the CWL by the 1st day of the 13th month, and
 - the internal transfer list and/or the CWL during the first 12 months.
- Have the right to appeal your overhoused status to the Service Manager within 30 days of receiving this notice informing you your household is overhoused.
- Continue to be required to meet RGI eligibility criteria.

You can make an application to Housing Client Services to be added to the CWL by applying online at: <https://www.peelregion.ca/SocialHousingApplication/HousingForm.aspx>.

Please contact (insert name and contact of housing provider) to confirm you received this notice, and to ask any questions you may have about your requirements as an overhoused household.

Sincerely,

(insert name of housing provider)