

Subject: Reactivation and Inactivation – Centralized Wait List

Date: January 10, 2024

Replaces: January 1, 2021

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

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

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Purpose This document outlines the Region of Peel’s policy for reactivating and inactivating files of rent geared to income (RGI) applicants in the centralized wait list (CWL).

Legislation [Housing Services Act, 2011 - O. Reg. 367/11 Sec 46 and 55 \(2\)b](#)
[Human Rights Code, R.S.O. 1990, c. H.19](#)

Duty to Accommodate Under the Human Rights Code (HRC), section 2 (1) housing providers and the Region, as Service Manager, have a ‘duty to accommodate’ persons with

disabilities. [Human Rights Code, R.S.O. 1990, c. H.19](#)

This means that if an applicant has special requirements because of a disability, reasonable efforts must be made to accommodate the applicant.

Background

Applicants who have not contacted Housing Client Services within 12 months are sent a request to update their file. Files are inactivated if after 30 days the applicant.

- failed to provide requested documentation, or
- failed to respond to the Housing Client Services (no response/no contact)

Prior to April 01, 2017, eligible applicants had 24 months to reactivate their file. Files were inactivated and reactivated multiple times as long as the applicant contacted Housing Client Services within the set timeframe.

Effective April 01, 2017, the reactivation period is reduced to 12 months and applicants are eligible for one (1) reactivation only. If reactivated on or after April 1st, 2017, should their file become inactive again, their file will remain closed. If desired, the applicant can submit a new application and they will receive a new wait list date once the application process is complete.

Important: Overhoused households are exempted from this policy; refer to the [Overhoused Household](#) policy for details.

Inactivation Policy

Reasons for Inactivation

An inactive file cannot be reactivated for any of the following reasons unless as determined by a Service Manager Appeal (SMA) decision:

- applicant refused an offer of suitable housing that they selected
- applicant requested to be removed from the CWL (application cancelled)
- applicant is no longer found to be eligible for RGI assistance (failed to meet eligibility criteria i.e. over income, over asset limits, arrears, etc.)
- request for reactivation is outside the set timeframe
- request for reactivation is outside the allowable limit (1 reactivation after April 01, 2017)

Important:

- Applicants must satisfy eligibility requirements under the HSA and Region of Peel's local rules before appeal is granted.
 - Cancelled applications are non-appealable. Applicants who choose to cancel their application will be advised that they will be removed from the CWL and their file will remain inactive. They may re-apply to the CWL by submitting a new application and they will receive a new
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wait list date once the application process is complete.

Reactivation Policy

Effective April 01, 2017;

- applicants have 12 months from the date of inactivation to make contact and have their file reactivated if the date of inactivation is April 01, 2017 or later
- applicants are eligible for one (1) reactivation only (regardless of the application or reactivation date)

If...	Then their file...
no contact is made within 12 months of inactivation	will not be reactivated
contact is made and/or acceptable documents are received within 12 months of inactivation	may be reactivated and the applicant continues to be eligible for RGI housing, if only reactivated once since April 01, 2017
the file becomes inactive again in the future	<p>will not be reactivated even if contact is made within 12 months as per the new policy</p> <p>NOTE: The applicant will have to reapply to and will receive a new wait list date, if they wish to be on the CWL.</p>

Note: Housing Client Services can review reactivation requests to ensure policy requirements are met without the household completing an SMA (if the request is within the set timeframe)

Grandfathering

Files inactivated prior to April 01, 2017 will remain eligible for reactivation if contact is made within 24 months. However, if their file becomes inactive again in the future, then they will no longer be grandfathered and the new reactivation policy applies.

Accepting an Offer of RGI

Applicant has Accepted an Offer of RGI Housing Within Peel

If an applicant has accepted an offer of RGI housing within Peel and wishes to be on the CWL, the applicant must re-apply to the CWL

Applicant has Accepted an Offer of RGI Housing Outside of Peel

If an applicant has accepted an offer of RGI housing within another service area outside of Peel and wishes to remain on the CWL:

If the applicant is a...	Then...
VOFV (Victim of Family Violence), or VOHT (Victim of Human Trafficking)	<ul style="list-style-type: none"> • priority status is removed, and • their waiting list date on the CWL remains unchanged.
non-VOFV/VOHT	their waiting list date on the CWL remains unchanged.

Reactivation Requests for Pending Special Priority Status (VOFV or VOHT)

A Special Priority Applicant who became ineligible for RGI prior to a decision on their special priority request (VOFV or VOHT) may wish to have their request reviewed once their file has been reconfirmed as RGI eligible and has been reactivated.

If an applicant's file is reactivated...	Then...
within one year from the special priority request date	Housing Client Services will review the special priority request with the original special priority request date.
past one year of the special priority request date	the applicant will remain on the regular wait list and the regular reactivation policy applies. Note: They may reapply for either special priority status with a new request date.

IMPORTANT:

- The priority date cannot precede the waiting list date.
 - Extenuating circumstances may be reviewed with a supervisor.
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Questions

If you have any questions please contact your Housing Supply Specialist.
