

Policies and Procedures

Subject: Rent-Geared-to-Income (RGI) Training

Date: July 1, 2021

Replaces: March 3, 2015

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

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| <input checked="" type="checkbox"/> Co-operatives | <input checked="" type="checkbox"/> Centralized Waiting List (CWL) |
| <input checked="" type="checkbox"/> Federal Subsidies | <input checked="" type="checkbox"/> Rent Supplement*
*incl. former OCHAP/CSHP |
| <input checked="" type="checkbox"/> Municipal & Private Non-Profit | |
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Content This document contains the following:

Legislation
Purpose
Policy
Access to Training
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Legislation *Housing Services Act, 2011(HSA), [Ontario Regulation 316/19](#)*

Purpose This document will provide information pertaining to rent geared-to-income (RGI) training for staff employed by Housing Providers who are responsible for RGI administration.

Policy	<p>The Region of Peel, as Service Manager, requires that all:</p> <ul style="list-style-type: none">▪ New staff attend RGI training within 12 months after beginning employment with a Housing Provider; and▪ Existing staff attend RGI training if the operational review identifies RGI calculations with an error rate of 10% or higher. <p>Exception: Attendance at a Regionally held training session will not be required if the staff member provides proof of successful completion of RGI training through ONPHA.</p>
Access to Training	<p>RGI training will be provided annually at no cost to the Housing Provider. Housing Providers with staff who require training should contact their Housing Supply Specialist to ensure they are contacted for the next round of training.</p>
Rational	<p>As Service Manager, the Region of Peel is responsible for complying with the RGI rules as set out in the <i>Housing Services Act, 2011</i> and O. Reg. 316/19.</p> <p>It is important for the Region of Peel to ensure that RGI rules and procedures are implemented consistently throughout the Region.</p> <p>As RGI rules are complex and errors have a negative impact on tenants/members, regular training may help reduce the number of Service Manager appeals and increase the trust and confidence of our tenants/members regarding RGI administration.</p>
Questions	<p>If you have any questions pertaining to this document, please contact your Housing Specialist at the Region of Peel.</p>