

Communiqué

Issue 2022-04

December 2, 2022

The Requirements, Recommendations and Guidelines in this Communiqué are applicable to the social housing providers administered by the City of Hamilton.

✓	Providers Under <i>Housing Services Act, 2011</i>
✓	Access to Housing
✓	Rent Supplement
✓	Requirement

SUBJECT: Information Communicated to Households Upon Offer of Assistance

The purpose of this communicate is to provide an overview of updates required by amended regulations to the Housing Services Act (HSA). [Communiqué Issue 2022 - 02](#) dated June 1, 2022 indicated that the HSA defines the access system requirements governing the administration of the centralized waitlist. Effective January 1, 2023, the Province has amended Section 10.2 of the HSA requiring households being offered assistance through the centralized waitlist to be notified in writing the following information:

- A description of the method used to calculate assistance and/or rent;
- The criteria for assessing continued eligibility for the assistance; and
- The effect, if any, this will have on social assistance for households in receipt of Ontario Works or Ontario Disability Support Program.

In order to address these requirements, Policy and Procedure No. CoH20-1101-ROR1 Offers and Refusals has been updated. When an offer of assistance is made, the Housing Provider must send the household a letter that contains the required information listed above. The revised Policy also contains a sample letter that Housing Providers may elect to use in the creation of their notification letters.

Housing Providers are encouraged to contact their City of Hamilton Housing Administration Officer if they have any questions.

George Gambioli
Godfred Okyere-Koranteng
Kamba Ankunda
Kim Ryan

George.Gambioli@hamilton.ca
Godfred.Okyere-Koranteng@hamilton.ca
Kamba.Ankunda@hamilton.ca
Kim.Ryan@hamilton.ca