

# Lambton County Community Services Housing Services Department Policy and Procedure Manual

SUBJECT: Centralized Waiting List		INDEX NO.: 1.003
EFFECTIVE: 01/01/02	APPROVED: 03/04/02	REVISED: 04/10/07

**Policy:** Social Housing Reform Act 2000, Section 68

The County of Lambton will establish and administer waiting list(s) for rent-geared-to-income assisted units in Lambton County in accordance with the Social Housing Reform Act 2000 and relative Regulations.

**Procedure:**

**Step 1:**

Households wishing to apply for rent-geared-to-income assistance must complete a standard application form, signed by all members of the household 18 years of age and older, and submit it to the Housing Services Department, County of Lambton.

Written notification of receipt of the application must be issued within seven (7) business days of receipt of the application.

**Step 2:**

An appointment will be set to complete the application process and determine eligibility. Once complete, the application will be assessed for eligibility. Once determined eligible, the application will be assessed to determine the appropriate housing unit(s) and category into which it should be placed. The household will be placed on the appropriate waiting list(s). The household will be notified within 30 days of its eligibility and on which waiting list(s) and in which category it has been placed. An applicant can request a review of a decision regarding eligibility, type and category.

Once an applicant has been placed on the appropriate waiting list and the household circumstances change, resulting in a change in the appropriate housing unit(s) and category into which it should be placed, the change will take place with the original application date. For example, an applicant is 63 years of age when application is made but turns 65 years of age while on the waiting list. The applicant may now be placed on the waiting list for a seniors only complex(s) with the original application date.

Housing Providers will receive a subsidiary waiting list(s) for their complex(s) once per month, or as often as requested.

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**Step 3:**

Once a vacancy becomes available, the housing provider will forward a Notice of Vacancy to the Access Co-coordinator. The Access Co-coordinator will refer to the appropriate subsidiary waiting list and review the file for the first household on that subsidiary waiting list.

The Housing Services Department will review the requested file and the Access Co-coordinator will attempt to contact the household, to ensure all information is up-to-date and accurate prior to forwarding the file to the Housing Provider.

Information specific to the Housing Provider will be forwarded to the Housing Provider, including a copy of the first page of the waiting list showing the chronological order of the applicant. For applicants deemed Special Priority personal information collected for the purposes of determining whether a household should be included in special priority household category shall not be forwarded to the Housing Provider.

The Housing Provider will review the file as outlined in Ontario Regulations Part VI. If selected, the Housing Provider will offer the unit to the applicant. The Housing Provider must make the offer of housing in writing. If there is no response to the offer or the applicant refuses the offer the Provider must notify the Service Manager and return the complete file to the Service Manager with a copy of the letter of offer and the reason the offer was refused.

If the household is not selected by the Provider, the Provider must notify the applicant and Service Manager, in writing, giving reasons and providing information to the household on the review process. The Provider must return the file to the Housing Services Department and request the file for the next household on the appropriate waiting list. The Service Manager will remove the applicant's name from the subsidiary waiting list for that project.

**See detailed procedures on attached flow chart**