



COUNTY OF RENFREW

LIST OF PUBLIC INFORMATION REQUIRED FOR SOCIAL HOUSING

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1. LIST OF PROVIDERS OF SOCIAL HOUSING PROJECTS WITHIN THE COUNTY OF RENFREW

<i>NAME OF HOUSING PROVIDER</i>	<i>PROJECT NAME(S)</i>	<i>NUMBER OF UNITS</i>
G. T. Seniors Apartments (Arnprior) Inc.	Baskin Place, Baskin Drive West, Arnprior Ontario K7S 3G8	24
Killaloe & District Housing Inc.	Millstream Apartments, Mill Street, Killaloe Ontario K0J 2A0	28
Kinsmen Court Home For Men & Women (Pembroke) Inc.	Blakely Court, Blakely Street, Pembroke Ontario K8A 8J4	25
Opeongo Non-Profit Community Residential Development Inc.	Vimy Boulevard, Renfrew Ontario K7V 4J8	42
Ottawaska Housing Projects	Madawaska Village Spruce Street, Arnprior ON K7S 3V9	32
	Hillside Place, Caruso Street, Arnprior ON K7S 3T6	25
Petawawa Housing Corporation	Victoria Street, Petawawa Ontario	21
Renfrew County Housing Corporation	McLachlin Heights, Arnprior, Ontario	25
	Allan/Wilfred, Arnprior, Ontario	20
	Sullivan Crescent, Arnprior, Ontario	18
	Wilfred/Edward, Arnprior, Ontario	20
	Edward Street, Arnprior, Ontario	1
	Albert Street, Arnprior, Ontario	24
	Burwash Street, Arnprior, Ontario	54
	Russell Street, Arnprior, Ontario	41
	Stafford Street, Barry's Bay, Ontario	35
	Smith Street, Beachburg, Ontario	12
	MacKercher Drive, Cobden, Ontario	20
	Poplar Avenue, Deep River, Ontario	24
	Wallace Street, Eganville, Ontario	26
	Palmer Road, Palmer Rapids, Ont.	21
	Nelson Street, Pembroke, Ontario	15
	River Rd./MacKay, Pembroke, Ontario	50
	Elizabeth St., Pembroke, Ontario	39
	Nelson St., Pembroke, Ontario	24
	Lea St., Pembroke, Ontario	35
	Lea St., Pembroke, Ontario	16
Cecil St., Pembroke, Ontario	36	
Nelson St., Pembroke, Ontario	14	
Nelson/Arnold/Fraser, Pembroke, Ontario	29	
Bronx/Reynolds, Pembroke, Ontario	30	
Cecil St., Pembroke, Ontario	3	
Elizabeth St., Pembroke, Ontario	60	

	Moran Heights, Renfrew, Ontario	31
	Oak Crescent, Renfrew, Ontario	26
	Airth Blvd., Renfrew, Ontario	29
	Lorne Street, Renfrew Ontario	12
	Vimy Blvd., Renfrew, Ontario	42
	Hall Ave., Renfrew Ontario	89
St. Joseph Non-Profit Housing (Pembroke) Corporation	St. Joseph Seniors Apartments, Phase I Pembroke Street West, Pembroke Ontario	30
	St. Joseph Seniors Apartments, Phase II, Pembroke Street West, Pembroke Ontario	30
	St. Joseph Seniors Apartments, Phase III, Pembroke Street West, Pembroke Ontario	30
	St. Joseph Family Townhouses, Riverside Drive and St. Anne Crescent, Pembroke Ontario	50

2. HOW TO APPLY FOR RENT-GEARED-TO-INCOME ASSISTANCE

Applications are available at the office of every social Housing Provider throughout Renfrew County. When the application is complete and all forms have been signed, the application is submitted to one of the Housing Providers. The following documentation will be required to be submitted with an application for rent-geared-to-income assistance:

- Proof of legal status in Canada for each member of the household. Copies of the following documents will be accepted: Canadian birth certificate, Canadian citizenship papers, Canadian Landed papers or documents supporting a claim for refugee status;
- Declaration of income and assets. This declaration must include all income and assets for every member of the household;
- Request for supporting documentation for income verification will come from the Coordinated Access Clerk;
- If a household member has full or shared custody of a child, include a copy of the custody agreement; and
- If a household member has a medical condition that affects daily living, such as limited mobility, documentation must be provided that states the nature of the disability and any special requirements for housing.

3. THE ELIGIBILITY CRITERIA FOR RENT-GEARED-TO-INCOME ASSISTANCE

Rent-geared-to-income (RGI) assistance is available to households who cannot pay the full market rent that is charged for a housing unit. Each household in a rent-geared-to-income unit pays approximately 30% of the total monthly household income toward the housing costs. If you are receiving assistance from Ontario Works or the Ontario Disability Support Program, your rent will be based on the social assistance rent scale.

When a completed application for rent-geared-to-income assistance is submitted to a Housing Provider in the County of Renfrew it will be reviewed and a determination for RGI eligibility made at that time. When a unit is offered to a household, the household's RGI eligibility will be reviewed by the Housing Provider offering the unit.

To be eligible for rent-geared-to-income assistance, the members of the household must meet each of the following conditions:

- Be legal residents of Canada, that is either Canadian citizens, landed immigrants, refugees or refugee claimants. You must prove your status in Canada;
- At least one (1) person in the household must be age sixteen (16) or older;
- No member of the household may owe money to any social Housing Provider;
- If a member of the household owns residential property that can be used all year, he or she is required to have divested his/her interest in the property within six (6 months or 180 days) after receiving RGI assistance;
- Able to live independently with or without support services, and make your own arrangements for support services if needed. An individual is considered to be able to live independently if he or she is able to perform the normal essential activities of day-to-day living; or can do so with the aid of support services and demonstrates that those support services will be provided when they are required;
- No person in the household may be under a deportation or departure order;
- No member of the household has misrepresented income while previously living in rent-geared-to-income assisted housing or have been convicted of an offence related to misrepresenting income in the last 2 (two) years; and
- The members of the household must pursue any income from Ontario Works, support payments, Employment Insurance or any pension or support payments required under a sponsorship agreement. Failure to pursue a specific type of income within the required time frame will result in your application being judged ineligible for RGI assistance.

4. ELIGIBILITY FOR SPECIAL PRIORITY HOUSEHOLD STATUS

The County of Renfrew will give priority to households applying for rent-geared-to-income (RGI) assistance if someone in the household is currently a victim of domestic abuse. You must provide a safe address and telephone number where you can be contacted.

If you are applying for special priority status you will be required to provide supporting documentation that must indicate one of the following:

1. A record of intervention by the police indicating that you were abused by the abusing individual;
2. A record of physical injury caused to the you by the abusing individual;
3. A record of the application of force by the abusing individuals against you to force you to engage in sexual activity against your will;
4. A record of words, actions or gestures by the abusing individual that threaten you or another members of the household of your or another members property including but not limited to, the following:
 - i. Threatening to physically harm you or another member of your household;
 - ii. Threatening to destroy or injure your property or the property of another member of your household;
 - iii. Intentionally killing or injuring pets;
 - iv. Threatening to remove your children or the children of another member of your household;
 - v. Forcing you or another member of your household to perform degrading acts;
 - vi. Terrorizing yourself or another member of your household;
 - vii. Threatening to take action to withdraw from sponsoring yourself or another member of your household;
 - viii. Threatening to take action that might lead to you or another member of your household to be deported; or
 - ix. Other words, actions or gestures that lead you or another member of the household to fear for your or their safety.

5. OCCUPANCY STANDARDS

Occupancy standards determine the size of unit that would be appropriate for your household. These standards are used to decide the largest unit size and the smallest unit size that your household should be offered.

OCCUPANCY STANDARDS TO DETERMINE SMALLEST UNIT SIZE

The smallest unit a household is eligible for is:

- One bedroom for every two members of the household; and
- An additional bedroom if there are an odd number of members in the household.

If the household consists of one individual, or two individuals who are spouses of each other or same-sex partners of each other, the smallest unit the household is eligible for is a bachelor unit.

OCCUPANCY STANDARDS TO DETERMINE LARGEST UNIT SIZE

The largest unit a household is eligible for has:

- One bedroom for any two members of the household who are spouses of each other or same-sex partners of each other; and
- One bedroom for each additional member of the household.
- A household may request an additional bedroom or bedrooms because of certain circumstances. A household may be allocated additional bedrooms in the following cases:
 - An additional bedroom if one of the spouses or same-sex partners requires a separate bedroom because of a disability or medical condition;
 - An additional bedroom if the room is required to store equipment required by a member of the household because of a disability or medical condition;
 - An additional bedroom if the bedroom is required to accommodate an individual who is not a member of the household and who provides a member of the household with support services that are required because of the member's disability or medical condition;
 - An additional bedroom if a member of the household is pregnant;
 - An additional bedroom if:
 - i. A member of the household has joint custody over a child who is not a member of the household; and
 - ii. The member is required to provide accommodation for the child; and
 - iii. The bedroom is required to accommodate the child.

6. WAITING LISTS

6.1 *Submitting Your Application*

All completed applications will be entered into a centralized waiting list, which is managed by the Renfrew County Housing Corporation. Your application will be placed on a list for each Housing Provider that you select, as long as your household meets their criteria. Units are offered to the next appropriate household on the Housing Provider's list, based on the date the completed application was received. Special priority is given to households where a member of the household is a victim of domestic abuse.

Once you submit your application for rent-geared-to-income assistance (RGI), it will be reviewed and you will be notified in writing whether or not it is complete. If your application is not complete, you will be informed as to what you need to do to complete the application. You will also be given a time period in which you will have to submit the required information or documentation.

6.2 *Before a Unit is Offered*

During the time your household is on the waiting list for RGI assistance you will need to ensure the information on your application is updated if there are any changes. If any of the following change, you will need to notify us in writing so your application can be adjusted:

- You change your address or phone number;
- You want to live in locations other than those you chose on your application;
- The number of people in your household changes; or
- The contact person on your application changes.

If there are changes, you must notify the Central Waiting List, which is managed by the Renfrew County Housing Corporation, within 10 business days of the change. You will be notified if additional documents or information are required. Attempts to contact the applicant and their secondary contact number should not go past the third day.

If you want to change the Housing Providers that you have applied to, you may do so. However, the date you submit the request to be placed on the new Housing Provider's list will be the date used for your household for applicants to that provider.

6.3 *When a Unit is Offered*

Once a suitable unit becomes available and your application is chosen, you will be contacted. Since units are rented promptly, Housing Providers require a daytime telephone number so they can call you when a unit becomes available. If you cannot be reached during the day, it would be helpful to provide the telephone number of a contact person who can be reached during the day so they can pass on the message to you.

Your application will be reviewed again by the Housing Provider and you will be asked to provide current proof of your income and assets.

7. COMMUNITIES IN THE COUNTY OF RENFREW SERVICE AREA

Renfrew County has separated the communities into three zones. Offices are located in the following communities.

Community Name	Contact Information
Pembroke	169 Lake Street, Pembroke Ontario K8A 5L8 Telephone (613) 735-0782, Fax (613) 735-0308
Arnprior	100 Madawaska Boulevard, Arnprior Ontario K7S 1S7 Telephone (613) 623-7951, Fax (613) 623-8403
Renfrew	Renfrew County Place, 450 O'Brien Road Suite #105, Renfrew Ontario K7V 3Z2 Telephone (613) 432-3679, Fax (613) 432-9402

You may contact the office closest to you. You may also pick up and submit an application for rent-geared-to-income housing at any Housing Provider in Renfrew County.

8. TRANSFER TO A UNIT OPERATED BY ANOTHER HOUSING PROVIDER

If you currently living in one of the units operated by a Housing Provider in Renfrew County, but would like to move to another building that is operated by a different Housing Provider, you may apply for a unit. This is called a 'transfer'.

You must submit a completed application for rent-geared-to-income housing to the Central Waiting List, managed by the Renfrew County Housing Corporation, indicating where you would like to live. Your application, once complete, will be placed on the waiting list for that provider, in the same chronological order as new applicants applying for a unit. This means that you will have to wait for an appropriate unit to be offered by the Housing Provider.

9. PROCESS FOR INTERNAL REVIEW OF DECISIONS

There are certain circumstances where your application for rent-geared-to-income (RGI) assistance will not be considered eligible. You may appeal the decision if it falls into one of the following categories:

- 1) Household is considered ineligible for RGI assistance
- 2) Household is considered ineligible for special needs housing
- 3) The type of accommodation in which the household has been placed on the waiting list
- 4) Category into which the household has been placed on the waiting list
- 5) Amount of geared-to-income rent payable by the household
- 6) Deferral of geared-to-income rent payable by the household

The following procedures have been established for households who wish to appeal one of the above decisions regarding their application.

- 1) A Renfrew County Internal Review Committee has been established to review all decisions that are subject to an internal review. This Committee includes a County of Renfrew Councillor, the Director of Community Services and the Social Housing Manager.
- 2) A member of the household requesting the review must submit a request in writing directly to the Social Housing Manager.
- 3) The Social Housing Manager shall request and review the information from the appropriate Housing Provider or Social Housing Supervisor.
- 4) The Social Housing Manager shall make a recommendation to the Renfrew County Internal Review Committee on the internal review.
- 5) The Renfrew County Internal Review Committee shall review the recommendation of the Social Housing Manager and render a decision.
- 6) The decision of the Renfrew County Internal Review Committee shall be considered final. A notice outlining the outcome of the review and the decision made shall be sent to the applicant who requested the review.

10. THE ALTERNATIVE HOUSING PROVIDERS THAT PROVIDE HOUSING WITHIN THE COUNTY OF RENFREW TO HOMELESS OR HARD TO HOUSE HOUSEHOLDS.

There is one Housing Provider within the County of Renfrew who provides housing to the homeless or hard to house households. Kinsmen Court Home (Pembroke) Inc. is located at 222 Blakely Street, Pembroke Ontario K8A 8J4. This Housing Provider has twenty-five (25) one-bedroom units to house the following types of adult individuals and adult households:

- Physically disabled;
- Developmentally disabled;
- Psychiatrically disabled;
- Persons with acquired brain injury;
- Victims of family violence;
- Victims of substance abuse;
- Homeless; and
- The hard to house.

Individuals and households who meet the above criteria are housed primarily through a referral system, although individuals and households may apply directly to the Housing Provider. Some of the agencies that make referrals of individuals and households to Kinsmen Court Home (Pembroke) Inc. include:

- Pembroke General Hospital Community Mental Health Services;
- The Community Living Association;
- Bernadette McCann House; and
- Renfrew County Central Waiting List.

11. MANDATES OF HOUSING PROVIDERS IN THE COUNTY OF RENFREW

Housing Providers in the County of Renfrew serve a variety of household types. Some buildings are designated for seniors, while others are for adults with disabilities. Applications for rent-geared-to-income are reviewed to ensure that the household meets the mandate of the Housing Provider that the applicant has selected.

Housing Providers in the County of Renfrew with specific mandates include:

Mandate	Name of Provider	Location
Seniors housing	G. T. Seniors Apartments (Arnprior) Inc.	Arnprior
	St. Joseph Non-Profit Housing (Pembroke) Corp.	Phase I, Pembroke
	St. Joseph Non-Profit Housing (Pembroke) Corp.	Phase II, Pembroke
	St. Joseph Non-Profit Housing (Pembroke) Corp.	Phase III, Pembroke
	Petawawa Non-Profit Housing Corporation	Petawawa
	Killaloe & District Housing Inc.	Killaloe
Alternative housing	Kinsmen Court Home (Pembroke) Inc.	Pembroke

Seniors housing building is for adults aged 65 years and over. One member of the household must meet this criteria.

An alternative Housing Provider provides housing for single adults and adult households where the members meet one or more of the following criteria:

- Physically disabled;
- Developmentally disabled;
- Psychiatrically disabled;
- Persons with acquired brain injury;
- Victims of family violence;
- Victims of substance abuse;
- Homeless; and
- The hard to house.

All other Housing Providers in the County of Renfrew provide housing for all household types including single adults, seniors, families, adult couples, and those with physical disabilities.