

Appendix “C”

OW/HOUSING OPERATIONS PILOT PROJECT

Eviction Prevention Pilot Project

Eviction for Unpaid Rental Arrears: *Current Housing Process*

1. 1st of the month- rent is due
2. 2nd to 3rd business day- early N-4 issued to tenants who pay market rent and have not paid their rent
*N-4 provides 14 day notice to proceed with eviction process if rent not paid.
*N-4 must be hand delivered by property manager and conversation attempted to see if tenant has new phone or email contact, possibly pay date, concerns etc)
3. 9th to 11th day of the month- regular N-4 issued to tenants who pay subsidized rent and have not paid their rent
4. 24th of the month proceed to issue L-1 with LTB for eviction
5. Usually takes a couple of months for hearing – whereby arrears continue to build

Eviction for Unpaid Rental Arrears Pilot Project New Process:

Housing Process:

1. 1st of the month- rent is due
2. 2nd to 3rd business day- early N-4 issued to tenants who pay market rent and have not paid their rent
*N-4 provides 14 day notice to proceed with eviction process if rent not paid.
*N-4 must be hand delivered by property manager and conversation attempted to see if tenants has new phone or email contact, possibly pay date, concerns etc)
3. 9th to 11th day of the month- regular N-4 issued to tenants who pay subsidized rent and have not paid their rent
4. 24th of the month- prior to issuing L-1 with LTB for eviction- Manager of Tenant Services will send an email to Coordinator of Shelters and Homelessness to advise that the L-1 is about to be issued for an OW client.

OW Process:

1. Coordinator of Shelters and Homelessness will distribute the email to the appropriate caseworker (CW) for follow up. Copy to case aide for entry into tracking spreadsheet
2. OW CW will make attempt to contact client immediately to discuss impending eviction notice, rental arrears, and possible use of shelter benefits, CHPI etc.
3. OW CW will contact (call or email) the Property manager for that building within 48 hours to advise if arrears can be paid immediately or if they should proceed with L-1. If CW cannot contact client within 48 hours they should still attempt to contact client after the L-1 is issued to resolve arrears issue. Client may be placed on suspend for unable to contact.
4. OW CM will issue rental arrears (if available) directly to Housing and place OW client on a pay direct for future shelter payments.
5. Case aide will follow up on outcome in spreadsheet (ie eviction avoided or eviction completed, reasons, etc)

Housing process:

Housing will proceed with issuance of L-1 if OW unable to resolve within 48 hours, however will continue to work with tenants and OW to resolve issue before hearing date.

Loss of Subsidy: Pilot Project

Loss of Subsidy: Current Housing Process

1. Housing requests annual update forms from tenants including:
 - a. Household Composition Income and assets form
 - b. Social Housing Verification form
 - c. Employment verification form if applicable
 - d. Income tax document
 - e. Three months of bank statements (for all bank accounts)
 - f. Verification of tenant insurance
 - g. Proof of other sources of income
2. If client fails to submit forms by deadline, housing requires the property manager to have four contacts with client to follow up before issuing a Loss of Subsidy notice. The Loss of Subsidy notice advises tenant they have 90 days to submit missing information.
3. If missing information is not submitted within 90 days the tenant's rent moves to market rent rate.
4. If tenant provides the missing information within 30 days of losing subsidy, subsidy can be reinstated.

Loss of Subsidy: Pilot Project New Process

Housing Process:

1. Housing requests annual update forms from tenants including Household Composition Income and assets form, Social Housing Verification form, and Employment verification form if applicable.
2. If client fails to submit forms by deadline, housing requires the property manager to have four contacts with client to follow up before issuing a Loss of Subsidy notice. The Loss of Subsidy notice advises tenant they have 90 days to submit missing information.
3. Manager of Tenant Services will send email to Coordinator of Shelters and Homelessness with a copy of tenant's Loss of Subsidy Notice. This notice includes the tenant's name, address and date of loss of subsidy, but not the list of missing information.

OW Process:

1. Coordinator of Shelters and Homelessness will email the information to the appropriate OW caseworker and CC the case aide for entry into the tracking spreadsheet
2. OW CW will contact the Property manager for that building to verify what information is still missing
3. OW CW will contact the client to discuss the missing information and provide support in completing if possible.
4. Loss of subsidy will likely result in eviction due to unable to pay market rent on OW income. If OW CW unable to contact client, OW CW will place OW file on suspend for unable to contact and send letter to client requesting meeting to ensure missing documents are completed.
5. Case aide will update spreadsheet to record outcome such as subsidy retained, subsidy lost, reasons etc.

Housing Process:

1. If missing information is not submitted within 90 days the tenant's rent moves to market rent rate.
2. If tenant provides the missing information within 30 days of losing subsidy, subsidy can be reinstated.