

FREQUENTLY ASKED QUESTIONS

Who can apply?

For complete eligibility criteria, please see SH-002-2019 RGI Eligibility policy and the SH-004-2019 Tenant Selection policy.

You can apply if:

- You are at least 16 years old.
- All members of the household are legal residents of Canada or refugee claimants
- Total household income does not exceed the applicable limits as defined in the *Housing Services Act* (HSA)
- Total household assets do not exceed the applicable limits as defined in the Districts' Asset Limits policy (SH-003);
- No member of the household owes money to any social housing provider.
- No member of the household is in receipt of a portable housing benefit.

You will be required to provide documentation clearly indicating your legal right to be in Canada. This may include, but is not limited to, a copy of your birth certificate, landed papers, or documents supporting your claim for refugee status.

When it is closer to the time when you will be offered housing you must:

- Be able to live independently, with or without support services (which you must arrange)

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. Applicants are only added to waitlists for buildings the household qualifies for. Seniors are 65+, however applicants aged 60 - 64 may apply for the seniors' waitlist but are not eligible for a unit offer until 65.

I own my own home. Can I still apply?

If you own a residential property that can be used all year, you are required to divest your interest in that property within 180 days after receiving RGI assistance

I do not have an income. Am I eligible for social housing?

You may be required to pursue income from one or more of the following sources:

- Ontario Works
- Spousal Support
- Employment Insurance Benefits
- Old Age Security, Guaranteed Income Supplement, and Guaranteed Annual Income Supplement pension; or
- Sponsorship income under the *Immigration and Refugee Protection Act*.

Failure to pursue income within the required time frame could result in a decision of ineligibility.

When will I be notified regarding the status of my application?

You will receive written notice informing you whether your application is complete or not.

If it has been determined that your application is not complete, you will be informed what additional information is required to complete the application. You will also be given a time period in which to submit the required information or documentation.

What should I do if information or my situation changes after I submit my application?

If there is a change in any of the information that you provide, you are required to notify our office, in writing, within 30 days of the change. You will be notified if additional documents or information are required.

Applications will not be processed without copies of birth certificates or landed immigration status for all members on the application

Can I choose where I want to live?

Yes. When you apply for housing, you will be asked where you want to live. You can choose one or many locations. Your name will be added to the waiting list for each location where you are eligible.

How long will it take for me to get a unit?

The length of time before a unit comes available will vary depending on the locations you choose. It will take some time because of the small number of vacancies.

Do I get to pick what size unit I want?

You can indicate what type of unit you want to live in. However, your choice must fall within a range of unit sizes that is determined by the occupancy standards policy (SH-005).

What happens while I am waiting for housing?

It's important that you keep your file up to date. You must notify us **within 30 days** if any of the information you provide in this application changes, for example:

- 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
- The contact person on your application changes

We will send you a letter or contact you at least once every 24 months. **Your name will be removed from the waiting list if we cannot contact you.**

We will do a more comprehensive income verification process prior to making you an offer for housing.

How are people chosen for housing?

The system for selecting households is based primarily on date of application. Special priority may be given to your application if you are living with someone who threatens your safety or the safety of other household members, deemed to be "Medically Urgent" or if you are homeless.

How will I be contacted for an offer?

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, please provide a telephone number of a contact person who can be reached during the day so they can pass on the message to you. If we are unable to contact you within 48 hours an offer will be made to the next applicant on the list.

How much rent can I expect to pay?

Generally, rent-geared-to-income is based on 30% of your adjusted family net income according to your Canada Revenue Notice of Assessment, or if you are receiving assistance from Ontario Works or the Ontario Disability Support Program, a social assistance rent scale.

What if I want a market unit?

Housing providers who have market units maintain a separate waiting list for these units. If you are interested in obtaining a market unit, please contact the housing provider directly.

What if I need a special type of unit?

Some housing providers have wheelchair accessible units or units where support services are provided. If you require a unit with accessibility features, please complete Section 6 carefully.

Tenants who enter into leases after January 1, 2018 will not be permitted to smoke in the rental unit.

INSTRUCTIONS FOR COMPLETING THE APPLICATION

Please read the following information carefully before filling out your application.

APPLICATION CHECKLIST

Use this checklist to make sure you have:

- ☐ Completed all sections of the form.
- ☐ Signed pages 12 & 13 (*All household members over the age of 16 years must sign this form*)
- ☐ Completed the building selection form.
- ☐ Included copies of Canadian birth certificates, Canadian Passport, landed immigrant, OR permanent resident card for ALL members of the household.

INCOMPLETE APPLICATIONS WILL NOT BE ELIGIBLE TO BE ON THE WAITLIST

MAIL OR DROP OFF COMPLETED APPLICATIONS TO:

The District Municipality of Muskoka
Community and Planning Services – Housing
70 Pine Street
Bracebridge, Ontario P1L 1N3
Phone: (705) 645-2412 Toll Free (705 area only) 1-800-461-4215
Fax: (705) 645-4272
Email: communityhousing@muskoka.on.ca

Personal information contained on this form or in attachments is collected, pursuant to the *Housing Services Act, 2011*, Sections 162, 163, 164 and 165 or the *Municipal Freedom of Information and Protection of Privacy Act, (R.S.O. 1990, c M.56)*.

This information may be used to determine suitability and eligibility for housing applied to, continuation of housing and the appropriate rent scale and rent-geared-to-income charge. Personal information may be disclosed to housing providers, other municipal or provincial departments and agencies that assist in the provision of social housing and social agencies providing social assistance to the applicant.

All applicants must consent to the verification, disclosure and the transfer of information given on this form and attachments by or to any of the above entities and you are required to provide supporting material.



DATE RECEIVED:

Section 1 – PRIMARY CONTACT INFORMATION

Calls to offer housing are normally made during regular business hours. Please ensure that you provide us with a daytime number where you can be reached.

First name:	Middle name:	Family name:
Street address:		Apartment number:
City:	Province:	Postal code:
Home phone number: ()		Cell number: ()
Work number (if you wish us to contact you there) :		
E-Mail (if you wish us to contact you by email):		
Mailing address (if different from above address):		
Alternate contact names and daytime numbers (where we can leave a message):		
Name:		Relationship:
Phone Number: ()		
Do you need help reading documents?		☐ Yes ☐ No
Did someone assist with this application :		☐ Yes ☐ No
Do we have permission to send mail or discuss your application with this person: ☐ Yes ☐ No		
If yes, please provide their information:		
Name:		
Phone Number:		
Relationship:		
OFFICE USE ONLY	Arrears	
Preferences	Income	
Documentation	Confirmation Sent	

Section 2 - HOUSEHOLD INFORMATION

Please provide information about all adults and children who will live in the unit. You must provide documentation proving your legal status in Canada. *This section must be completed.*

NAME	Relationship to you	DATE OF BIRTH			SEX M/F	STATUS IN CANADA (CANADIAN CITIZEN, LANDED IMMIGRANT, OR REFUGEE CLAIMANT)	SOCIAL INSURANCE NUMBER
		M	D	Y			
	SELF						

Do all family members currently live with you? ☐ Yes ☐ No

If no, please explain:

Is a baby expected? ☐ Yes ☐ No If yes, date expected:
(Further documentation may be required)

Are you currently living temporarily with family or friends or in a motel or emergency shelter?

☐ Yes ☐ No

If Yes, please explain:

Section 2- HOUSEHOLD INFORMATION

Do you or any other persons on this application own property (e.g. house, farm, land, mobile home etc.)? ☐ Yes ☐ No

If yes, indicate type of property, location and estimated value – further information will be required:

Do you suffer from a serious health condition that is aggravated by your current living arrangements?

☐ Yes ☐ No

If yes, a detailed Doctor's letter outlining the condition and how your current living arrangements affect that condition must be included if you want us to consider the condition when offering you housing.

Are children under 16 years of age included on the application? ☐ Yes ☐ No

Do you have **full** custody of any of the children listed in the application? ☐ Yes ☐ No

Do you **share** custody of any of the children listed in the application? ☐ Yes ☐ No

Please provide custody documentation.

******If you do not have supporting documents please include a written and signed declaration describing the circumstances relating to custody and support.******

APPLICATIONS FOR ADDITIONAL BEDROOMS WILL NOT BE ELIGIBLE WITHOUT SUPPORTING DOCUMENTATION. The size of unit for which you may be eligible will be determined by the number of people in the household.

PLEASE LIST THE TYPE OF DOCUMENT YOU HAVE ATTACHED TO THE APPLICATION and describe the circumstances below:

Applicants must be able to live independently (including bathing, dressing, eating, mobility, toileting, housekeeping, keeping finances, etc.) either with or without support services.

Does anyone in the household require support services in order to live independently?

☐ Yes ☐ No

If yes, please specify what type of support service(s) are required and how they are provided.

Support services must be arranged and paid for privately.

Section 3 - INCOME AND ASSET INFORMATION

At time of application, written declaration of income is required. When an offer of housing is made to you more detailed documentation of your income and assets will be required.

We will also require a copy of your most recent Notice of Assessment from Canada Revenue Agency.

INCOME: Please indicate the following information for all Household Members over 16 years of age according to the Notice of Assessment from Canada Revenue Agency (CRA):

Name of Applicant	Line 15000	Line 23600	Year
Applicant #1			
Applicant #2			
Applicant #3			

ASSETS are valuable items that you own. There are some assets that give you income and others that do not.

To be eligible for RGI, you cannot have assets of more than \$50,000 if you are a single person or more than \$75,000 if you are a family.

Some assets are not considered. These include personal items such as clothing and furniture, vehicles, a Registered Retirement Savings Plan (RRSP), and income from a Registered Disability Savings Plan (RDSP).

If you own property, please provide a written appraisal of the property or tax bill.

Depending on the type of property, applicants will be expected to sell the asset within 180 days.

ASSETS – VALUE

STATEMENT OF ASSETS	Applicant # 1	Applicant # 2	Applicant # 3	Others on Application
Bank, Trust Company, Credit Union and Any Other Accounts				
Stocks, Bonds, GICs, Debentures and Other Securities/ Certificates				
RRSPs, Annuities				
Rent Revenue				
Business Assets (e.g. partnership, franchise, self-employment, etc.)				
Monies Owed to You (over \$500.00)				
Assets Transferred				
Value of Real Estate Owned (e.g. Building, Trailer, Farm, Land)				
Other Assets (Specify)				
Total Assets	\$	\$	\$	\$

Section 4 - APPLICATION FOR SPECIAL PRIORITY STATUS

The Special Priority status is reserved for applicants who have been abused by another individual residing in their household. Special Priority assists applicants who need subsidized housing assistance to permanently separate from the abusing individual. The application for Special Priority must be made within 3 months of separation from the abusing individual.

Applicants with Special Priority go to the top of the waiting list for subsidized housing assistance.

In order for your request for Special Priority status to be considered, you must first meet the eligibility criteria for subsidized housing assistance.

To apply for Special Priority status you must complete the "Special Priority (SPP) Application Package (SH-901)". You may request the forms from the District of Muskoka Housing office at 70 Pine Street in Bracebridge, or by calling 705 645-2412. You will need to have a qualified professional* complete Part C the "verification record" of the form and provide a letter supporting your application.

Are you living with someone who threatens your safety or the safety of anyone else listed on this application? ☐ Yes ☐ No

Would you like us to mail the "Special Priority (SPP) Application Package (SH-901)" to a safe mailing address (if different from page 4)? If yes, please provide a safe address.

☐ Yes ☐ No

Street #:

Apartment #:

City:

Province:

Postal Code:

*A qualified professional is someone from the following areas who has knowledge of the abuse to which you or a member of your household has been subjected.

i.e. A doctor; lawyer; law enforcement officer; member of the clergy; teacher; guidance counsellor; an individual in a managerial or administrative position with a housing provider; community health worker; social service worker; victim services worker; or a shelter worker.

Section 5 - PREVIOUS SOCIAL HOUSING INFORMATION

Have you or anyone you have listed in Section 2 ever lived in social housing anywhere in Ontario?

☐ Yes ☐ No

If yes, please give details below.

Name of person(s) who lived in social housing:

Name of Housing Provider or Landlords name and contact information:

Complete Street name, Apartment number and Town where you lived.

Date moved in:

Date moved out:

Reason(s) for moving out:

Does this person owe rental arrears to the above or to any other social housing provider?

☐ Yes ☐ No

If yes, indicate amount owing: \$ _____

Have you entered into a repayment schedule?

☐ Yes ☐ No

Name of person(s) who lived in social housing:

Complete Street name, Apartment number and town where you lived.

Date moved in:

Date moved out:

Reason(s) for moving out:

Does this person owe rental arrears to the above or to any other social housing provider?

☐ Yes ☐ No

If yes, indicate amount owing: \$ _____

Have you entered into a repayment schedule?

☐ Yes ☐ No

Attach additional sheets if necessary

Section 6 - ACCOMMODATION REQUIREMENTS

The size of unit (number of bedrooms) that you ask to move into must fall within the occupancy standards policy (SH-005) for rent-geared-to-income assistance. The occupancy standards are:

The **largest** unit a household is generally eligible for has one bedroom for any two members of the household and one bedroom for each additional member of the household. Additional bedrooms are also allowed if a disability or medical condition warrants it (Doctor's letter required); to accommodate an individual who is not a member of the household and who provides a member of the household with support services due to the member's disability or medical condition (Doctor's letter required); if a household member is pregnant; or because of custody requirements (Custody Papers required). These additional bedrooms are only included if the household making application requests them.

The **smallest** unit a household is generally eligible for allows for two children of the same gender or two adults to share a bedroom.

Co-operative housing requires residents to participate in the operation and management of the building.

Are you interested in living in a Co-operative? ☐ Yes ☐ No

Do you require parking? ☐ Yes ☐ No

Do you require a modified unit? ☐ Yes ☐ No

If yes, support documentation is required.

Do you require a unit that is on the ground floor because you cannot climb stairs? ☐ Yes ☐ No

Please refer to Section 7 on the next page to select the buildings and areas in which you prefer to live.

LIST OF HOUSING PROVIDERS

Some buildings have market rent units as well as rent-geared-to-income units. Please contact the provider directly to apply for a market unit.

District Municipality of Muskoka Community Services – Housing 70 Pine St. Bracebridge, Ontario P1L 1N3 Phone: 705-645-2412 x4960 Toll Free: 1-800-461-4215 (705 area code) Fax # 705 645-4272	Muskoka Municipal Non Profit Housing Corporation 70 Pine Street Bracebridge, ON P1L 1N3 Phone: 705-645-2412 x4960 Toll Free: 1-800-461-4215 (705 area code) Fax # 705 645-4272
Bethune Housing Co-op 220 Winewood Ave. East Gravenhurst, ON P1P 1X6 Phone: 705 687-7305 Fax: 705 687-7305	MacTier and District Community Housing 70 Pine Street Bracebridge, ON P1L 1N3 Phone: 705 645-2412 x4960 Fax: 705 645-4272
Trinity Non-Profit Housing Corp. c/o Bayshore Property Management 11 Ferris Lane Suite 101, P.O. Box 606 Barrie Ontario, L4M 5N6 Phone: 705 722-3700 or 1-888-919-0996 Fax: 705 722-6242	

Section 7 - Building Selection						Check ONLY white boxes		Number of Bedrooms √ Box to select choices			
Address	Provider	Tenant Type	Building Type	Elevator				1 bedroom	2 bedroom	3 bedroom	4 bedroom
BRACEBRIDGE TH = Townhouse APT = Apartment											
124 Alice Street	District of Muskoka	Adult	APT	√	1						
22 Aubrey Street	District of Muskoka	Adult	APT								
3 & 5 Wellington Court	District of Muskoka	Family	TH								
100 Oakwood Heights	Muskoka Municipal Non Profit Housing	Senior	APT	√	1	2					
200 Oakwood Heights	Muskoka Municipal Non Profit Housing	Senior	APT	√							
200 Oakwood Heights	Muskoka Municipal Non Profit Housing	Non Senior	APT	√							
Cambrian Court	Muskoka Municipal Non Profit Housing	Family	TH								
GRAVENHURST											
845 & 865 Bethune Drive	District of Muskoka	Adult	APT								
915A-995C Bethune Dr. S	District of Muskoka	Family	TH								
175 Lofty Pines Drive	Profit Housing	Senior	APT	√							
125 Lofty Pines Drive	Profit Housing	Family	TH								
285 Ridge Rd. The Ridge,	Profit Housing	ALL	TH								
220 Winewood Avenue	Bethune Housing Co-op	ALL	APT	√			3				
HUNTSVILLE											
114 Brunel Rd.	District of Muskoka	Adult	APT								
14 Meadow Park Drive	District of Muskoka	Adult	APT	√							
16 Meadow Park Drive	District of Muskoka	Adult	APT								
2 Sabrina Park Drive	Profit Housing	ALL	APT	√							
Trinity Townhouses 1 Iris St.	Bayshore Property Management	Family	TH								
Legions Seniors Manor 22 Walter Street	Bayshore Property Management	Senior	APT	√							
MACTIER											
11 Yonge Street	MacTier and District Community Housing	ALL	APT			1 BD					

Section 8 – RELEASE AND CONSENT

Here is your legal agreement with us. Please read it carefully, and sign in the spaces below. All household members 16 years of age and older must sign this release and consent.

1. I understand that there are laws that allow the District of Muskoka to collect personal information about me.
2. I understand that the District of Muskoka will use the information I give them to see if I qualify for the housing I have applied for, to see if I continue to qualify for rent-geared-to-income assistance and to see how much assistance for which I am eligible.
3. I allow the District of Muskoka to give the information on this form and any attachments to the social services offices, other municipal service managers or district social services administration boards, housing providers, without further notice to me, if the information is necessary for the purpose of making decisions or verifying eligibility for assistance under the *Housing Services Act, 2011*, the *Ontario Works Act, 1997*, the *Ontario Disability Support Program Act, 1997*, or the *Day Nurseries Act*.
4. I allow the District of Muskoka to give the information on this form and any attachments to the government of Canada, a department, ministry, or agency of it, without further notice to me if the information is necessary for the purpose of administering or enforcing the *Income Tax Act (Canada)* or the *Immigration Act*.
5. I allow the District of Muskoka to give the information on this form and any attachments to any government or body with whom the District of Muskoka has made an agreement under the *Housing Services Act, 2011*, without further notice to me, for the purpose of conducting research related to a social benefit program or social housing or rent-geared-to-income assistance program.
6. I understand that any information on this form and any attachment given by the District of Muskoka to a body listed above is confidential and will only be given in accordance with the *Housing Services Act, 2011* and associated regulations.

If you have any questions about the collection and use of personal information, please contact:

DISTRICT MUNICIPALITY OF MUSKOKA, COMMUNITY SERVICES - HOUSING

70 PINE STREET, BRACEBRIDGE, ONTARIO, P1L 1N3 705 645-2412 ext. 4960

“Personal information contained in this form or in attachments is collected by the District of Muskoka pursuant to the *Freedom of Information and Protection of Privacy Act* (R.S.O. 1990 c.F31.) or the *Municipal Freedom of Information and Protection of Privacy Act* (R.S.O. 1990 c.M.56). This information may be used to determine eligibility for housing applied to, continuation of housing and may be used for the appropriate rent-geared-to-income charge.”

Signature(s) of all household members over the age of 16 years.

X _____	X _____
X _____	X _____
X _____	X _____

Today's Date: _____

Section 9 - DECLARATION

Please read this carefully, and sign in the spaces below. All members of the household 16 years of age and older must sign this declaration.

1. I give my word that everything I have written in this application is correct and complete.
2. I understand that all information I give to the District of Muskoka will belong to them and they will give my information to the housing providers I have chosen.
3. If something on this application is incorrect or not true, the District of Muskoka or the housing providers I have applied to may request additional information, may cancel my application or both and I may be prohibited from re-applying for assistance for a minimum period of two years under the *Housing Services Act, 2011*.
4. I understand that only the people I have listed on this application form may live with me in subsidized housing.
5. I understand that the District of Muskoka will use the information I give them to see if I qualify for the housing I have applied for, to see if I continue to qualify for rent-geared-to-income assistance and to see how much assistance for which I am eligible.
6. I give my word that I am in Canada legally.
7. Before I can receive housing, I understand that I must pay back or make arrangements to pay any money I owe to any subsidized housing project.
8. I understand that this application does not constitute an agreement on the part of the District of Muskoka or other Muskoka housing providers to provide me with rental accommodation.

Signature(s) of all household members over the age of 16 years.

X _____	X _____
X _____	X _____
X _____	X _____

Today's date: _____

Applications will not be processed without birth certificates and/or landed immigrant documentation. Please do not send copies of your Ontario Health Insurance Card.

I have included this information for all members on the application.

YES _____ NO _____

"Personal information contained in this form or in attachments is collected by the District of Muskoka pursuant to the *Freedom of Information and Protection of Privacy Act* (R.S.O. 1990 c.F.31) or the *Municipal Freedom of Information and Protection of Privacy Act* (R.S.O. 1990 c.M.56). This information may be used to determine eligibility for housing applied to, continuation of housing and may be used for the appropriate rent-geared-to-income charge."