
What is the Central Housing Registry?

The Central Housing Registry is a waiting list of all persons that apply for subsidized housing. The Registry processes and ranks your application. The Registry then places your name on the waiting list and keeps track of who gets the next offer for subsidized housing. The registry is sometimes called the *CHR*.

Who operates the waiting list system?

The Windsor Essex Community Housing Corporation (CHC) operates the common waiting list system for the City of Windsor and County of Essex. The waiting list is separate from CHC's subsidized housing units.

When you apply at the Central Housing Registry you can, but do not have to apply for subsidized housing at CHC.

Eligibility Rules - Who makes the rules?

The list of rules are made by the government of Ontario. There are some, but few, rules made by the City of Windsor. If you are eligible for subsidized housing that means you qualify to be placed on the waiting list. The rules and requirements are listed on the Application form.

How does the Registry choose who gets subsidized housing next?

You will be placed on the waiting list in a certain order. This is called "ranking". The government makes the rules about ranking. The rules are designed to give everyone fair treatment. Those that qualify for subsidized housing are "ranked" in the following order:

- First** The rules state that victims of domestic abuse are first on the list. This is called "Special Priority" status.
- Second** People that meet a certain set of factors are chosen second. This list of factors is on the application form. This is called "Priority II" status.
- Third** The date of the application is used to choose from the third group of people. The person that has been waiting the longest for housing at a location they have chosen is next for subsidized housing.

What if I disagree with a decision made by the Registry about my Application?

If you disagree with a decision made by the Registry about your Application you can appeal the decision. The appeal is called an "internal review". No one who took part in the first decision can be part of the appeal decision. To ask for a review, simply forward a request to review the decision, in writing, to:

Manager
Central Housing Registry – Windsor - Essex County
2470 Dougall Avenue, Unit 6
Windsor, ON N8X 1T2

See Info Sheet # 7 for more details about appeals.

How long does it take to get a subsidized unit?

This question is hard to answer. There are many factors that make your wait shorter or longer. It may be helpful to understand how selection by a social housing provider works to understand why it is hard to inform you about how long you may wait.

You choose the locations where you wish to live. If a location you choose has a subsidized unit become vacant, then the social housing provider must:

Choose First from their Internal Transfer Special Priority (victim of abuse) waiting list.

Choose Second from the remainder of their own Transfer waiting list OR the Central Housing Registry's Special Priority waiting list (victims of abuse).

Choose Third from the Central Housing Registry's Priority II waiting list.

Choose Fourth from the Central Housing Registry's waiting list based on the date of your application

A combination of factors affect waiting time:

- The date of your application for each location you choose
- The number of people waiting in each category
- The number and size of units available each month at the locations you choose
- The number of locations you choose – generally the fewer locations chosen, the longer the waiting time.
- The number of offers you refuse (you are allowed to refuse three offers. If you refuse three offers your name will be removed from the waiting list. You may apply again but your wait will start all over again.)

Generally, the waiting time in our area is:

Special Priority: 1 to 6 months *Priority II:* 3 to 12 months *By Date:* 1 to 4 years

Who can I speak with if I have a complaint?

If you have a complaint, and you feel Registry staff have not dealt with your complaint or answered your questions you may contact:

Manager, CHR- WEC: 254-6994 Ext. 3230 CEO Customer Service Line: 254-1681 Ext. 3030
Operations Manager: 254-1681 Ext. 3236

If you wish to receive legal advice or representation, you may contact:

- Legal Assistance of Windsor – 256-7831
- Community Legal Aid – 253-7150
- Your own lawyer

Central Housing Registry – Windsor Essex County
Providing co-ordinated access to social housing in our communities

IMPORTANT

This Information Sheet is intended to highlight some of the information related to rent geared-to-income housing. It is not intended to provide all the information you may need to know. FOR MORE INFORMATION CONTACT

Windsor Office: 519-254-6994
2470 Dougall Ave., Unit 6
Windsor, ON N8X 1T2
Email: chrwec@wehc.com

Essex Office: 519-776-4631
15C Talbot Street North
Essex, ON N8W 1A5
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