

## GETTING AND KEEPING YOUR POSITION ON THE WAITING LIST

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Many more people apply for subsidized housing than the number of houses or apartments available. The government has made a lot of rules to make the process as fair as possible. If you do not know the rules, you may not get into subsidized housing when you should. Even worse, you can get on the list and then have your application removed from the Central Housing Registry if you don't follow the rules.

### RULES ABOUT GETTING ON THE Central Housing Registry Waiting List

1. Go to one of the offices listed below. No appointment is necessary. Fill out an application form and provide proof of certain information. You will receive a response to your application in writing.
2. The application you fill out for subsidized housing includes a list of requirements that make people eligible for subsidized housing.
3. For example, if anyone who will be living with you owes money to another social housing provider, he or she must make arrangements to pay it back.
4. Be sure you know about these factors. Ask questions if you are not sure about any information on the application.

### RULES ABOUT STAYING ON THE Central Housing Registry Waiting List

5. You must continue to meet the list of requirements that make people eligible for subsidized housing while you are on the waiting list.
6. If any of the information on your application changes, you **must** notify the Housing Registry, in writing, within **10 business** days. For example, change of income, change of who lives in the household, or how the Registry can contact you.
7. If the Registry contacts you and asks you to respond and/or to give them more information, you **must** do that within the time frame they request.
8. You may be required to make a reasonable effort to pursue some kinds of income that you might be entitled to such as Ontario Works, Employment Insurance payments, support or maintenance payments or pensions.
9. If the Registry asks you for information or a document that you are unable to provide, you can be excused from doing so **as long as you prove to the Registry that you cannot do it**. Victims of abuse can be excused from providing any information or document that may put them at risk.

### IF YOU DON'T WANT A UNIT THAT IS OFFERED TO YOU

10. You may refuse the first two offers that are in the locations you have requested. But, if you turn down the third offer of a house or apartment in a location you have requested, your application will be taken out of the Registry. You may reapply, but you will be starting the wait all over again.
11. A special needs applicant may refuse as many offers as they wish without being removed from the Registry list.

### INFORMATION ABOUT YOU FROM SOMEONE ELSE

12. If the Registry gets information about you from someone else and is going to use that information to make a decision against you, you have the right to know about that and have an opportunity to comment. For example, if someone calls and tells the Registry that you have income you did not tell the Registry about, that information might make you not eligible for subsidized housing. Before the Registry can use that information to remove your application, they must first notify you and give you an opportunity to explain or deny the information.

### REVIEWS OR APPEALS

13. You have the right to appeal some of the decisions the Registry makes about your application.

**See Info Sheet # 7 for more information about appeals**

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**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:

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