

Verification Guidelines
Rent-Geared-to-Income Eligibility
Windsor Essex

These Verification Guidelines are made pursuant the Housing Services Act and Regulation 367/11.

There are two sections to theses Guidelines. **Section 1 Verification Guidelines** provides guidance on the verifications, confirmations and documents required to satisfy the RGI eligibility requirement in each case. **Section 2 RGI Eligibility Requirements** provides the legislated criteria and applicable sections of the Windsor Essex Local Rules for each RGI eligibility requirement and is included for reference.

Section 1

Verifications Guidelines

For the purposes of these Guidelines, the following terms have the meanings as set out:

“applicant” means one or more persons that have applied for subsidized housing;

“CHR” means the Central Housing Registry of Windsor and Essex County;

“extenuating circumstances” applies to Verification Guideline 3 –Amounts Owed by Household and exist if entering in to a repayment agreement will create undue hardship.

“household” means one or more persons that reside or intend to reside together in the same rental unit and to form one tenancy;

“LR” means Windsor Essex Local Rules;

“reasonable efforts” applies to Verification Guideline 3 –Amounts Owed by Household and includes an offer in writing to repay arrears or an amount, having regard to the household member’s income and circumstances. Provider acceptance of the offer is not required for the household member to satisfy this RGI criteria requirement.

The “reasonable efforts” obligation does not require the household member to exhaust all possible means of fulfilling its obligation nor to undertake steps which are expensive or time consuming; or to undertake all and every effort or efforts to the point of undue hardship.

“recognized support service agency” means an agency that receives all or part of its operating funding from the municipal and/or provincial and/or federal government and where the agency demonstrates sufficient knowledge of the household’s circumstances to, in their professional capacity and opinion, confirm or verify that a CHR applicant has satisfied a certain RGI eligibility requirement.

“RGI” means rent-geared-to-income.

“undue hardship” applies to Verification Guideline 3 –Amounts Owed by Household and exists where the household member’s specific circumstance will result in an unreasonable or disproportionate burden or obstacle when attempting to satisfy the “Amounts owed by Household” requirement of Regulation 367. Undue hardship exists where the household member cannot maintain, based on current income, a minimal standard of living for themselves and dependents if forced to repay arrears owed to other social housing providers; and circumstances exist indicating that this state of affairs is likely to persist for a significant portion of a repayment period if a repayment agreement is entered into.

1. Verification Guidelines: Limitations on what can be required in applications

Regulation 367.43 and the Windsor Essex Local Rules provide limits on what can be required in CHR application and applies to the operation of the CHR.

1. The CHR shall not require a person to provide information or documents if the CHR is satisfied that the person is unable to do so.
2. The CHR shall not require information or documents with respect to an application for subsidized housing where the applicant is homeless or hard to house and is assisted by a recognized support service agency and the agency informs the CHR, in writing, that the agency is of the view that the applicant is unable to obtain or provide the information or documents requested by the CHR.
3. The CHR shall not require information or documents with respect to an application that includes a request for inclusion in the special priority household category if the member of the household making the request believes that he or she or any other member of the household will be at risk of being abused by the abusing individual if he or she attempts to obtain the information or documents.

2. Verification Guidelines: Age, Independence and Citizenship

Any one of the following documents or confirmations:

1. Ontario Works benefit verification;
2. Ontario Disability Support Program benefit verification;
3. Canadian Birth Certificate;
4. Valid Canadian Passport;
5. Registered Indian Band Status;
6. Proof of Live Birth or Birth Registration in Canada;
7. Baptismal Certificate from Quebec or Newfoundland;
8. Canadian Citizenship Card;
9. Canadian Citizenship Certificate;
10. Canadian National Defence Card or other confirmation of Veteran status;
11. Written confirmation from a representative of a recognized support service agency, lawyer or legal clinic confirming that the applicant has applied for a replacement Birth Certificate;
12. Permanent Resident Card;
13. Proof from Immigration, Refugees, and Citizenship acknowledging an application has been made for Permanent Resident status in Canada;
14. Written confirmation from a representative of a recognized support service agency, lawyer or legal clinic confirming that the applicant applied for permanent status in Canada under the *Immigration and Refugee Protection Act (Canada)*;
15. Immigration documents indicating Refugee Claimant status;

16. Written confirmation from a representative of a recognized support service agency, lawyer or legal clinic confirming that the member has made a claim for refugee protection under the *Immigration and Refugee Protection Act (Canada)*;
17. Acknowledgement of Convention Refugee Claim (Eligibility Certificate, Notice to Appear, Notice of Decision, Convention Refugee Document);
18. Immigration documents indicating Convention Refugee Landed Immigrant status including date of landing;
19. Canadian Citizenship Certificate or documentation from Immigration, Refugees, and Citizenship regarding the application for replacement of a Citizenship Card, or acknowledging application for Canadian Citizenship.

Independence

1. If the household is applying from a Housing with Support home, other supportive home or housing or hospital, or is in receipt of support services at the time of completing the CHR application, confirmation by phone, email or letter that the applicant has the ability to live independently or with the aid of support is required from a recognized support service agency or other relevant professional having knowledge of the household's circumstances is required;
2. Other documentation acceptable to the Manager of the CHR.

3. Verification Guidelines: Amounts owed by Household

1. Run a check through the Provincial-wide arrears data base and the Windsor CHR Yardi data base and review the applicable section of the application;
2. If a member of the household owes arrears or an amount, with respect to a previous tenancy in any housing project under any transferred housing program, the following is required:
 - a) A copy or other confirmation a re-payment agreement in place; or
 - b) a copy or other confirmation of reasonable efforts to enter into an agreement to re-pay the arrears.
3. For clarity, an application may not be rejected solely on the grounds that a Provider has rejected an offer of repayment as described in item 2 above. Where a Provider has rejected an offer, the CHR must be satisfied as to the affordability of an offer having regard to the household member's income and circumstances before concluding that this requirement has not been met.
4. Confirmation of a payment is not required to satisfy this RGI eligibility criteria.
5. The requirement to enter into a repayment agreement is waived if extenuating circumstances exist or the applicant has made reasonable efforts to enter into a repayment agreement.

4. Verification Guidelines: Maximum Household Income Limit (HILS)

1. Self declaration of income on the application.
2. Total gross annual household income cannot exceed Maximum Household Income Limits.

5. Verification Guidelines: Previous RGI Criminal Conviction

Unless the CHR is formally aware of any information to suggest a household member does not meet the RGI eligibility criteria regarding a Previous RGI Criminal Conviction, the signature of the household members on the Application Form asserting the truth of the criteria satisfy this requirement is sufficient.

6. Verification Guidelines LR Section 9: Occupancy Standards

Any one of the following:

1. Ontario Works benefit verification of number of household members;
2. Ontario Disability Support Program benefit verification of number household members;
3. Child Tax Benefit Statement;
4. Written verification from the Children's Aid Society;
5. If baby expected: self declared;
6. If the applicant requests a unit to accommodate children where the applicant has visitation rights, shared custody, kinship, guardianship or an informal or formal care arrangements a Parental/Care Declaration completed and signed is sufficient.

7. Verification Guidelines: Priority I household category

A Request for Priority I Category Form is required completed and signed by the applicant and any one of the following in their professional capacity:

- doctor,
- registered nurse,
- registered practical nurse,
- community health care worker,
- lawyer,
- community legal aid worker,
- community service worker,
- law enforcement officer,
- victim services worker,
- teacher,
- guidance counsellor,
- an individual in a managerial or administrative position with a housing provider,
- minister of religion authorized under provincial law to perform marriages,
- social worker,
- social service worker,
- settlement services worker or shelter worker,
- an individual employed by an agency or organization to assist individuals for whom the agency or organization provides accommodation in an emergency or transitional shelter.

8. Verification Guidelines: Priority II household category

A Request for Priority II Category Form completed and signed by the applicant and any one of the following in their professional capacity:

- community health care worker,
- lawyer,
- community legal aid worker,
- community service worker,
- law enforcement officer,
- victim services worker,
- guidance counsellor,
- a social worker,
- social service worker,
- settlement services worker or shelter worker,
- an individual employed by an agency or organization to assist individuals for whom the agency or organization provides accommodation in an emergency or transitional shelter.

Section 2

RGI Eligibility Requirements

Excerpts from Regulation 367 and Windsor Essex Local Rules

The City of Windsor as Service Manager for Windsor Essex has delegated the centralized wait list function to the Windsor Essex Community Housing Corporation (CHC). CHC operates the CHR. References to “Service Manager” in the relevant sections of the Housing Services Act and related Regulations extend to the CHR.

1. RGI Eligibility Requirement:

Limitations on what can be required in applications

1. The service manager shall not require a person to provide information or documents if the service manager is satisfied that the person is unable to do so.
2. The service manager shall not require information or documents with respect to an application for assistance in housing provided by a housing provider under its mandate under section 76 of the Act to provide housing to households that are homeless or hard to house if the housing provider informs the service manager that the housing provider is of the view that requiring the information or documents would be inappropriate in the circumstances.
3. The service manager shall not require information or documents with respect to an application that includes a request for inclusion in the special priority household category if the member of the household making the request believes that he or she or any other member of the household will be at risk of being abused by the abusing individual if he or she attempts to obtain the information or documents.

2. RGI Eligibility Requirement:

Basic requirements-Age, Independence and Citizenship

24. (1) For a household to be eligible for rent-geared-to-income assistance,
 - (a) at least one member of the household must be 16 years old or older and able to live independently; and
 - (b) each member of the household must meet at least one of the following criteria:
 - (i) the member is a Canadian citizen,
 - (ii) the member has made an application for status as a permanent resident under the *Immigration and Refugee Protection Act (Canada)*, or
 - (iii) the member has made a claim for refugee protection under the *Immigration and Refugee Protection Act (Canada)*.
 - (2) For the purposes of clause 24 (1) (a), an individual is able to live independently if he or she can carry out the normal essential activities of day-to-day living, either on his or her own or with the aid of support services that the individual demonstrates will be provided when required.
- 25. Ineligibility - removal order:** A household is ineligible for rent-geared-to-income assistance if a removal order has become enforceable under the *Immigration and Refugee Protection Act (Canada)* against any member of the household.

3. RGI Eligibility Requirement LR Section 3: **Maximum Household Income Limit (HILS)**

The total gross household income for a unit cannot exceed the amounts prescribed, under Ontario Regulation 370/11 Household Income Limits made under the Act, and as amended from time to time, for such a unit.

4. RGI Eligibility Requirement: **Amounts owed by Household**

26. (1) A household is ineligible for rent-geared-to-income assistance if a member of the household owes, with respect to a previous tenancy in any housing project under any transferred housing program,

- (a) arrears of rent;
- (b) an amount required by a service manager under section 56 of the Act or section 86 of the former Act; or
- (c) an amount for damage caused by a current member of the household.

(2) Subsection (1) does not apply with respect to arrears or an amount owed by a member of the household if,

- (a) the service manager is satisfied that there are extenuating circumstances; or
- (b) a member of the household has entered into an agreement, or made reasonable efforts to enter into an agreement, with the person to whom the arrears or amount is owed for the payment of the arrears or amount and the service manager is satisfied that the member is making or intends to make all reasonable efforts to repay the arrears or amount.

(3) The arrears or amount owed by a member of the household is deemed, for the purposes of clause (2) (b), to be one-half of the actual arrears or amount owed if,

- (a) a request has been made for the household to be included in the special priority household category and the request would be or has been granted; and
- (b) the arrears or amount is owed with respect to a unit of which the member and the abusing individual were joint tenants.

5. RGI Eligibility Requirement LR Section 5: **Previous RGI Criminal Conviction**

1. A household is eligible for rent-geared-to-income assistance if, among other criteria,

- (a) within the two year period immediately preceding the date of the application for subsidized housing, no member of the household has been convicted, of an offence under section 55 of the Housing Services Act or a crime under the *Criminal Code* (Canada) in relation to the receipt of rent-geared-to-income assistance, and if an individual who was, but is no longer a member of the household has been convicted of such an offence or crime, the service manager determines that,

- i. no member of the household knew that the individual who was convicted of the offence or crime was committing it, or

- ii. a member of the household knew that the individual who was convicted of the offence or crime was committing it, but the member was not reasonably able to prevent the individual from committing it, or
- iii. a member of the household has been convicted of an offence under section 55 of the Act or a crime under the *Criminal Code* (Canada) in relation to the receipt of rent-gear-to-income assistance, but the household has previously been determined to be ineligible for rent-gear-to-income assistance because of that conviction; or
- iv. a member of the household has been convicted of an offence under section 55 of the Act or a crime under the *Criminal Code* (Canada) in relation to the receipt of rent-gear-to-income assistance within the two year period immediately preceding the date of the application for subsidized housing, but, the service manager determines that the convicted member is an abused member of a special priority household who was forced by the abusing individual to make the misrepresentation that formed the basis of the conviction.

6. RGI Eligibility Requirement LR Section 9: **Occupancy standards**

The occupancy standards in the Windsor/Essex local rules are referred to as the Windsor/ Essex occupancy standards or the service manager's occupancy standards.

1. **Largest unit**

The largest unit a household is eligible for is a unit that has,

- a) one bedroom for any two members of the household who are spouses of each other;
- b) one bedroom for each additional member of the household.

2. **Smallest unit**

The smallest unit a household is eligible for is a unit that has,

- a) one bedroom for every two members of the household; and
- b) an additional bedroom if there is an odd number of members in the household.

Notwithstanding the foregoing, a bachelor unit is an eligible unit if the household consists of one individual or two individuals who are spouses of each other.

3. **Additional Bedroom**

Eligibility for an additional bedroom is not automatically assigned and must meet the criteria set out below. The household must make a request for an additional bedroom and provide verification to support the request.

Eligibility for an additional bedroom may be approved if any one of the following criteria applies:

- (a) one of the spouses requires a separate bedroom because of a verified disability or medical condition or;
- (b) the room is required to store equipment required by a member of the household because of verified disability or medical condition or;

- (c) 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 or;
- (d) a member of the household is pregnant or;
- (e) a member of the household has verified joint custody over a child who is not a member of the household, the member is required to provide accommodation for the child, and the bedroom is required to accommodate the child or;
- (f) a member of the household has visiting rights with respect to one or more children who are not a members of the household and the housing provider or the Manager of the Central Housing Registry-Windsor Essex County, as the case may be, is satisfied the member has demonstrated the following:
 - i) it is a condition of the member's visiting rights that the member must provide adequate accommodation for the child(ren) when the child(ren) stays overnight with the member and;
 - ii) the child(ren) will stay overnight with the member and the bedroom is required to accommodate the child(ren) and;
 - iii) given the age, gender, number of children and frequency of overnight stays an additional bedroom(s) is required to provide adequate accommodation to satisfy the conditions of the member's visiting rights.
- (g) the requirements listed in f) (i),(ii),(iii) above shall be waived if the member demonstrates the member's visiting rights will be diminished or withdrawn and the request for an additional bedroom to accommodate the child(ren) shall be approved.
- (h) eligibility for an additional bedroom may be approved by the Central Housing Registry-Windsor Essex County for a household that has applied to be on the centralized wait list or has been placed on the centralized wait list or by the housing provider for households in receipt of rent-g geared-to-income assistance if the Central Housing Registry-Windsor Essex County or housing provider, as the case may be, is satisfied that extenuating circumstances exist and receives the prior written consent of the service manager.

Kinship Service/Customary Care Arrangement

In this section:

- (a) "kinship care" means an arrangement where a member of the household is a relative of a child who has been separated from their parents and; the relative household member of the child is obligated to provide full-time care, nurturing and protection of the child and; the child is being cared for by the child's relative member of the household.
- (b) "customary care" means an arrangement where a member of the household may or may not be a relative of a child who has been separated from their parents and; the household member is obligated to provide full-time care, nurturing and protection of the child and; the child is being cared for by the child's member of the household.

For the purposes of the Windsor/Essex occupancy standards, a child that has joined a household under a kinship care or a customary care arrangement is a member of the household provided that the Children's Aid Society confirms the Society is involved in a supportive role or; the Children's Aid Society confirms the kinship care or customary care arrangement in writing or; the member submits a current written agreement with the Children's Aid Society confirming the kinship care or customary arrangement or; the kinship care or customary care arrangement is confirmed by a court order.

5. Students living away from household

For greater certainty a child of a member of the household is a member of the household if the child,

- (a) is in full-time attendance at a recognized educational institution and, while in attendance, does not live with the household and;
- (b) lives with the household while not attending that educational institution; and
- (c) is dependent, in whole or in part, on the household for financial support.

6. Extenuating Circumstances

The Central Housing Registry-Windsor Essex County or the housing provider, as the case may be, may on a case-by-case basis, determine that extenuating circumstances exist and may approve alternate occupancy standards with the prior written consent of the service manager.

7. RGI Eligibility Requirement: Special priority household category — Priority I

54. (1) A household is eligible to be included in the special priority household category if,
- (a) a member of the household has been abused by another individual;
 - (b) the abusing individual is or was living with the abused member or is sponsoring the abused member as an immigrant; and
 - (c) the abused member intends to live permanently apart from the abusing individual.
- (2) If the abused member and the abusing individual used to live together but no longer do, the household is not eligible to be included in the special priority household category unless one of the following requirements is satisfied:
- (a) The request to be included in the special priority household category was made within three months after the abused member and the abusing individual ceased to live together.
 - (b) The service manager is satisfied that the abuse is ongoing at the time the request to be included in the special priority household category was made.
 - (c) The service manager determines that it is appropriate to include the household in the special priority household category despite the request to be included not being made within the time limit set out in paragraph 1.
- (3) In making a determination under paragraph 3 of subsection (2), a service manager shall consider whether,

- (a) any member of the household knew that he or she could request to be included in the special priority household category;
- (b) any member of the household knew of the need to submit a request within the time limit set out in paragraph 1 of subsection (2);
- (c) the abused member is at risk of further abuse from the abusing individual;
- (d) the abused member is at risk of resuming living with the abusing individual due to financial hardship which could be alleviated by the provision of rent-geared-to-income assistance;
- (e) the abused member is in need of rent-geared-to-income assistance to alleviate financial hardship arising from legal proceedings in relation to the previous abuse;
- (f) the abused member is attempting to use the provision of rent-geared-to-income assistance as part of an overall program of recovery and re-establishment of a safe and normal life;
- (g) the abused member is,
 - (i) living in an emergency shelter, or
 - (ii) living in temporary housing and receiving treatment or counselling; or
 - (iii) there are any other extenuating circumstances.

Special priority household category — limit on reconsideration

55. (1) After a service manager determines that a household should be included in the special priority household category, the service manager shall not reconsider whether the household should be included in that category except as provided for under subsection (2).

(2) A service manager may determine that a household is no longer included in the special priority household category if,

- (a) the member who made the request to be included in the special priority household category,
 - (i) notifies the service manager that he or she wants the abusing individual to be part of the member's household for the purposes of the member's application for rent-geared-to-income assistance, or
 - (ii) notifies the service manager that the abusing individual is deceased; or
- (b) the household accepts an offer of rent-geared-to-income assistance, whether or not that offer comes from a housing provider within the service area of the service manager.

Special priority household category — request requirements

56. The following apply to a request to be included in the special priority household category:

1. The request must be in writing.
2. The request must be made by a member of the household who is 16 years old or older.
3. The request must include a written consent from the abused member or a person authorized to consent on the abused member's behalf, consenting to the disclosure to the service manager of information and documents required by the service manager to verify the requirement under clause 54 (1) (a).

Special priority household category — restrictions on requiring information and documents

57. The following are restrictions on the information and documents that a service manager can require to determine whether a household should be included in the special priority household category:

1. The service manager shall not require a person to provide information or documents if the service manager is satisfied that the person is unable to do so.
2. The service manager shall not require a member of the household to provide information or

documents if the member believes that the member or any other member of the household will be at risk of being abused by the abusing individual if the member attempts to obtain the information or documents.

3. The service manager shall not require information as to whether the member making the request for the household to be included in the special priority household category or the abused member has commenced legal proceedings against the abusing individual and shall not require information or documents relating to such proceedings. O. Reg. 367/11, s. 57.

Special priority household category — verifying there has been abuse

58. (1) A record that complies with the requirements of this section shall be conclusive proof that the requirement in clause 54 (1) (a), that the member has been abused by another individual, is satisfied and that requirement may not be verified by any other method.

(2) The record must be one of the following:

1. A record of intervention by the police indicating that the member was abused by the abusing individual.
 2. A record of physical injury caused to the member by the abusing individual.
 3. A record of the application of force by the abusing individual against the member to force the member to engage in sexual activity against his or her will.
 4. A record of one or more attempts to kill the member or another member of the household.
 5. A record of the use of a weapon against the member or another member of the household.
 6. A record of one or more incidents of abuse, including the following:
 - i. Threatening to kill the member or another member of the household.
 - ii. Threatening to use a weapon against the member or another member of the household.
 - iii. Threatening to physically harm the member or another member of the household.
 - iv. Destroying or injuring or threatening to destroy or injure the member's property.
 - v. Intentionally killing or injuring pets or threatening to kill or injure pets.
 - vi. Threatening to harm or remove the member's children from the household.
 - vii. Threatening to prevent the member from having access to his or her children.
 - viii. Forcing the member to perform degrading or humiliating acts.
 - ix. Terrorizing the member.
 - x. Enforcing social isolation upon the member.
 - xi. Failing to provide or withholding the necessities of life.
 - xii. Threatening to withdraw from sponsoring the member as an immigrant.
 - xiii. Threatening to take action that might lead to the member being deported.
 - xiv. Other words, actions, or gestures that threaten the member or lead the member to fear for his or her safety.
 7. A record of undue or unwarranted control by the abusing individual over the member's personal or financial activities.
 8. A record of one or more incidents of stalking or harassing behaviour against the member or another member of the household.
- (3) The record must be in writing unless the service manager is satisfied that,
- (a) a member of the household will be at risk of being abused by the abusing individual if any member of the household attempts to obtain the record in writing;
 - (b) the person preparing the record will be at risk of being abused by the abusing individual if the person produces the record in writing; or
 - (c) a written record should not be required because of extenuating circumstances.

- (4) The record must be,
- (a) prepared, in his or her professional capacity, by a person described in subsection (5); or
 - (b) prepared by a person who is familiar with the abuse if the record is accompanied, if required by the service manager, by a declaration of the truth of the record administered by a commissioner for taking affidavits.
- (5) The persons referred to in clause (4) (a) are the following:
- 1. A doctor.
 - 2. A registered nurse or a registered practical nurse.
 - 3. A lawyer.
 - 4. A law enforcement officer.
 - 5. A minister of religion authorized under provincial law to perform marriages.
 - 6. A teacher.
 - 7. A guidance counsellor.
 - 8. An individual in a managerial or administrative position with a housing provider.
 - 9. An individual employed by an agency or organization to provide social support services in the community, including,
 - i. an individual employed by a community health centre to provide health and health promotion education and information and to administer health and health promotion programs,
 - ii. an individual who performs the role of social worker within the meaning of section 2 of Ontario Regulation 383/00 (Registration) made under the *Social Work and Social Service Work Act, 1998*,
 - iii. an individual who performs the role of social service worker within the meaning of section 2 of Ontario Regulation 383/00 (Registration) made under the *Social Work and Social Service Work Act, 1998*,
 - iv. an individual employed to provide support initiatives for victims of crime and disaster,
 - v. an individual employed to assist individuals coming to Ontario to settle in, adapt to and be integrated into the community,
 - vi. an individual employed by an agency or organization to assist individuals for whom the agency or organization provides accommodation in an emergency or transitional shelter because of homelessness or abuse, and
 - vii. an individual employed by a community legal clinic that provides legal aid services in the area of clinic law, within the meaning of section 2 of the *Legal Aid Services Act, 1998*.

8. RGI Eligibility LR Requirement: **Priority II household category**

1. Homelessness: Agency assisted person(s) without housing or person(s) without housing living in or that has lived in a temporary emergency shelter (i.e. Salvation Army, 1101 McDougall, Well-Come Centre, Agency sponsored placements) in the last 6 months and has not secured permanent affordable and / or adequate housing.
2. Person(s) whose permanent residence has been destroyed and are not entitled to funds to rectify the circumstance, including funds for permanent affordable and/or adequate housing and have no place to live.
3. Person(s) living in substandard housing which has been condemned by the municipality.
4. Households with child (ren) separated from each other by a child protection agency due to lack of housing and housing is the sole reason where the child (ren) will be returned to the household by a child protection agency when the household secures adequate housing. Households with child (ren) where a child protection agency confirms the child (ren) will be removed from the household if the household does not secure adequate housing and inadequate housing is the sole reason for such removal.
5. Person(s) or groups designated as having Priority II Status by the Service Manager in the establishment of local priority rules from time to time. (This would include Programs funded by the Service Manager, such as Transitional Housing, HARSP, Hostels to Homes etc.)