

Temporary rental assistance

Recommended Reference Guide



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1. OVERVIEW

1.1 Introduction

CMHC has developed this guide for housing providers that have entered into a temporary rental assistance Agreement with CMHC (the “Agreement”). The guide offers an operational tool to help housing providers in administering the temporary rental assistance. Any use of this guide by the housing provider is entirely voluntary and at the discretion of the housing provider. For greater certainty, whether the housing provider uses the guide or not, the housing provider must comply with the terms and conditions of the Agreement and the Agreement will at all times prevail and supersede this guide.

Temporary rental assistance is funding to support housing providers in delivering affordable accommodations to low-income individuals and families. The temporary rental assistance is available to housing providers for federally administered projects that were govern by an operating agreement between the housing provider and CMHC that naturally expired before April 1st, 2016.

The housing provider is required to use temporary rental assistance in accordance with the Agreement, which includes adopting formal, consistent and reasonable procedures for the administration of the temporary rental assistance in accordance with the Agreement, including but not limited to, the selection of the low-income households and the determination of calculations or adjustments relating to the temporary rental assistance. These procedures must be made known to the assisted households.

1.2 Funding

The temporary rental assistance will provide financial assistance based on an average amount needed to supplement the difference between the occupancy charge and the rent-geared-to-income amount that would be charged to low-income households. The temporary rental assistance targets households with a permanent housing need, that have a current lease/occupancy agreement in place covering, at a minimum, the period during which the household will receive temporary rental assistance.

Temporary rental assistance is calculated for up to twelve (12) months between April 1, 2021 and March 31, 2022. Housing providers will receive a funding allocation based on the number of households that meet the eligibility criteria multiplied by an average funding level determined by unit size and region. The amount of temporary rental assistance is confirmed by CMHC through the temporary rental assistance agreement.

At the end of the funding period, housing providers can retain unspent funds to support any future rental assistance needs of the housing provider with respect to low-income households.

2. APPLICATION

2.1 Eligible households

In order to receive rental assistance, a household must be in housing need. This means that a household must spend more than thirty per cent (30%) of its gross income on housing.

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The household must have at least one occupant eighteen (18) years or older or otherwise emancipated, in accordance with applicable laws. In addition, all household members must be entitled to reside in Canada, and the dwelling must be the primary residence of all the occupants (except for children in shared custody situations).

Households will not be able to receive financial support from another source for rental assistance if they wish to be eligible to receive temporary rental assistance. If the household receiving rental assistance were to receive any funding (municipal, provincial, federal or other), including any amount, support or rental assistance similar to the type of assistance provided under the temporary rental assistance, the assisted household would have its temporary rental assistance amount suspended.

Lastly, household eligibility is defined, and changes based on two main criteria: mainly household income and household composition.

2.2 Household composition

A household can consist of several types of occupants:

- A person living alone;
- A person and spouse (of each family in the household, if the household is formed by more than one family);
- Any parent residing with a child or person legally responsible for a child;
- Any relatives sharing a housing unit;
- Any unrelated persons sharing a housing unit;
- Any current signatories to the lease or occupancy agreement.

Individuals who are financially dependent on the occupants are not considered occupants for the purposes of calculating rental assistance. These people are the following:

- an individual who is attending a recognized learning institution on a full-time basis and under the age of twenty-six (26);
- a child (under the age of eighteen (18)), without dependents, who is not attending a primary, secondary or post-secondary institution as a full-time student; and
- an adult or child with a severe and permanent recognized disability, which requires constant and daily care.

2.3 Included income

The included sources of income of all household occupants must be considered and totaled for the purposes of the calculation. **The gross amounts**, meaning the amounts before all tax or other deductions, must be considered. The income of financially dependent individuals must not be included.

The total gross household income is equal to the sum of the following income items:

- Employment earnings and income (including pensions and employment benefits)
- Investment income
- Other government transfers
- Other cash income

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Employment earnings and income (including pensions and work annuities)

- Employment earnings and income from gross salary, payment of overtime, tips, commissions, bonuses, vacation bonuses, other bonuses and other taxable allowances.
- Gross income from self-employment (or a small business) less the tax deductions provided for by the Canada Revenue Agency, excluding depreciation costs. If the work is done in the household's dwelling, the rent, parking and utility expenses, included in the operating expenses, must be added to the total income. Child care expenses are not recognized as an operating expense. For the purposes of the calculation, this income cannot be negative. If it is negative, it is deemed to be zero. In this situation, it is suggested that the average of the last three (3) years be used to estimate the income.
- Disability benefits, meaning the short or long-term disability insurance amounts received on a regular and periodic basis, including any amounts received retroactively. Also included are payments received relating to an occupational accident, an illness or a disability and paid by a workplace health and safety body (excluding lump sum payments).
- Amounts received from membership in a pension plan of one or more employers. This includes pensions paid to widows or other relatives of a deceased with pension rights as well as annuities and pensions received from Canada, the provinces and/or territories, an insurance company or other sources, pensions received under a registered retirement savings plan in the form of a life annuity, a fixed-term annuity, a registered retirement income fund (RRIF) or an income-averaging annuity contract. Pensions received from overseas must also be included in income.
- Amounts received as Employment Insurance (EI) benefits.
- Amounts received under the Canada Emergency Response Benefit during the pandemic.

Investment income

- The interest and dividends received for bank deposits, bonds, debentures, securities, stocks, insurance policies, mortgages, investment securities or any other type of investment.
- The net rental income from real estate or agricultural property and investment earnings.

Other government transfers

- Amounts received under social assistance programs, including allowances for employment limitations.
- Age-related government benefits, such as the federal Guaranteed Income Supplement program, spousal allowances and income supplements paid by the provinces.
- Government benefits received for a severe and prolonged disability or illness.

Other income

- Amounts received as alimony, separation or maintenance allowances. Alimony or maintenance allowances must be included in the gross annual income even if they are not declared as taxable income. Household occupants who pay alimony or a maintenance allowance can deduct the amount paid from their gross income if they can prove, with supporting documents, the payments to their spouse and/or child.
- Periodic support from people who are not household members.
- Income of people who take care of children in their own home.
- Income of people who offer room and board to unrelated people (for example, Airbnb).

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- Withdrawals from a registered retirement savings plan (RRSP) or other registered investment fund, lump sum payments or received on a periodic basis.

2.4. Excluded income

The following income must not be included in the calculation of gross household income:

- Income of children or individuals aged under twenty-six (26) if they are studying full time at a recognized educational institution;
- Scholarships and non-repayable bursaries (educational or other);
- Student loans;
- Allowances or subsidies for the payment of child care services, transportation, tuition fees and academic materials, as well as allowances for living outside of the primary residence paid to participants in employment and skills development programs;
- Subsidies paid under a registered education savings plan (RESP) for a child in the household;
- Interest, dividends or other income generated by investments in a Registered disability savings plan (RDSP) or RESP for a household member;
- Benefits paid to a parent or a guardian for the benefit of a child whose parent is disabled or deceased;
- Allowances for work away from home (including travel);
- Inheritances and death benefits from the Canada Pension Plan;
- War service grants;
- Lottery winnings;
- Earnings from the sale of personal items;
- Capital gains;
- Insurance benefits (such as reimbursement for care received, medications, etc.);
- Federal, provincial and territorial family allowances;
- Allowances for children placed in foster care;
- Sales tax credits (provincial and federal taxes, if applicable);
- Income tax refunds;
- Lump sum settlement from an insurance company;
- Lump sum amounts received from a workplace health and safety body;
- Amounts awarded by a court (apart from alimony and separation and maintenance allowances);
- Donations received from a religious, charitable or benevolent organization;
- Investments that are locked in until retirement;
- Refunds of pension plan contributions;
- Severance pay;
- Home care allowances;
- Gifts or occasional payments of little value;
- Loans;

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- Payment received pursuant to the Indian Act (Canada) under a treaty between Her Majesty in right of Canada and a band, other than funds for post-secondary education;
- Payment received as a special allowance as part of the Resettlement Assistance Program established under the Immigration and Refugee Protection Act (Canada);
- Special disability allowances paid to a beneficiary as part of a government support program for persons with disabilities;
- Allowances paid to a child with a disability or for the child's benefit;
- Disability benefits if paid in a lump sum (other than the retroactive payment of a periodic benefit);
- Subsidy paid by the Government into a registered disability savings plan (RDSP) established for a household member;
- Benefit received as a Canadian war veteran;
- Payment received under the federal Extraordinary Assistance Plan (Canada).

2.5 Proof of occupancy and income

In order to verify a household's eligibility for temporary rental assistance, the housing provider will be responsible for gathering all proofs of household composition and income. Households must notify the housing provider immediately of any changes to their composition or income as it can change the calculation.

IMPORTANT: For variations in income less than twenty-five (\$25) dollars per month, the housing provider is not required to recalculate the amount of rental assistance immediately. However, calculations and adjustments must be made before the end of its fiscal year end.

The "Request for Rental Assistance - Annual Household Declaration" form will allow the housing provider to collect this information. This form is available on the CMHC website www.cmhc.ca/fchi

The housing provider must keep on file all documents received from households that demonstrate their eligibility.

Note that proof of attendance at an educational institution must be provided for children between the ages of eighteen (18) to twenty-six (26).

2.5.1 Proof of occupancy

Through the "Request for Rental Assistance - Annual Household Declaration", households must supply the housing provider with the following information:

- The names of all occupants and the relationships between them. This information is also needed to determine the occupants' dependency. It will also be needed to determine if the household is over-housed (see section 4.8).
- The age of the children and students. This is necessary to establish exceptions involving the incomes of students.
- A declaration that all the information provided is accurate and complete, including a commitment to immediately declare any change in the household composition and an authorization to disclose personal information to CMHC and its representative.

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Note that any adult whose name does not appear in the “Request for Rental Assistance - Annual Household Declaration” may not reside in the dwelling.

2.5.2 Proof of income

All members of the household seeking rental assistance, except those identified as financially dependent, must submit sufficient proof of their current income. Note that any income paid retroactively must be considered as paid in the year of receipt.

Households must provide an annual declaration confirming that the information provided with respect to income is accurate and complete, including in particular a commitment to immediately declare any change in their income, whether it be increases or decreases, and an authorization to disclose personal information to CMHC and its representative.

As a reference, the following list indicates the eligible and sufficient proof for the main types of income. Note that one proof of income per type of income is usually sufficient if it is on this list.

Type of income	Verification required
Employment income	<p>The most recent pay slips covering a two-month period and showing the name of the employee, the name and contact information of the employer, the payroll period covered, and the gross income earned.</p> <p>An employment confirmation letter providing the same information signed by a company officer may be accepted. This letter may also be sufficient if the job has been held for less than two months.</p>
Income from self-employment or a small business	<p>The audited financial statements for the most recent fiscal year prepared by a certified auditor or a copy of the most recent notices of assessment and the company’s income statement, along with all other information needed to calculate business deductions. The proof of income statement (option “C” print) from the Canada Revenue Agency is also acceptable.</p> <p>If the self-employment work is recent and the above-mentioned documents are not available, a solemn declaration of income and expenses forecast for the year will be sufficient.</p> <p>Self-employment and small business income must be verified retroactively each year to confirm the estimated income amounts.</p>
Employment Insurance	<p>An Employment Insurance slip, identifying the recipient, gross income, and payment dates and frequency. Copies of cheques or a detailed deposit notice may be sufficient.</p>
Benefits	<p>All benefit slips must identify the recipient, gross income, and payment dates and frequency.</p>
Social Assistance	<p>A copy of the letter of eligibility or other official document identifying the recipient, the number of beneficiaries and information on the amounts.</p>
Pension/ annuity income	<p>A statement identifying the recipient, gross income, and payment dates and frequency. Copies of cheques or a detailed deposit notice may be sufficient.</p>
Alimony or other family support income	<p>A copy of the legal agreement, court order, copies of cheques, lawyer’s letter, letter from a competent authority identifying the beneficiary, amounts paid, and the payment frequency and dates. A copy of</p>

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	the bank statement, showing the amounts and frequency of payments, accompanied by a letter from the payer may be acceptable documents in absence of the other proof indicated above.
Interest and earnings	Copies of bank and investment statements identifying the beneficiary, amounts received, and the payment frequency and dates.

To ensure that all the household members' income is accounted for and accurate, the most recent notice of assessment from the Canada Revenue Agency must be required for comparison with the current income reported by the household.

The most recent notice of assessment from the Canada Revenue Agency cannot be used as sole proof of income.

In cases where household income varies widely from month to month, as happens with seasonal workers, salespeople paid on commission or temporary workers, the housing provider must use a reasonable and sufficient calculation method to account for these variations throughout the year. The same method must be used for all households in these situations.

3. RENTAL ASSISTANCE CALCULATION

3.1 Determination of monthly household income

The rental assistance calculation must be done at least once. If household income increases, the rental assistance amount will decrease and vice versa.

In the event of a change in income, and in order to facilitate its administration, the housing provider may determine an effective date of the new amount of rental assistance no later than the first day of the second month following when the change occurred. However, it is recommended that the change be made as soon as possible to align the needs with the rental assistance. It is also necessary to ensure that the housing provider's procedure is known by households and applied consistently.

If households declare inaccurate income amounts during the duration of the temporary rental assistance, the rental assistance amounts must be adjusted retroactively.

As previously mentioned, in order to determine the monthly household income, the housing provider must receive a "Request for Rental Assistance - Annual Household Declaration" from the household, including the proof of occupancy (household composition) and monthly income from all occupants, then the revenues must be reported on a monthly basis.

The following data conversion table based on the frequency of income collection will help you determine monthly income.

Income frequency	Factor
Annual	Divide by 12
Weekly	Multiply by 4.333
Every two weeks	Divide by 2 and multiply by 4.333

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Twice a month	Multiply by 2
Daily	Multiply by 21.66

Example: If the household income is \$28,000 a year, its monthly income is:

$$\text{\$28,000} \div 12 = \text{\$2,333.33}$$

If the household income is \$800 every two weeks, its monthly income is:

$$\text{\$800} \div 2 = \text{\$400} \quad \text{\$400} \times 4.333 = \text{\$1,733.20}$$

IMPORTANT: There is no minimum amount of rental assistance prescribed. It is up to the housing provider to establish a minimum, if any.

3.2 Income from Social Assistance

There are two kinds of income from social assistance:

1. income with an explicit shelter component
2. income without an explicit shelter component

The shelter component (so named) is meant to cover the assisted household’s housing expenses.

3.2.1 Income with an explicit shelter component

a) Without additional income from other source:

Households receiving a maximum shelter component as part their social assistance will pay the amount available for the housing charge equivalent to the adjusted shelter component for their household size. For greater clarity, this means that the maximum shelter component will be reduced by an allowance for services (different from heating and hot water) that the households are required to pay with that amount (adjusted shelter component). Allowable services that may be deducted are included in the calculation worksheet and are based on services that are included in the maximum shelter component amount.

Example: Kayla receives \$375 as a maximum shelter component. In addition to the costs of electricity, heating and hot water, she has to cover the costs of insurance for her personal contents as well as the cost for the telephone. Allowances for the costs of electricity, insurance and telephone based on the calculation worksheet add up to \$95. Kayla’s adjusted shelter component is \$375 - \$95= \$280.

b) With additional income from another source:

When the household has both income from social assistance with a shelter component and income from another source, the rent-geared-to-income level (between twenty-five percent (25%) and thirty percent (30 %)) will be applied to the household’s additional total gross monthly income (from employment and other income). This amount will be added to the adjusted shelter component. Thus, the housing provider will have to complete the following steps:

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Step 1. Identify the amount of income from a source other than social assistance and multiply it by the rent-geared-to-income level (from twenty-five percent (25%) to thirty percent (30)).

Step 2. Adjust the maximum shelter component (as mentioned in section a). This is done by identifying the maximum shelter component and then reducing the amounts for any services or other included charges that are not deemed to be part of the cost of the occupancy charge by program standards. That is, all services and charges except heating and hot water costs.

Step 3. Add the amount of other income multiplied by the rent-geared-to-income level (step 1) and the adjusted shelter component (step 2). The sum obtained represents the rent-geared-to-income and this amount is used for the calculation of the amount of rental assistance.

Example: Juliette and her family receive \$1,341 in social assistance. The maximum shelter component is \$846. Juliette also earns \$400 per month through a part-time job. The service allowances that should be excluded from the maximum shelter component are: insurance costs (\$37), electricity costs (\$61), telephone costs (\$30) and laundry costs (\$18).

Step 1. Rent-geared-to-income is: 30% of \$400 = \$120

Step 2. The amount of the adjusted shelter component for Juliette is calculated as follows:
$$\$846 - \$37 - \$61 - \$30 - \$18 = \$700$$

Step 3. The two amounts are added together: $\$700 + \$120 = \$820$. This amount of \$820 will be used for the calculation of rental assistance amount.

3.2.2 Income without an explicit shelter component

When the household receives income from a provincial social assistance program that does not include a shelter component, the housing provider should complete the calculation in the same way as for households with other types of income. Please refer to section 3.4.

3.3 Rent-geared-to-income level

The rent-geared-to-income (RGI) level should be between twenty-five per cent (25%) and thirty per cent (30%). Where temporary rental assistance is insufficient to apply the RGI level of twenty-five per cent (25%) to thirty per cent (30%), the housing provider may, in its discretion, set the level higher than thirty per cent (30%).

Note that at all times the rent-geared-to-income level must be the same for all households assisted by the temporary rental assistance, without discrimination. At no time can the rent-geared-to-income level be less than twenty-five per cent (25%).

3.4 Determination of rent-geared-to-income

The rent-geared-to-income is calculated by multiplying the rent-geared-to-income level by the monthly gross household income.

It is important to remember the distinctions mentioned above with regard to income from social assistance with a shelter component (see section 3.2).

Example 1: If a household has a monthly gross income of \$2,200 and the housing provider applies a rent-geared-to-income level of thirty per cent (30%), the rent-geared-to-income is \$660:

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$$\$2,200 \times 30\% = \$660$$

Example 2: If the household consists of a worker and a social assistance beneficiary, and the worker has a monthly gross income of \$800 and the social assistance beneficiary has a shelter component of \$390, the rent-geared-to-income is \$630:

$$\$800 \times 30\% = \$240$$

$$\$240 + \$390 = \$630$$

Example 3: If the household consists of a worker and a social assistance beneficiary and the worker has a monthly gross income of \$1,600 and the social assistance beneficiary receives a monthly amount of \$644 that does not include a shelter component. If the rent-geared-to-income level is thirty per cent (30%), the rent-geared-to-income is \$673.20:

$$\$1,600 + \$644 = \$2,244$$

$$\$2,244 \times 30\% = \$673.20$$

3.5 Utilities

For the purposes of calculating rental assistance, heating and hot water services are deemed to be included in the rent. This means that if the rent includes these services, no adjustment will be made to the rent-geared-to-income. However, if the costs of heating and hot water are not included, an amount for these services must be deducted from the rent-geared-to-income.

Other services, such as electricity, rental appliances, cable service, internet, water, etc. are not subsidized services.

In order to adjust the calculations with respect to the services, CMHC has determined and made available the amounts relating to services based on dwelling size and regions/provinces. In their annual calculations, housing providers must be sure to use the most recent utility allowances available on The Agency for Co-operative Housing website. The utility allowances can be found in the calculation worksheet available on the website at "<https://www.agency.coop/resources/temp-rent-assistance>".

In the case of service fees for which CMHC has provided no amounts, the housing provider must determine a fair and equitable amount for these services. The rent-geared-to-income adjusted for utilities determines the household's share.

Here are examples of adjustments, to the rent-geared-to-income, for services, based on the following basic fictional information:

- Monthly gross household income: \$1,600
- Rent-geared-to-income level: 30%
- 2 bedroom apartment, rent of: \$800
- Designated monthly cost for electricity: \$17.43
- Designated monthly cost for heating: \$53.12
- Designated monthly cost for hot water: \$12.45

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Example 1: Heating and hot water are included services in the occupancy agreement or lease. The household pays electricity costs. Since the services included are, the two (2) services deemed part of the cost of rent for the purposes of calculating rental assistance, there is no adjustment to be made.

The rent-geared-to-income is:

$$\mathbf{\$1,600 \times 30\% = \$480}$$

In this example, the rent-geared-to-income of \$480 represents the household's share.

Example 2: Heating is included in the occupancy agreement or lease, but the costs of electricity and hot water are paid by the household. In this case, the costs related to hot water must be deducted from the rent-geared-to-income.

The rent-geared-to-income is:

$$\mathbf{\$1,600 \times 30\% = \$480}$$

We must deduct the cost of hot water \$12.45 from the rent-geared-to-income:

$$\mathbf{\$480 - \$12.45 = \$467.55}$$

The household's share is: \$467.55

Example 3: Electricity, heating and hot water services are included in the lease agreement. In this case, only the electricity costs must be added to the rent-geared-to-income since the other two (2) services are those deemed to be part of the cost of rent for the purposes of calculating rental assistance.

The rent-geared-to-income is:

$$\mathbf{\$1,600 \times 30\% = \$480}$$

Electricity costs of \$ 17.43 must be added to the rent-geared-to-income:

$$\mathbf{\$480 + \$17.43 = \$497.43}$$

The household's share is: \$497.43

3.6 Minimum occupancy charge

The minimum occupancy charge that a household must pay is equal to twenty-five per cent (25%) of the rent amount appearing on the current lease agreement for Quebec, or full occupancy charge elsewhere in Canada regardless of whether the amount includes services.

If the household's share is less than the minimum occupancy charge, the household's share will be equal to the minimum occupancy charge. The amount charged must be the higher of the household's share or the minimum occupancy charge.

Example: If the rent on the lease is \$1,000, the minimum occupancy charge is \$250.

$$\mathbf{\$1,000 \times 25\% = \$250}$$

Therefore, if the household's share is \$200, the household must pay the minimum occupancy charge of \$250.

Note: For co-operatives in Quebec that offer a member discount, the minimum occupancy charge is calculated based on the *rent on the lease*. *The “member rent” must not be used for calculation purposes.*

3.7 Adjusted occupancy charge

Adjusted occupancy charge is a concept that will be used to calculate the amount of rental assistance. The adjusted occupancy charge is the full occupancy charge from which we subtract the costs included related to certain services that could be included depending on the situation of each housing provider. To determine the adjusted occupancy charge, the services to be subtracted from the occupancy charge are, but not limited to:

- Cable service;
- Internet service;
- Parking;
- Equipment rental (washer-dryer, refrigerator, oven, air conditioning, etc. With the exception of the rental of water heaters).

The cost of renting water heaters should not be subtracted from the rent amount, as they are closely related to hot water services.

Electricity, heating and hot water services must not be deducted from the occupancy charge (rent). The adjustment for these services will be made to the rent-geared-to-income.

3.8 Occupancy standards

The occupancy standards are standards relating to the size of the dwelling and the household composition. For the temporary rental assistance, occupancy standards establish the minimum and maximum number of people living in the same dwelling.

Suitable housing has enough bedrooms for the size and make-up of resident households, according to National Occupancy Standard (NOS) requirements. Enough bedrooms based on National Occupancy Standard requirements means one bedroom for:

- each cohabiting adult couple;
- unattached household member 18 years of age and over;
- same-sex pair of children under age 18;
- and additional boy or girl in the family, unless there are two opposite sex children under 5 years of age, in which case they are expected to share a bedroom.

A household of one individual can occupy a bachelor unit (i.e. a unit with no bedroom).

In summary, the basic rule of the occupancy standard is minimum one (1) occupant per bedroom and maximum two (2) occupants per bedroom.

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IMPORTANT: Although this guide refers to the National Occupancy Standard, housing providers may apply a different standard where warranted, as long as households receiving temporary rental assistance have no more than one bedroom per person. In this case, households with more bedrooms are considered to be in a situation of over-housing.

3.8.1 Exceptions to the minimum occupancy standard

- A. Two (2) adults living together as spouses may have separate bedrooms in the case of a justified medical condition.
- B. A household may also request an additional bedroom to meet the needs of a person in the household living with a disability. In line with Canadian human rights legislation, there is an adaptation requirement that obliges housing providers to adjust their rules, policies or practices for discrimination reasons. The housing provider must therefore assess the needs brought to its attention and have reasonable proof to justify them. The housing provider must record in its files any exception to the minimum occupancy standard, including the reason for the exception.

For example, exceptions may include the use of a second bedroom for:

- storing essential equipment (depending on the disability); or
 - providing a bedroom to an individual who is not a household member but who regularly provides care at night, full time, to one of the household members.
- C. A parent with joint legal custody of one or more children may request the appropriate number of bedrooms for them on the condition that the parent provide satisfactory proof of the custody agreement.
 - D. A parent who does not have legal custody of his/her child(ren) but can provide the housing provider with satisfactory proof of the right to visit, may request one or more additional bedrooms if he/she must host them for the night to exercise or enforce his/her right to visit. A parent who is entrusted with custody of one or more children by a court order may request an extra bedroom. A certified copy of the order must be given to the housing provider.
 - E. A pregnant woman may request a dwelling with an additional bedroom provided she supply medical confirmation of her pregnancy.
 - F. A household preparing to host a child as a foster or adoptive family may request an additional bedroom. The housing provider must receive a document confirming the hosting or adoption.

3.8.2 Over-housing

Over-housing occurs when an assisted household lives in a unit in which the number of bedrooms is greater than the number authorized under the guidelines.

3.9 Over-housing charge

When the number of occupants in the household decreases and no dwelling of the correct size is available, no additional charge will be applied.

As soon as a suitable dwelling or a dwelling of a more suitable size is available in an over-housing situation, the housing provider must offer that dwelling to the household. The household will have a maximum of thirty (30) days, set by the housing provider, from the date of the letter offering the suitable dwelling, to accept or refuse the offer.

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A household that accepts the offered dwelling will not be charged any additional amount from the time when the household is over-housed until the time the household moves into the suitable dwelling offered.

A household who refuses the offer of a suitable dwelling will have a determined period, starting from the date of the offer from the housing provider, with no additional charge. If the household is still living in the dwelling after this period, the additional charge must be added to its household share immediately. It is important to remember that this additional charge is not part of the lease/ occupancy agreement and that the household and the housing provider are responsible for making the necessary arrangements.

It should be noted that if several households are in a situation of over-housing, the housing provider must adopt an internal policy to determine to whom housing will be offered as a priority. This policy must be known to tenants and applied rigorously.

IMPORTANT: If the housing provider has no unit sizes that match the occupancy standard, the unit of the closest size will be considered the one that applies for the purposes of this policy. For example, a household lives in a three-bedroom unit and according to the occupancy standards the household should be living in a one-bedroom unit but the housing provider only has two and three bedroom units, the household will live in the two-bedroom unit without having to pay an over-housing charge.

IMPORTANT: When the housing provider receives the temporary rental assistance, it is recommended not to apply an over-housing surcharge for a household already paying a surcharge under another former program if there is no adequate accommodation available. However, the surcharge may apply if the household confirms in writing their intention not to move to a more suitable accommodation when one is available. The amount of surcharge must then follow the guidelines of the temporary rental assistance

The amount of the additional charge is calculated as the ***difference between the occupancy charge for the dwelling that is occupied and the occupancy charge for the dwelling the household should be occupying per the occupancy standards (or the occupancy charge for the dwelling offered by the housing provider if a dwelling corresponding to the occupancy standard was not available)***. For example, if the household lives in a two-bedroom unit and, according to the occupancy standards, the household should be living in a one-bedroom unit, the housing provider must do the following calculation:

$$\begin{aligned} &\text{The additional charge} = \\ &\quad \text{the occupancy charge for the two-bedroom unit} \\ &\quad - \\ &\quad \text{the occupancy charge for the one-bedroom unit} \end{aligned}$$

When the occupancy charges vary for the same unit size, the housing provider must determine the average occupancy charge. For example, if there are three (3) one-bedroom units, the housing provider must calculate the average occupancy charge for these three (3) units and use it in the formula above.

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Example: A household lives in a two-bedroom unit and the occupancy charge is \$765. According to the occupancy standards, the household should live in a one-bedroom apartment. The one-bedroom units' occupancy charges are \$685, \$680 and \$700.

Average occupancy charge for one-bedroom units:

$$(\$685 + \$680 + \$700) \div 3 = \$688.33$$

Calculation of the additional charge:

$$\$765 - \$688 = \$77$$

The additional charge is \$77.

Note: The average is calculated by adding up the occupancy charges of all dwellings of the same size and dividing

3.10 Annual household declaration

When requesting temporary rental assistance, the household should complete the "Request for Rental Assistance – Annual Household Declaration" form. In this form, the household must sign a declaration to the effect that the information transmitted to the housing provider, for the purpose of calculating the amount of temporary rental assistance to which it is entitled, is true and complete and that any change in the household composition and/or income, whether it be increases or decreases, will be communicated to the housing provider without delay.

As mentioned in the "Request for Rental Assistance - Annual Household Declaration" form, the housing provider has the responsibility of advising assisted households receiving temporary rental assistance that information contained in their file related to their application for temporary rental assistance will be treated as confidential and kept in a safe and secure location. The housing provider must ensure that the assisted households are aware of the temporary rental assistance guidelines and any policies that may impact them. They must also outline the assisted household's responsibilities with regards to temporary rental assistance and ensure that the assisted households are aware of the federal investment in their housing.

This form is available on the CMHC website www.cmhc.ca/fchi.

3.11 Incorrect statement by a household

The household is responsible for providing accurate information related to all parameters of the temporary rental assistance. As stated in the form "Request for Rental Assistance - Annual Household Declaration", in the event that the information provided to the housing provider was incorrect and led to a miscalculation of the temporary rental assistance, the household will be responsible for reimbursing any amounts received in excess.

A false declaration can lead to suspension or even termination of temporary rental assistance for this household under the temporary rental assistance, as managed by the housing provider.

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3.12 Consent and privacy notice

The “Request for Rental Assistance – Annual Household Declaration” form also addresses the Privacy Act requirements. By signing this form, the household authorizes the housing provider to disclose their personal information for the purpose of making application for temporary rental assistance.

The household also consent to their personal information being shared with CMHC and its representative. This information is collected for (i) validating your eligibility for receiving funding for the purpose of receiving temporary rental assistance (ii) for administration and evaluation of the temporary rental assistance; (iii) for policy analysis and research.

4 Records and confidentiality

4.1 Records

The housing provider is responsible for collecting and keeping personal information about the households relating to their eligibility, household composition and various income sources. These documents may be in electronic or paper form. They must be kept in a secure location and in the strictest confidence for a period not less than seven (7) years, in accordance with the agreement signed with CMHC. They shall then be disposed of securely.

Files on households receiving rental assistance should contain the documents listed below:

- Copy of the lease or occupancy agreement
- All notices of changes in occupancy charge
- All rental assistance calculations by date and accompanied by verified proof of income
- All “Request for Rental Assistance – Annual Household Declaration” forms
- Proof of status in Canada for all household members (if applicable)*
- Documents justifying any exception to the occupancy standards (if applicable)
- Court or other documents concerning agreements about the custody or right to custody of any children (if applicable)
- Documents concerning the status of students (if applicable)
- All other correspondence with the household that may relate to the federal assistance

* The “Request for Rental Assistance - Annual Household Declaration” will include a statutory declaration to the effect of the right of residence in Canada. If the housing provider has reasonable doubts about the veracity of the information reported, proof of Canadian status may be required.

4.2 Confidentiality of information

All information given by households to the housing provider is strictly confidential and must be treated as such. It must be disclosed only to its auditor, officers, employees and the housing provider’s board of directors, as the case may be, for the purpose of making application for rental assistance or administering the temporary rental assistance.

The housing provider shall comply with all applicable legal requirements and, without limiting the generality of the foregoing, nothing in the temporary rental assistance agreement and the guide shall be construed in a manner that would contravene the *Access to Information Act* (Canada) or the *Privacy Act* (Canada).

All information gathered must be made available to any legitimate authorities that so request, including as an example CMHC or its representatives.

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