HIP INFO No: 36
Date: August 24, 2006

Subject: Cessation of Eligibility – Extenuating Circumstances

Reference: SHRA, O. Reg. 556/05, s. 12 (1.1)

As a result of Ontario Regulation 556/05, s. 12 (1.1), the service manager is now able to keep a household’s RGI eligibility in tact when there are extenuating circumstances involved.

The following examples demonstrate applicable extenuating circumstances in which the service manager has flexibility in determining that an RGI household remains eligible for subsidy.

- Household member is hospitalized at a medical facility that compromises household’s ability to report changes on time;
- Death of a household member that compromises another household member’s ability to report changes on time; and/or
- Rent calculation error made by a social housing provider staff member.

In all other cases where there may be applicable extenuating circumstances that allow a household’s eligibility to remain in tact, housing providers should contact their Region of Peel Social Housing Administrator.