

**City of Kingston**  
**Housing Division**  
**Department of Community Services**  
**216 Ontario Street**  
**Kingston, ON K7L 2Z3**  
**613-546-4291 ext. 1266**



## **DIRECTIVE**

☒ **Legislation/Regulation**  
☐ **Operational**

**DATE: 2003-11-24**  
**NUMBER: 03- 28**

The policies and procedures in this Directive are to be implemented by housing providers funded by the Municipality under the following programs:

- |  |   |
|--|---|
| <input checked="" type="checkbox"/> Public Housing Program | <input type="checkbox"/> Aboriginal Program   |
| <input checked="" type="checkbox"/> Non-Profit Program     | <input checked="" type="checkbox"/> Public Housing<br>Rent Supplement Program               |
| <input checked="" type="checkbox"/> Co-Op Program          | <input checked="" type="checkbox"/> Ontario Community<br>Housing Assistance Program (OCHAP) |
| <input type="checkbox"/> Federal Program                   | <input checked="" type="checkbox"/> Community Sponsored Housing<br>Program (CSHP)           |
| <input type="checkbox"/> Social Housing Registry           |   |

\* Please note: If your program is not checked, this Directive doesn't apply to your project.

**SUBJECT: Providers' duty to provide information to the public**

### **BACKGROUND:**

Under Section 9 of O. Reg 339/01 every housing provider must provide information concerning a housing project to the public:

1. The information provided under section 60 of Ontario Regulation 298/01 to the housing provider by the Service Manager.
2. Information concerning the types and sizes of units in its housing project.
3. The housing provider's policies and procedures for internal transfers from one RGI unit to another.
4. The housing provider's procedures for internal reviews of decisions to offer a vacant unit to a household.

A housing provider shall allow members of the public to make copies of the information at their own expense.

## **ACTION TO BE TAKEN:**

### **1. General information on RGI assistance and special needs housing:**

Housing provider must provide the following information resources to the public:

- Public Information Guide and maps with social housing project locations prepared by the Service Manager.

### **2. Project-specific information:**

Housing providers must prepare and make project-specific information available for the public as follows:

- Types of units and their sizes in housing projects
- Internal Transfer Policy and Procedures for transfers from one RGI unit to another within provider's housing portfolio
- Procedures on how to apply for internal review of refusal to offer a vacant unit for RGI applicants.

A copy of approved by the Board of Directors Internal Transfer Policy must be forwarded to the Housing Division.

### **3. Access to public information:**

- Providers must ensure that all prescribed public information is easily accessible and visible at the office and may be copied upon request.
- Pertinent forms and requests must be available at the provider's office.

### **4. Provider's communication to the public:**

- Ensure that the housing provider staff provide customer-friendly assistance to members of the public in a professional manner at all times and under all circumstances
- Assist the public in finding necessary information on RGI assistance and special needs housing, application forms for internal transfers requests for internal reviews
- Provide timely response to the public inquiries.

**SOCIAL HOUSING REFORM ACT, 2000 – REFERENCE:**

**Section 9 (1-2), O. Reg 339/01 amended to 307/03.**

If you have any questions, please contact Mila Kolokolnikova, Supervisor of Program, Policy & Research

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