

City of Kingston
Community and Family Services Department
Community Development Services Group

216 Ontario Street
Kingston, ON K7L 2Z3
(613) 546-4291 ext. 1266



DIRECTIVE

This Directive is effective March 30, 2006 and replaces Directive 04-02

- ☒ **Legislation/Regulation**
- ☒ **Operational (External)**
- ☒ **Operational (Internal)**

DATE: March 30, 2006
NUMBER: H-06-09

The policies and procedures in this Directive are to be implemented 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
Rent Supplement Program |
| <input checked="" type="checkbox"/> Co-Op Program | <input checked="" type="checkbox"/> Ontario Community
Housing Assistance Program (OCHAP) |
| <input type="checkbox"/> Federal Program | <input checked="" type="checkbox"/> Community Sponsored Housing
Program (CSHP) |
| <input checked="" type="checkbox"/> Social Housing Registry | <input type="checkbox"/> Ontario Works Programs |

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

SUBJECT: Recording and monitoring move-out damage arrears during external transfers from one RGI unit to another RGI unit within the service area

BACKGROUND: Under Section 7 of O. Reg. 339/01 housing providers must ensure that their housing projects are well managed, are maintained in a satisfactory state of repair and are fit for occupancy. Housing providers shall proceed diligently to repair, restore and make habitable any unit in a housing project that is damaged to such an extent that it is uninhabitable.

To prevent damages to the social housing property, Housing Providers inspect units periodically and it varies from semi-annual to annual inspections. However, the critical area is recording and monitoring of move-out damage arrears in the process of tenant/members transfers from one RGI unit to another RGI unit in a housing project operated by another housing provider, i.e. external transfers under Section 38 and overhoused transfers under Section 33 of O. Reg. 298/01.

Types of move-out damages may include, but not limited to:

- Front door damages
- Plastering/drywall, painting repairs, wallpaper removal
- Broken fixtures
- Broken handrails
- Plugged toilets
- Burnt and damaged countertops/carpets
- Appliances repairs and /or replacement
- Glazing and screen repairs
- Fencing
- Furnace repairs.

As prescribed by Section 7 of O. Reg. 298/01, to be eligible for continuous RGI assistance, no member of the household can owe rent arrears and/or money owed as the result of a reimbursement requested by the Service Manager under s. 86 of the Act, and/or money as a result of damage to a previous tenancy in any housing project under any housing program in the service area. To be eligible for a transfer in case of rent reimbursement requested by a Housing Provider, and/or damage arrears, any member of the household is required to enter into an agreement with the Housing Provider for the repayment of the arrears and make all reasonable efforts to repay the arrears.

In the process of any transfer from one RGI unit to another RGI unit, which occurs during an overhoused relocation or an external transfer request, The Social Housing Registry and Housing Providers must ensure continuous RGI eligibility of the tenant/member.

Therefore, rent reimbursement requested by a Housing Provider, and/or damage move-out arrears during overhoused and external transfers through The Social Housing Registry must be identified, recorded, reported, and repayment schedule status must be monitored. Move-out arrears policy must be communicated to tenants/members.

ACTION TO BE TAKEN:

I. Recording move-out arrears by a Housing Provider:

- The following categories of move-out damages caused by a member of the household must be recorded:
 1. Damages to a unit interior that require repairs (for example, front doors, plastering, drywall, painting, broken fixtures, handrails, burnt and damaged countertops)
 2. Damages to a unit appliances and equipment (for example, sink, chipped enamel)
 3. Other damages to a housing project (for example, broken balcony handrails)
 4. Fire and water damage to a unit resulting from tenant's negligence upon move-out.
- Move-out damage arrears must be identified by a former Housing Provider, from which a RGI tenant/member household transfers to an alternate unit.
- Move-out charges must be calculated upon damage that exceeds normal wear and tear of a unit interior and its equipment/appliances (depreciation factors must be considered based on lifespan of building components as recommended by Canada Mortgage and Housing Corporation attached to this Directive).

- Maximum move-out damage costs apart from rental arrears which may be charged back to the RGI tenant transferring from one RGI unit to another RGI unit through The Social Housing Registry is \$5,000.
- Rent arrears must be recoded separately to reflect actual amount owed by a tenant/member. Money owed as the result of reimbursement requested by the Housing Provider must be recorded separately to reflect actual amount owed by a tenant/member.

II. Move-out unit inspection:

- The former Housing Provider must conduct a move-out inspection with or without a tenant/member household and process move-out damages and charges to a tenant/member account within a reasonable period of time. Recommended move-out inspection form is attached to the Directive.

III. Reporting move-out arrears to The Social Housing Registry:

- In case of any move-out rent requested reimbursement, and damage arrears, the former Housing Provider notifies The Social Housing Registry by forwarding a standard Former Tenant/Member Arrears Report within 10 business days from the date charges are recorded under the tenant/member account (the Former Tenant/Member Arrears Report Form is attached).
- For the purpose of timely arrears database update, the former provider with the repayment agreement in place must notify The Social Housing Registry within 10 business days after closing the repayment agreement with the tenant/member by indicating that arrears are paid in full or agreement is no longer in good standing in a Standard Tenant/Member Move-Out Arrears Report.

IV. The Social Housing Registry responsibilities:

- It is a responsibility of The Social Housing Registry to update and transfer tenant file based on a Standard Tenant/Member Move-Out Arrears Report (total amount of arrears, status of repayment agreement, if any).
- The Social Housing Registry must forward any changes in information and documents with respect to move-out rent and damage arrears to a new Housing Provider within 10 business days after receiving a Former Tenant/Member Arrears Report from the former Housing Provider.

V. Monitoring continuous RGI eligibility of a transferred tenant/members with move-out arrears by a new Housing Provider:

- In case of any move-out rent reimbursement, or damage arrears, a new Housing Provider must initiate RGI eligibility review based on a notification from The Social Housing Registry by requesting a household, subject to review, to provide information and documents with respect to a repayment of owed arrears or a repayment schedule within the time period specified by a Housing Provider.
- If a transferred tenant/member fails to respond by an indicated deadline or fails to negotiate and sign a repayment agreement with a former provider or fails to keep it in a good standing, an opportunity to comment notice must be forwarded to the tenant/member with a summary of the information and a description of proposed decision on ineligibility for RGI assistance. Following the date, by which comments had to be provided, a new Housing Provider must send a notice of decision regarding continuous eligibility or ineligibility for RGI assistance.

- If a transferred tenant/member negotiates a repayment agreement with respect to move-out arrears, a new Housing Provider must monitor tenant's RGI eligibility in consultation with The Social Housing Registry/or a former Provider to ensure its continuity.

VI. Communication with tenants/members:

Housing Providers must inform and remind tenants/members of move-out damage arrears policy:

1. At move-out at the time of lease signing
2. At the time of periodical inspection
3. At the time damage occurs and repairs are complete
4. At the time of completing a Tenant Information Sheet for external transfer through The Social Housing Registry.

VII. Personal Information:

- Both former and new Housing Providers must safeguard the privacy of personal information in their custody or control and communicate in a secure manner, as prescribed by Section 22 of O. Reg. 368/01.
- Regulatory provisions under Section 22 do not apply to K&FHC and The Social Housing Registry that are subject to Freedom of Information and Protection of Privacy Act and the Municipal Freedom of Information and Protection of Privacy Act.

SOCIAL HOUSING REFORM ACT, 2000 – REFERENCE:

Section 7, Ontario Regulation 298/01 amended to 556/05

If you have any questions please contact Cheryl Mastantuono, Manager, Policy Development at 613-546-4291 ext 1253

Cheryl Mastantuono
Manager, Policy Development

Attachments

- c.c. Lance Thurston, Commissioner, Department of Community Services
Greg Grange, Director, Community and Family Services Department
Liz Fulton/Marian VanBruinessen/Susan Beckel, County of Frontenac
Alan McLeod, Senior Legal Counsel, Legal Division
Supervisors, Housing Programs
The Social Housing Registry
Tanie Steacy, Manager, Program Delivery
Adèle Lafrance, Manager, Administrative Services

Move-in/Move-out Inspection Checklist (to be completed by tenant/member)			
Lease Start Date		Lease End Date	
Name of Housing Provider or Property Manager		Tenant's Phone Number	
Tenant #1	Tenant # 2	Tenant # 3	Tenant #4
Unit address			

Please inspect conditions of each room and mark (✓) or comment on items that need repairs			
MOVE IN INSPECTION		MOVE OUT INSPECTION	
Move-In Date		Inspection requested by	
Inspected by		Inspected by	
Inspection Date		Inspection Date	
Front/rear entrances			
Doors			
Windows			
Lights			
Steps			
Other			
Living room			
Walls			
Ceiling			
Windows/Screens etc			
Doors//Door Stop			
Fixtures & Plates			
Carpet/Floors			
Other			
Bedroom (s) [see page 3 for more space]			
Walls			
Ceiling			
Windows/Screens etc			
Carpet/Floors			
Doors/Door Stops			
Fixtures Plates			
Carpet/Floors			
Other			
Kitchen			
Walls			
Ceiling			
Windows/Screens etc			
Carpet/Floors/Tile			
Counter			
Refrigerator			
Stove			
Sink			
Cupboards			
Doors/Door Stops			
Fixtures & Plates			

Other			
Bathroom (see page 3 for more space)			
Sink			
Fixtures & Plates			
Tub/Shower			
Medicine Chest/Fan			
Floors			
Ceilings			
Doors/Door Stops			
Other			
Exterior			
Porch/Deck/Fences			
Yard – Garbage in Yard/Lawn etc			
Exterior of Building – Paint/Roof etc			
Garbage Cans/Disposal area			
Basement/Garage (townhouses)			
Walls			
Ceiling			
Windows/Screens etc			
Doors//Door Stop			
Fixtures & Plates			
Carpet/Floors			
Laundry Tub			
Furnace/Water Tank			

I have inspected my residence and have listed items that are in need of repair. I agree to notify _____ of any items that may need repair in the future.

(housing provider)

I give my permission to _____ maintenance staff to enter my unit in my
(housing provider)
absence to complete the required maintenance or repair work as indicated.

Tenant signature: _____ Date: _____

Tenant signature: _____ Date: _____

Tenant signature: _____ Date: _____

Move-in/Move-out Inspection checklist must be completed and returned to the housing provider within 10 business days of occupying unit and within 10 business days of vacating unit

Housing Providers Signature: _____ Date: _____

Housing Providers Name: _____

Housing Provider Address: _____

Housing Provider Phone Number: _____

Bedroom 2			
Walls			
Ceiling			
Windows/Screens etc			
Carpet/Floors			
Doors/Door Stops			
Fixtures Plates			
Carpet/Floors			
Other			
Bedroom 3			
Walls			
Ceiling			
Windows/Screens etc			
Carpet/Floors			
Doors/Door Stops			
Fixtures Plates			
Carpet/Floors			
Other			
Bedroom 4			
Walls			
Ceiling			
Windows/Screens etc			
Carpet/Floors			
Doors/Door Stops			
Fixtures Plates			
Carpet/Floors			
Other			
Bedroom 5			
Walls			
Ceiling			
Windows/Screens etc			
Carpet/Floors			
Doors/Door Stops			
Fixtures Plates			
Carpet/Floors			
Other			
Powder Room or 2nd Bathroom			
Sink			
Fixtures & Plates			
Tub/Shower			
Medicine Chest/Fan			
Floors			
Ceilings			
Doors/Door Stops			
Other			

LIFESPAN CHART OF BUILDING COMPONENTS

	Component	Lifetime
1.	Vinyl asbestos tile (if properly installed and maintained)	10 – 15 years
2.	<p>Carpets in family high-rise units</p> <p>Carpets in senior citizen units</p> <p><i>Changes in carpet colour now result in an average replacement time of 7 years</i></p>	<p>5 – 10 years</p> <p>12 – 20 years</p>
3.	Refrigerators	20 years
4.	<p>Stoves</p> <p><i>The elements may have to be replaced sooner</i></p>	15 years
5.	<p>Washers – under 1 family use</p> <p>Washers – under 2 family use</p>	<p>12 years</p> <p>6 years</p>
6.	Dryers	18 years
7.	Counter tops (as long as there are no burns or water leaking around faucets and sink rim)	35 years
8.	<p>Plumbing fixtures</p> <p>Kitchen faucets</p>	<p>20 – 30 years</p> <p>10 – 15 years</p>

CMHC Life Expectancy Guidelines

Building Element	Material or Equipment Type	Service Life Low End Average (Yrs)	Service Life High End Average (Yrs)	Median Service Life (L=H)/2 (Yrs)
BUILDING STRUCTURE				
Foundation Walls	Damp-proofing	23	32	28
	Structural Concrete Failure	28	38	33
BUILDING EXTERIOR				
Exterior Walls	Precast Concrete Panels	34	49	42
	Brick Veneer	27	42	35
	Curtain Wall	26	44	35
	Stucco	17	25	21
Balcony Decks	Concrete	21	29	25
	Concrete Topping/Waterproofing	12	20	16
Balcony Railings	Painted Iron Railings	11	18	15
	Aluminum Railings	20	30	25
	Precast Concrete	23	32	28
	Glass Panels with Steel/Metal	19	27	23
Windows	Metal Casement	19	28	24
	Metal Double-Hung	18	26	22
	Vinyl Casement	15	23	19
	Vinyl Double-Hung	13	22	18
	Metal Sliding	18	27	23
Door (Exterior/Balcony)	Sliding Metal/Glass	18	24	21
	Solid Wood/Composite	14	20	17
		8	13	11
Exposed Flashing	Sheet Metal	18	29	24
	Non-Metallic	13	22	18
BUILDING INTERIOR				
Ceiling: Common Area	Painted Concrete	23	36	30
	Plastered Concrete	19	30	25
	Drywall	18	27	23
Ceilings: Service Area	Painted Concrete	23	37	30
	Plastered Concrete	20	31	26
	Drywall	19	27	23
Walls: Common Area	Concrete Block Glazed	29	44	37
	Concrete Block Painted	24	36	30
	Drywall	18	29	24
	Ceramic Tiles	16	27	22
	Stone Veneer	25	41	33
Walls: Service Area	Concrete Block Glazed	29	43	36
	Concrete Block Painted	24	37	31
	Drywall	16	25	21
BUILDING INTERIOR				
Floors: Common Area	Ceramic Tiles	17	29	23
	Carpeting	7	12	10
	Carpeting in family high-rise	5	10	7
	Carpeting in senior citizen units	12	20	16

Building Element	Material or Equipment Type	Service Life Low End Average (Yrs)	Service Life High End Average (Yrs)	Median Service Life (L=H)/2 (Yrs)
	Hardwood (as long as it is waxed regularly and high traffic areas kept varnished and free of water)	20		
	Terrazzo	28	47	38
	Vinyl Tiles	10	16	13
Floors: Service Area	Concrete	25	38	32
	Vinyl Tile/Linoleum	10	17	14
Stairway Treads	Concrete	25	38	32
	Metal Pans with Poured Concrete	22	33	28
Stairway Handrails	Painted Iron	18	26	22
Doors: Common Area	Hollow Metal/Metal Clad	16	26	21
	Wood/Wood Composite	12	20	16
Doors: Service Area	Hollow Metal/Metal Clad	15	25	20
Doors: Units	Wood/Wood Composite	14	23	19
Plumbing Fixtures	Common Laundry Facilities	12	19	16
	Janitor's Room(s)	16	24	20
Panic Hardware		11	18	15
ELEVATORS				
Elevator	Hoisting Equipment	19	30	25
	Motor	15	23	19
	Electrical Controls/Equipment	16	24	20
	Cab Structure	19	30	25
	Interior Finishes of Cab	10	18	14
ROOFING				
Roofs (Conventional)	Modified Bitumen	17	27	22
	Built-up Roofing (BUR)	16	24	20
	Single-Ply	14	23	19
Roofs (Inverted)	Modified Bitumen	18	26	22
	Built-up Roofing (BUR)	18	27	23
	Single-Ply	16	24	20
Parapets	Concrete	21	33	27
Base & Cap Flashing	Sheet Metal	15	24	20
	Non-metallic	14	21	18
Landscaped Terrace	Wood Deck	12	18	15
	Concrete on Raised Floor	19	28	24
PARKING GARAGE				
ATTACHED/OPEN Parking Garage				
Deck/Roof	Waterproofing	17	30	24
Walls	Structural Failure	26	39	33
Columns	Structural Failure	29	40	35
Drainage System		21	32	27
Ramps	Structural Failure	21	32	27
	Snow Melting Electrical Cables	12	18	15
	Glycol Ramp Heating System	12	17	15
Lighting Fixtures	Fluorescent	10	20	15
	Incandescent	10	21	16

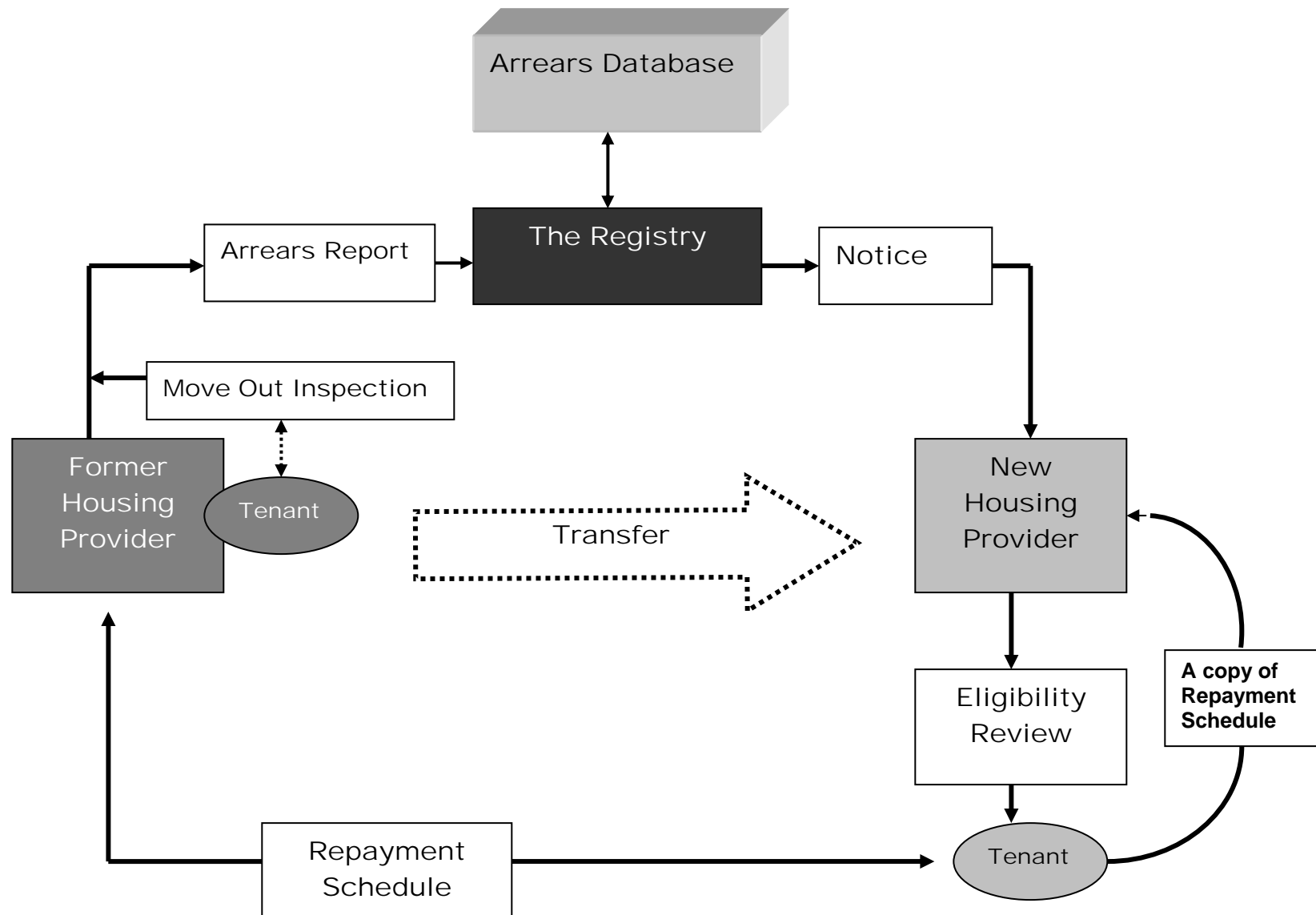
Building Element	Material or Equipment Type	Service Life Low End Average (Yrs)	Service Life High End Average (Yrs)	Median Service Life (l=H)/2 (Yrs)
Overhead Doors	Aluminum	9	14	12
	Steel	10	18	14
	Hoist System/Controls	7	14	11
Exterior Doors	Metal/Metal Clad	13	23	18
UNDERGROUND Parking Garage				
Walls	Waterproofing	13	20	17
	Structural Failure	30	44	37
Columns	Structural Failure	28	45	37
Drainage System		20	35	28
Ramps	Structural Failure	23	37	30
Lighting Fixtures	Fluorescent	10	19	15
	Incandescent	10	18	14
Overhead Doors	Aluminum	10	16	13
	Steel	12	20	16
	Hoist System/Controls	8	14	11
Exterior Doors	Metal/metal Clad	12	23	18
Ventilation/Exhaust Fan(s)		12	21	17
Heating System		14	25	20
CO Control System		10	15	13
Sprinklers	Dry	17	30	24
	Wet	18	30	24
Fire Extinguishers		7	17	12
Fire Hoses		8	16	12
ELECTRICAL SYSTEMS				
Transformer Vault		25	39	32
Main Panel	Circuit Breaker	20	31	26
	Fused Switch	19	29	24
Intermediate Panel	Circuit Breaker	19	29	24
	Fused Switch	18	28	23
Transformer	Delta Configuration	20	27	24
	“Y” Configuration	20	27	24
Suite Panel	Plug Fuse	17	28	23
	Circuit Breaker	18	30	24
Metering	Bulk	25	56	41
	Individual	24	37	31
Distribution	Bus Duct	27	41	34
	Cable	27	42	35
Wiring	Copper	24	39	32
	Aluminum	19	41	30
Fire Alarm (Updated)	Control/Annunciator Panel	15	23	19
	Pull Stations	16	27	22
	Alarm Devices (Bells, Horns, Speakers)	15	26	21
Smoke Detector	Battery Powered	6	11	9
	Hard Wired	10	18	14
Heat Detector		11	19	15
Emergency Power	Battery	6	10	8

Building Element	Material or Equipment Type	Service Life Low End Average (Yrs)	Service Life High End Average (Yrs)	Median Service Life (L+H)/2 (Yrs)
	Generator – Diesel	21	32	27
	Generator – Gas	19	28	24
Building Entry System	Intercom System	13	21	17
	Panel Connected to Telephone System	16	31	24
Entry Security System	Card Reader System	10	17	14
	Closed Circuit Camera system	9	15	12
Television	Master Antenna	14	19	17
	Cable	17	24	21
	Satellite Dish	9	17	13
Lighting Fixtures		14	22	18
Common Area	24-Hr. Oper.: Fluorescent	10	16	13
	24-Hr. Oper.: Incandescent	11	16	14
	Non-24 Hr. Oper.: Fluorescent	10	16	13
	Non-24 Hr. Oper.: Incandescent	11	16	14
Service Area	24-Hr. Oper.: Fluorescent	10	16	13
	24-Hr. Oper.: Incandescent	12	17	15
	Non-24 Hr. Oper.: Fluorescent	11	17	14
	Non-24 Hr. Oper.: Incandescent	11	16	14
Exterior	Fluorescent	7	11	9
	Incandescent	7	11	9
	High Intensity Discharge (HID)	12	18	15
MECHANICAL SYSTEMS				
Heating System Using:	Oil	18	26	22
	Gas	17	26	22
	Electric	20	29	25
Central System	Hot Water	20	30	25
	Water Heat Pump	11	18	15
	Steam	21	32	27
	Central Chiller	19	28	24
Heating in Suite	Radiation – Electric	18	28	23
	Radiation – Hydronic	22	32	27
	Fan Coil – Electric	14	21	18
	Fan Coil – Hydronic	15	25	20
	Air-to-Air heat Pump	11	17	14
	Incremental Unit	11	18	15
	Individual Controls	11	19	15
Cooling	Centrifugal Chiller	19	27	23
	Absorption Chiller	16	19	18
	Open Loop cooling Tower	20	28	24
	Closed Loop Cooling Tower	20	28	24
	Roof Mounted Air Cooled Water Chiller	15	20	18
Pipe Distribution	Pumps	8	17	13
(Heating/Cooling System)	Chemical Treatment	8	14	11
	Controls	11	19	15
	Valves	11	19	15
	Pipes	19	32	26

Building Element	Material or Equipment Type	Service Life Low End Average (Yrs)	Service Life High End Average (Yrs)	Median Service Life (L+H)/2 (Yrs)
	Insulation	18	30	24
Corridor Air Make Up	Fan Only	9	18	14
	Built-Up Unit (BUU) – Heated: Gas-Fired Unit	14	22	18
	BUU – Heated: Glycol Coil	15	22	19
	BUU-Heated: Hot Water Coil	16	23	20
	BUU – Cooled: Direct Expansion System	15	23	19
	BUU – Cooled: Chilled Water Coil	15	22	19
	BUU – Cooled: Other	16	23	20
	Roof Top combined Unit Heated: Gas-fired Unit	15	22	19
	RTCU – Heated: Glycol Coil	14	21	18
	RTCU – Heated: Hot Water Coil	14	20	17
	RTCU – Cooled: Direct Expansion System	14	20	17
	RTCU – Cooled: Chilled Water Coil	14	21	18
	RTCU – Cooled: Other	14	19	17
Roof Top Exhaust Fans	Central Duct System	16	24	20
	In-Suite Bathroom Fan(s)	11	19	15
	In-Suite Kitchen Fan(s)	11	18	15
Domestic Cold Water	Booster Pump	12	19	16
	Meter	17	28	23
	Cooper Pipes	25	38	32
	Galvanized Pipes	19	29	24
	PVC Pipes	21	33	27
	Suite Shut-Off	14	23	19
	Riser Shut-Off	14	25	20
Domestic Hot Water	Central Oil	12	18	15
	Central Gas	13	21	17
	Central Electric	15	23	19
	In-Suite Oil	10	15	13
	In-Suite Gas	12	19	16
	In-Suite Electric	10	15	13
	Central Tank Lining	12	21	17
	Central Tank Sterilization	5	9	7
	Suite Shut-Off	14	22	18
	Riser Shut-Off	14	22	18
	Recirculation System	14	21	18
Sprinkler	Pumps	16	24	20
	Dry Valves	18	32	25
	Wet Valves	19	32	26
	Valve Control Devices	14	21	18
	Sprinkler Heads	20	34	27
	Pipes	19	32	26

Building Element	Material or Equipment Type	Service Life Low End Average (Yrs)	Service Life High End Average (Yrs)	Median Service Life (l=H)/2 (Yrs)
Fire Hose Cabinets	Access Doors	22	32	27
	Hose	10	18	14
	Fire Extinguishers	8	17	13
	Valves/Hoses' Nozzles	13	22	18
Sanitary Sewer	Cast iron	27	42	35
	Cooper	26	40	33
	Aluminum	27	38	33
	PVC	21	35	28
Storm Sewer	Concrete Transite Pipe	24	37	31
	Cast Iron Pipe	28	45	37
	Area/Roof Drains – Full Flow	24	36	30
	Area/Roof Drains – Control Flow	24	35	30
	Catch Basins	22	37	30
Garbage Chute (UL Rated)	Aluminum	20	27	24
	Stainless Steel	21	32	27
	Welded	26	38	32
	Riveted	19	48	34
	Self latching Doors	8	16	12
	Self Closing Doors	8	15	12
	Fire Rated Doors	12	20	16
Compactor		14	22	18
SWIMMING POOLS				
Swimming Pools	Filtration System	10	16	13
	Pool Deterioration due to Moisture	8	12	10
	Major Cracking/Leakage	11	16	14
	Water Supply/Drainage System	14	22	18
APPLIANCES				
Refrigerators		20		
Stoves	Elements may have to be replaced sooner	15		
Washers	Under 1 family use	12		
	Under 2 family use	6		
Dryers		18		
Counter Tops	As long as there are no burns or water leaking around faucets and sink rim	35		
Plumbing Fixtures		20	30	15
Kitchen faucets		10	15	13

PROCEDURAL FLOWCHART FOR MONITORING MOVE-OUT ARREARS DURING EXTERNAL TRANSFERS



Former Tenant/Member Move-Out Arrears Report to the Social Housing Registry

Prepared by

Name of Housing Provider:

Please indicate the name of former Tenant/Member, Social Insurance Number (SIN), and Date of Birth

_____ (_____) _____
(Name) (SIN) (Date of birth)

_____ (_____) _____
(Name) (SIN) (Date of birth)

_____ (_____) _____
(Name) (SIN) (Date of birth)

_____ (_____) _____
(Name) (SIN) (Date of birth)

Former Housing Project: _____

Former Address: _____

Date of move out (month/day/year) _____

Total move-out arrears at current date: \$ _____

The amount of damage arrears charged back to a tenant should not exceed \$5,000

Please check the STATUS of Repayment Schedule:	No Schedule	<input type="checkbox"/>
	Signed	<input type="checkbox"/>
	In good Standing	<input type="checkbox"/>
	Irregular or no payments (no longer in a good standing)	<input type="checkbox"/>
	Paid in Full	<input type="checkbox"/>

Completed by _____

Date _____

Notice of Collection

Housing provider collected personal information from a member of the household under section 162 (1) of the Social Housing Reform Act, 2000, and prescribed standards under section 22 of O.Reg.368/01 for the collection, use, disclosure and safeguarding of privacy of personal information and for a person’s access to his or her personal information.

Personal information is shared under Section 165 of the Social Housing Reform Act, 2000, for the purpose of making decisions and verifying tenant’s/or member’s eligibility for rent-geared-to-income assistance by the Social Housing Registry and participating housing providers.

Questions regarding this collection should be forwarded to:

Name _____, Title _____

Business Address _____

Business Telephone # _____