



Capital Region

Housing Corporation

**Private Landlord Rent
Supplement Program
Information Booklet**

**This Handbook is updated periodically.
Check our web site at www.crhc.ab.ca
for the most current information.**





INTRODUCTION

Dear Tenants,

The Private Landlord Rent Supplement Information Program Booklet is forwarded to all tenants approved for a subsidy. It provides useful information and answers some of the more commonly asked questions.

Please refer to it for general information about your rent subsidy. If you need more information on any topic presented in this booklet, or about other related topics, please contact our office.

Capital Region Housing Corporation

10232 - 112 Street NW

Edmonton, Alberta T5K 1M4

Phone: 780-420-6161

Fax: 780-426-6854

Information line: 780-428-8200

Website: www.crhc.ab.ca

Office hours are 8:30 am to 4:00 pm, Monday to Friday.

...empowering families of modest means to become more independent and improve their quality of life...





Private Landlord Rent Supplement Program Information Booklet

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PRIVATE LANDLORD

Tenants sign a lease agreement with a private landlord. Under the agreement, they abide by the rules and regulations established by the landlord. Tenants are NOT tenants of Capital Region Housing Corporation; they are tenants of the private landlord. Any questions the tenants may have about rental payments, upkeep of the residential premises, emergencies after hours, problems with neighbors, moving out, etc, should be directed to the private landlord and not to Capital Region Housing Corporation.

ELIGIBILITY

Tenants continue to be eligible for the Private Landlord Rent Supplement Program as long as their annual incomes do not exceed the maximum incomes established.

The maximum incomes for Edmonton and area are as follows: (all fees, charges, and schedules are subject to change without notice.)

Bedroom Size	CNITS
Bachelor	\$30,000 per year
1 bedroom	\$ 35,000 per year
2 bedrooms	\$42,500 per year
3 bedrooms	\$56,500 per year
4 bedrooms	\$60,000 per year
5 bedrooms	\$63,000 per year



EXTENDED ABSENCES

Tenants occasionally need to leave their residential premises for extended periods of time – more than 30 days – for reasons that may include vacation, training, treatments, or family crisis.

Before leaving, tenants must contact Capital Region Housing Corporation to advise of their absence. Generally, tenants are eligible for the subsidy only when they occupy their rental unit. In special circumstances, the subsidy may continue for up to a maximum of 60 days if the tenants are away from their premises.

See appendix for the complete *Extended Absence Policy*.

FAMILY MEMBERS

Tenants must submit a written request to Capital Region Housing Corporation to add or remove any family members or other occupants from their application for rent supplement. Tenants must complete the *Change of Information Form*.

Other Information

In the case of adding family members or other occupants who are 15 years of age or older, verification of income, assets, school registration, and identification will be required. The private landlord's permission is also required.

In the case of removing a family member, a letter from the remaining lease holder is required. The letter must include the date the person is vacating, and be signed and dated.

Death

Tenants are to contact the Rent Supplement clerk in the event of a death. The clerk will advise of any information that may be needed.



INCOME REVIEWS

Annual Income Reviews

Tenants complete an *Annual Income Review Form* each year. The information is used to ensure that they still qualify for subsidized housing and to determine their next year's rent. Forms are mailed to tenants approximately four months before their anniversary date.

Instructions for Completing the Forms

Private Landlord Rent Supplement tenants receive a standard *Annual Income Review Form*. They complete it in full and attach verification of all current income and copies of their previous year's tax return (T1) and assessment notice (T451). The completed package is then forwarded to Capital Region Housing Corporation's office. Tax returns and assessment notices may be provided at a later date if they are not available when the tenants receive the *Annual Income Review Form*.

Changes during the Year

All Tenants

All tenants must complete a *Change of Information Form* to advise of changes that occur during the year if

- They start to receive Alberta Works Income Support or Alberta Works Learners Grants for Alberta Employment, Immigration and Industry – their rents will be based on the Rent Schedule in effect;
- Their gross monthly income decreases by more than \$35 – their rents may be lowered; or
- Someone moves in or out – their rent will be recalculated based on the new family composition and updated income verification.

Tenants are required to submit their *Change of Information Form* to Capital Region Housing Corporation by the last day of the month in which the change of income or family composition occurred. If the rent needs to be reduced, it will be adjusted for the first day of the following month. Rent reductions are not back-dated, so tenants must provide their information on time.



Rent Confirmation

Capital Region Housing Corporation sends written confirmation of the rent, even if there is no change, after tenants submit proof of income changes. If the tenant does not receive a rent confirmation within ten days of submitting information, they should contact their Rent Supplement clerk.

Tenants are wholly responsible for any back charges to the rent if Capital Region Housing Corporation does not receive the proof of income change and the information needs to be resubmitted.

MAINTENANCE

Questions about repairs and after hours emergencies should be directed to the private landlord.

PERSONAL INFORMATION

Personal information, including information about gross household income and income of individual members of the household is required, under the *Alberta Housing Act*, to assess eligibility for the Private Land Lord Rent Supplement Program and to determine the type and size of housing unit required. Information is protected by the privacy provisions of the *Freedom of Information and Protection of Privacy Act*. Questions regarding the collection of personal information may be directed to the Rent Supplement Clerk III at the address and telephone number listed in the introduction.



PETS

Tenants in the Private Landlord Rent Supplement Program must ask their landlord about their pet policies.

SUBSIDIZED RENT

Rent is calculated using the rules in the *Alberta Housing Act*. Rent includes heat, water and sewer costs. Tenants pay extra for electricity. If tenants live in a rental property where they pay for heat or water, Capital Region Housing Corporation allows a deduction off the subsidized rent to assist them in paying the utility costs.

Other Charges

If the tenant lives in a rental property that does not have electricity individually metered to each housing unit, a charge for electricity is added to their subsidized rent amount.

If parking, cable TV, Satellite, or other charges are included in the market rent set by the landlord, a surcharge for these items will be added to the subsidized rent amount.

Rent Schedule

For tenants receiving money from Alberta Employment, Immigration and Industry, including Alberta Works Income Support and Alberta Works Learners Grants, the rents are based on the rent schedule in effect. (All fees, charges and schedules are subject to change without notice.)



Rent Schedule

Number of Adults	Number of Children under 18 years old	Rent Each Month
1	0	\$120.00
1	1	\$212.00
1	2	\$260.00
1	3	\$317.00
1	4	\$377.00
1	5	\$437.00
1	6 or more	\$496.00
2	0	\$193.00
2	1	\$262.00
2	2	\$317.00
2	3	\$377.00
2	4	\$437.00
2	5	\$496.00
2	6 or more	\$555.00

This rent schedule is used to determine the rent for families or individuals receiving Alberta Works Income Support or Alberta Works Learners Grants from Alberta Human Resources and Employment.

30% of Income

When tenants earn money from other sources, such as employment or pensions, rent is based on 30% of their gross monthly income.

Minimum Rent

The lowest amount the rent will be is \$120 per month. Allowable utility deductions may be applied to the minimum rent.



How the Landlord Gets Their Subsidy Payment

Tenants pay rent based on their income to the landlord. The landlord then bills Capital Region Housing Corporation for the difference between that amount and the actual market rent. For example, the landlord rents their apartment for \$500 per month. The tenant pays \$200 each month. The landlord will submit a subsidy claim to Capital Region Housing Corporation for the balance of \$300.

TRANSFERS

Tenants do not usually transfer from one residential property to another. The rent subsidy is attached to the rental unit and does not transfer. In certain circumstances, a transfer may be necessary within the same building.

Contact Capital Region Housing Corporation if further information is required.

APPEALS

Tenants may appeal any decision made by Capital Region Housing Corporation. To do so, submit a written appeal letter to the Executive Director at the address noted on page 1.

The Executive Director will review the appeal, but will not always respond personally. In such cases, a designated alternate will evaluate the situation and respond as needed.



APPENDIX

Extended Absence Policy

INTRODUCTION

On occasion tenants are absent from their premises for extended periods of time for reasons such as vacation, training, treatment, rehabilitation, family crisis, etc. This policy outlines their eligibility to continue tenancy and rent subsidy.

An extended absence for the purpose of this policy shall be defined as an absence of more than 30 calendar days.

POLICY

Tenancy and rent subsidy will continue for tenants who are absent from their residence for up to 60 consecutive calendar days provided the Tenant:

1. has advised the Corporation in writing of their intended absence, where and how they may be contacted.
2. has not been absent from their residence due to extended absence in the previous 12 months.
3. has advised the Corporation in writing of who will be responsible for looking after the housing unit, including the name, address and contact phone numbers for such person, and the corporation approves such individual. This individual shall be deemed agent for the tenant and the Corporation shall deal with this individual as tenant's representative for all Landlord/Tenant matters, including eviction for violation of the terms and conditions of the Residential Tenancy Agreement. The Agent shall ensure that all the tenant's obligations under the Residential Tenancy Agreement are carried out.



4. does not allow any other person(s), including their agent to occupy the premises in their absence without the written consent of the Corporation.
5. prior to leaving, signs an agreement giving possession back to the Corporation at the expiry of the 60 days should they fail to return. No extension will be permitted under any circumstances.
6. Rent, utilities and any other payment due under the Residential Tenancy Agreement are paid in full and on time.
7. Rent shall be calculated based on the regulations of the Alberta Housing Act.





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