



## DOCUMENTED PROCESSES FOR RGI ADMINISTRATION

The RGI process to conduct an Annual Review of income change is as follow;

1. Send RGI form and cover letter to each household in RGI assistance which includes a due date to when to submit the information ( at least 30 days )
2. Within a 10-15 day time frame, send a reminder to submit the form and supporting documents by the due date indicated on the cover letter.
3. Send a 2<sup>nd</sup> reminder to submit RGI form with supporting documents with a due date of no more than 10 days.
4. If the information is not submitted by the due date specified in the reminder letters, a Final Notice to submit should be sent but also stating that they may lose their subsidy for not providing the information. This reminder should be more detailed to what the office is missing and for what period to avoid any delays
5. *Serving notice to increase to market.* All letters increasing to market should be sent 90 days prior (60 days minimum) prior to the effective date. A “request for review” form will be attached with your cessation letter. The form will need to be sent to the City of Toronto which a participant from the review committee will contact the tenant/member. See copy of the form attached.
6. Conduct calculation of all RGI files
7. Enter all market value should an increase have taken place prior to calculating.
8. Jr. Administration team will verify if all calculation has been performed correctly; reviewing RGI Form, supporting documents, and also verify if the calculation that have increase to market value due to income, or not providing documentations.

9. Rent Change Form (RCF) will be provided to bookkeeper for all RGI and Market units a month prior to the effective date of the Annual Review.
10. All Notice of Decision letters to be sent to each household with RGI assistance 60 days prior to the effective date.

Please find attach a copy of a timeline used to conduct an Annual Review for each year. For a mid-year income/household change, the same process is implemented with the exception that it will not take a period of 6 months to conduct a calculation. It will require a shorter time frame to process the information and proceed with calculation unless additional information is needed.

***Presented and Approved by the Board of Directors on \_\_\_\_\_, 2016***

\_\_\_\_\_  
President

\_\_\_\_\_  
Corporate Secretary

DUE DATES	TASKS	CHECK	COMMENTS
Feb. 21 <sup>st</sup>	<p>The following items are the preparation for the Annual Review:</p> <ul style="list-style-type: none"> <li>• Preparation for 1<sup>st</sup> RGI notice.</li> <li>• Annual Review chart (Updating current units).</li> <li>• Organizing and prepping of all RGI files (eg. Labelling unit numbers on files and pulling out last year's Annual Review).</li> <li>• Make sure all letter templates are in HM Worx.</li> <li>• Approval checklist.</li> <li>• RGI application to be photocopied both sides.</li> <li>• Large yellow envelopes in stock to send out Annual Review package.</li> <li>• Discuss with Property Manager about budget approval for calculation purposes.</li> </ul>		
Mar. 6 <sup>th</sup>	Send 1 <sup>st</sup> RGI Notice to all RGI recipients that RGI applications must be completed by Apr 3 <sup>rd</sup> .		
Mar. 20 <sup>th</sup>	* 1 <sup>st</sup> Missing information letters must be sent with the due date for the information by Apr 3 <sup>rd</sup> .		
Apr. 3 <sup>rd</sup>	Application Deadline.		
Apr. 8 <sup>th</sup>	<p>Send 2<sup>nd</sup> reminder to all RGI recipients that have not submitted RGI applications with an extended Deadline to Apr 17<sup>th</sup>.</p> <p>* 2<sup>nd</sup> Missing information letters must be sent with the due date for information by Apr 17<sup>th</sup>.</p> <p><b>** For all application received after Apr 3<sup>rd</sup>, 1<sup>st</sup> missing information letters must be sent with the due date for the information by Apr 17<sup>th</sup>.</b></p>		
Apr. 17 <sup>th</sup>	<p>Extended RGI application deadline.</p> <p><b>** For all application received after Apr 3<sup>rd</sup>, 2<sup>nd</sup> missing information letters must be sent with the due date for the information by Apr 24<sup>th</sup>.</b></p> <p><b>Confirm budget approval with Property Manager and Controller. HM Worx must be updated to reflect any housing charges for increases or decreases.</b></p>		
Apr./May	RGI calculations to be processed and reviewed.		
May 12 <sup>th</sup>	<p>All received RGI calculations must be completed for approval.</p> <p>Preparation for notice of RGI to MK decision.</p> <p>Preparation of "New Market Rent" letters.</p> <p>Confirm last months' deposits for all units manually by clicking each unit in Yardi or going into each unit in New Views. LMD update should be incorporated in the DECISION and MK letters.</p>		
May 26 <sup>th</sup>	<p><b>DEADLINE:</b> Send all RGI recipients a Market Rent Letter if their information is still missing (RGI to MK).</p> <p><b>DEADLINE:</b> Send all Market units the "New Market Rent" letter &amp; update LMD (MK to MK).</p>		
Jun. 16 <sup>th</sup>	<p>All received RGI calculations must be completed for approval.</p> <p>Preparation for notice of DECISION.</p>		
Jun. 23 <sup>rd</sup>	<p><b>DEADLINE:</b> Send all RGI recipients advising them of DECISION notice re: new Housing Charges.</p> <p><i>Update EFT-Electronic Funds Transfers (Pre-Authorized Payment): Must ensure that all members that are on EFT are updated and notified in writing that the EFT will reflect the new housing charges and member's deposit update for the new fiscal year. Authorization forms must be signed by members of this change (if applicable).</i></p>		