



## **Frequently asked Questions** **Social Housing Registry**

### **How do I apply?**

To apply to rent geared to income, you can: print the application under the quick links, Pick up an application from any OW office in Lanark County, or you can call Social Housing Clerk at 613-267-4200 ext. 2402, to request a copy be mailed to you.

### **Where are the OW offices located?**

Ontario Works Satellite Office  
33 Lansdowne Ave. Unit 43  
Carleton Place, ON K7A 3S9

Ontario Works Satellite Office  
52 Abbott St. N  
Smiths Falls, ON K7A 1W3

Also the administration building in Perth has copies that can be picked up in the Social Services department.

### **Where is rent- geared to income housing available?**

Social Housing Providers are located in the following towns:

- Perth
- Smiths Falls
- Almonte
- Carleton Place
- Pakenham
- Clayton

### **How do I know you've received my application or documents?**

Lanark County Social Housing will send you a confirmation letter when they receive an application, documents, or revisions to the information you have provided. Please allow 3 weeks for a confirmation letter to be mailed to you. If you do not receive a confirmation within 3 weeks please call Social Housing Clerk at 613-267-4200 ext.2402

### **How do I know where I am on the Waitlist?**

Unfortunately we do not tell people where they are on the waitlist because it changes daily for a variety of reasons. To ensure your spot on the waitlist we ask that any change of contact information (mailing address, phone number etc.) be brought to our attention immediately as this is how we communicate with you.

### **How long is the waitlist?**

The length of time you wait for an offer of housing varies depending upon the housing choices you have selected. Victims of Domestic Violence receive top priority for housing in Ontario. Other applicants can generally expect to wait at least one year for a housing unit to become available.

### **Do I get to choose where I want to be placed?**

Yes on the application there is a section where you choose where you would like to be placed. You can choose as many locations as you wish; however, it is important to only choose places where you want to live because you are only allowed 3 refusals before your name is removed from the wait list.

Some locations require tenant insurance and some locations are smoke free.

### **What is a refusal?**

If Social Housing finds you a place to live and you decide not to move there, that counts as a refusal. Once this has happened 3 times, we assume you are no longer in need of social housing and have found other accommodations, and you will be removed from the waitlist.

### **How much rent will I pay?**

Social Housing tenants pay rent based on 30% of their gross income except Ontario Works or Ontario Disability Support Program clients whose rent scale is legislated by the Housing Services Act.

Some Social Housing Providers also administer market rent units for people who do not qualify for rent-geared-to-income housing. Applications for market rent units are submitted directly to the housing provider.