

# Continued Eligibility – Rent Assistance Benefit (RAB)

Rent Assistance Benefit (RAB) are benefits paid from Heartland Housing Foundation directly to subsidy recipients to help make their rent with a private landlord more affordable. Heartland Housing Foundation is not the landlord in this program.

## Continued Eligibility

**Annual Income Review** – To continue receiving Rent Assistance Benefits, recipients must complete an annual income review before the anniversary of their RAB agreement.

**Household Income Limits** – Recipients must remain under the Household Income Limits (HILs) set annually by the Government of Alberta. If the recipient is still eligible, Heartland Housing Foundation will recalculate their supplement amount. If they are no longer eligible, the supplement will be cancelled.

## Changes in Household Information

As part of their RAB agreement, recipients must tell Heartland Housing Foundation if:

- Their contact information changes.
- They move or plan to move.
- Someone moves in or out of the home (roommate, partner, family member, etc.).
- Their income changes.
- They rent out a room in their home to someone who is not part of their household.
- The monthly rent for their home changes.

These changes may impact a recipient's RAB amount or eligibility.

**Informing Heartland Housing Foundation** – Recipients must tell Heartland Housing Foundation of any changes within fifteen (15) days of the change. If recipients do not tell Heartland Housing Foundation about these changes, their benefit may be cancelled.

**Recalculating the Benefit** – We will recalculate the benefit amount after receiving documentation verifying changes in the household income, composition, rent or accommodation.

**Adjusting the Benefit** – Adjustments to rent benefits based on a change of address or change of household will take effect the date Heartland Housing Foundation is notified of the change, not the date of the change itself unless there is sufficient advance notice of a move or a new household member.

## Frequently Asked Questions

*What if my income, mailing address, email or phone number have changed?*

Complete the Change of Household Information form. **If your income changes, your Rent Assistance Benefit amount may change.**

If you or someone in your household begins receiving Alberta Income Support, your benefit or rent may change based on the core shelter rates.

*What if someone has moved into my home?*

If the person is being added as a household member, please complete the Change of Household Information form.

Submit the new household member's citizenship status, income, and asset information so we can reassess your household eligibility.

If the new household member would make the recipient household ineligible, the recipient will be notified that they will lose their benefit. The recipient can choose not to add the new household member and keep their benefit.

If the recipient household is still eligible, the new household member will be added to the file. We will recalculate your household income and your Rental Assistance Benefit amount.

*What if someone has moved out of my home?*

Complete the Change of Household Information form. The household member can be removed from the recipient file. We will recalculate your household income and your Rent Assistance Benefit amount.

*Can holds be placed on my benefit?*

A hold will be placed on a recipient's benefit if:

- The RAB recipient moves into housing that is ineligible.
- The recipient does not provide the required information, provides false or misleading information in the Annual Income Review form or any additional information as requested to assess the recipient's continued eligibility.
- The recipient moves without informing Heartland Housing Foundation or moves outside the area that Heartland Housing Foundation provides Rent Assistance Benefit to.
- The recipient moves another person into their housing without notifying Heartland Housing Foundation and confirming that person as a member of the household.
- The recipient requests to have their assistance canceled.
- The RAB recipient is no longer eligible for an assistance according to the Social Housing Accommodation Regulation.
- The RAB recipient does not use the amount agreed to above towards the payment of their rent.
- Public funding for either Rent Assistance program is cancelled.

*When can a benefit agreement be cancelled?*

If the recipient remains ineligible after their benefit has been on hold for three months, their benefits will be cancelled.

If a customer became ineligible and did not notify, Heartland Housing Foundation, they will be responsible to pay back any subsidies paid since they became ineligible.