

Reasons for Decision:

Order # AP1819-0048

The appellants appealed that their application for Rent Assist was not backdated to when they first applied in <date removed>.

The program representative advised that they received an application for Rent Assist benefits on <date removed>. A letter was sent to the participants on <date removed> requesting missing information, income verification from Canada Revenue Agency (CRA) and landlord information. The program received the information from the landlord, however did not receive the CRA information. The program allows three months for applicants to obtain required documents. When the documents were not received after three months, the file was closed, effective <date removed>.

The family applied again, on <date removed>. A letter was sent to them on <date removed> requesting the same missing CRA information. The requested information was received on <date removed>. The application was assessed and approved on <date removed> and backdated to <date removed>.

<name removed> stated that that their family is very grateful for the Rent Assist benefit. The appellant advised they are new landed immigrants and do not understand all the processes on completing government forms. The appellant said they called Canada Revenue Agency to try to expedite their claim, with no success. The family requests the benefit to be effective <date removed> when they first applied for Rent Assist. Their spouse is not working and they are only working on a part time basis, and are just requesting any assistance that may be available to them.

The Rent Assist Policy Section 3.02 and 3.03 states:

3.02 Incomplete Information

Where an applicant makes an incomplete declaration of income or there is any other information missing on an application for program benefits, benefits may be delayed and/or the application cancelled.

3.03 Request for Further Information

If further information is required, staff will request that the applicant provide the missing information:

- a) if provided within 30 days from the date of the letter without the application approval date changing.*
- b) if information is received after the 30 days, but within 90 days from the date of the letter, the application approval month will be in the month in which the information is received.*

c) if no information is received within the 90-day time period, the application will be closed.

After carefully considering the written and verbal information, the Board has determined that the Program was correct in determining that the family's Rent Assist application was effective <date removed> and not backdated to <date removed>, according to Section 3.03. <name removed> stated at the hearing that they did not apply for the GST credit until <date removed>. If all information had been submitted within the timelines, the earliest benefits would begin would be following their application to CRA and not <date removed>. Although it is unfortunate there were delays with CRA, the Board did not find the Rent Assist program responsible for the delay. The decision of the Director has therefore been confirmed, and this appeal is dismissed.

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