

Reasons for Decision:

Order #AP1718-0112

The appellants appealed that their application for Rent Assist was cancelled.

The Rent Assist Program received an application for benefits on <date removed>. The application did not have all the required documentation attached to it. The program sent a letter dated <date removed> indicating that they required a print out of their Canada Child Benefit Notice for <text removed>. The letter also indicated that if they received the information by <date removed> they would provide benefits effective <date removed>. If it was received after that date it would be effective the first of the month in which the information is received.

The Department indicated that they require this documentation to verify the family's "world income" for <year removed> and to verify that the children they are claiming as dependents are actually residing with the family.

The family sent an email to the program on <date removed> asking for an extension of the date by which the required documentation needed to be submitted. The family explained that they have applied for the Child Tax Benefit, but have not yet received a decision.

On <date removed> the program sent a letter to the family advising that their Rent Assist application had been closed as they had not submitted the required documentation. The letter also advises them that if they wish to apply for benefits in the future they would be required to submit a new application form.

The appellants provided the Board with a copy of a letter they had sent to Revenue Canada inquiring about the status of their application for the Child Tax Credit. At the hearing the appellant requested that their application for Rent Assist be kept open so that they could receive back-dated benefits once they receive the documentation from Canada Revenue Agency.

The program indicated that in accordance with their policies the benefits will only be paid effective the month in which the complete documentation is received. They quoted Sections 3.01, 3.02 and 3.03 of the Rent Assist policies which directs that an application be closed after 90 days if all required documentation is not submitted. The Department also advised that July 1, 2017 is the beginning of a new benefit year, so a new application would be required which would include an Option C print out from their 2016 income tax year.

After carefully considering the written and verbal information, the Board has determined that the program has administered the appellants' application for Rent

Assist benefits in accordance with the Regulation and policies of the program. There would be no benefit to keeping the application open for any extended period of time, as the benefits will be effective the same month in which the documentation is received and will not be back- dated. Therefore, the Board has confirmed the Director's decision.

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