

RENTAL HARDSHIP FACTSHEET

Community Housing

Rent reductions may be available for renters when:

- They lose a child
- A child or partner vacate the property, affecting the household income
- Illness results in a change of income
- A renter passes away

Temporary absences due to family violence, incarceration, hospital, rehabilitation or a similar situation

Transitional Housing

WHL can reduce rent to \$15 per week for a period of absence if you are in prison, hospital, rehabilitation, respite care or something similar and are paying a fee for that accommodation.

General Lease

WHL cannot reduce rent but may be able to waive a service charge due to loss of job, reduction of work hours due to injury or illness, income changes from somebody leaving the household, or temporary absences due to family violence, incarceration, hospital, rehabilitation or another treatment facility.

What is hardship?

Unforeseen events that place a renter's tenancy at risk due to unavoidable changes to a renter's financial situation and inability to pay rent.



Circumstances outside the scope of the policy

Hardship will generally not be granted for individuals who receive an income but are managing other life expenses such as

- school fees
- storage costs
- food costs
- unexpected life costs

Your Tenancy Officer can provide information about local services that can assist with material aid.

Applying for hardship

Visit WHL's website and download the Hardship Application Form or speak with your Tenancy officer for assistance. This form can be completed and returned to your Tenancy Officer. Decisions about rental hardship are made at a management level, and any agreed rent changes will be backdated.

Decisions about hardship

WHL consider every application on its individual circumstances. This is balanced with WHL's own financial viability and legal obligations. WHL use a rental model that provides low-cost housing, and it is not always possible to reduce this further.

You can appeal a decision via WHL's Complaints and Appeals Policy, and it will be independently reviewed.

**Contact your
Tenancy
Officer if you
are unsure
which
housing
program you
fall under**