

## What if you owe money to a social housing organization?

If you owe money to a social housing provider, you must make arrangements with them to pay. You must follow through on the payment arrangement.

## What else do you need to know?

If you are applying as a **family**, you may be offered either an apartment or townhouse with the appropriate size for your family.

You are entitled to a maximum of **three housing offers**. You can refuse the first two if you don't want them. If you refuse the third offer, your application will be cancelled. You can apply again, but you will go to the bottom of the waiting list. You will lose your Urgent Status.

Registry staff will decide if you qualify for Urgent Status.

If you have any questions, please ask The Registry staff.



## The Social Housing Registry of Ottawa

2197 Riverside Drive, 5<sup>th</sup> floor  
Ottawa, Ontario  
K1H 1A9

Telephone: (613) 526-2088

Fax: (613) 526-4688

Monday: 8:30 am - 4:30 pm

Tuesday: 1:00 pm - 4:30 pm

Wednesday: 8:30 am - 4:30 pm

Thursday: 8:30 am - 4:30 pm

Friday: 8:30 am - 4:30 pm

Do you suffer from **ABUSE**?  
Is your personal **SAFETY AT RISK**?



The Social Housing  
Registry of Ottawa

Urgent Status (Safety) & Special Priority

If you are not safe where you live right now, you may qualify for “**Urgent Status**” or “**Special Priority**” on the waiting list for social housing.

“**Special Priority**” means that no matter when you applied, you will get first priority for rent-geared-to-income housing. “**Urgent Status**” means that you will get a high priority for rent-geared-to-income housing.

## Special Priority:

You may qualify for “Special Priority” if:

- You, or someone in your household, are being abused by a family member that you have lived within the past three months, even if you don’t live with that person anymore; or are subject to ongoing abuse from a former partner.
- You are planning to **permanently** separate yourself from the abuser.

## Urgent Status:

You may qualify for “Urgent Status” if:

- You, or someone in your household, are currently being abused by a family member or by a former partner that you have not lived with in the past three months.
- Your personal safety, or the safety of someone in your household, is under ongoing extraordinary threat and moving to a new home will make you safe.



## What do you have to do?

To get “Special Priority” or “Urgent Status”, you must:

- Give The Registry a safe address and phone number where they can contact you.
- Tell The Registry any areas in Ottawa where it may not be safe for you to live.
- Keep your file up to date by telling The Registry about all changes.
- Give The Registry documents that help prove your personal safety is at risk. The documents can be letters from:
  - a doctor
  - a lawyer
  - a police officer
  - a priest, minister or other member of the clergy
  - a teacher
  - a guidance counselor
  - the manager of the social housing organization if you live in social housing right now
  - a community health care worker
  - a social service worker
  - a victim services worker
  - a settlement services worker
  - a shelter worker



If there is not enough information in the documents you send in, Registry staff will contact either you or the person who wrote the letter to get more information. The Registry will ask you to attend an interview with one of their staff.

## What is Abuse?

Abuse is a threat to your personal safety. It includes things like:

- Threatening to physically harm you or a member of your household.
- Threatening to illegally take your children from you.
- Forcing you to perform degrading acts.
- Physical, emotional or sexual abuse.
- Extreme harassment (stalking).
- Unfair control of your daily personal and financial activities.

## What does “Family Violence” mean?

Family violence is when your personal safety is threatened by someone you live with in a family relationship. This could be your husband, wife, same sex partner, parent or any other relative who lives with you.

